Item 2

3rd May 2023

Glasgow City Council

Operational Performance and Delivery Scrutiny Committee

Report by Chief Executive

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Strategic Plan Performance: Grand Challenge 1: Mission 4 and Grand Challenge 2: Mission 2 Cost of Living Report

Purpose of Report:

To report the performance of the new Council Strategic Plan and the agreed Mission based approach, prioritising those Commitments which address the Cost of Living crisis.

To ensure that any new activity initiated or prioritised as a response to the Cost of Living crisis is reflected in performance reporting.

Recommendations:

The committee is asked to:

- Consider and note the content of the report
- Consider the Grand Challenges, Missions and Commitments
- Note the emerging Commitments highlighted due to the Cost of Living focus

Ward No(s): Citywide: ✓

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

***PLEASE NOTE THE FOLLOWING**:*

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1.0 Background

1.1 The Council Strategic Plan was agreed at Full Council on 27th October 2022. The Operational Performance Delivery and Scrutiny Committee is now tasked with monitoring the delivery of the Plan.

1.2 A performance template was presented and agreed by Operational Performance Delivery and Scrutiny Committee in November 2022 to effectively structure and support scrutiny of the Plan and illustrate the cross-cutting nature of the Missions as the services work collectively to deliver the council's priorities. This template will be subject to review to ensure that service and member feedback is incorporated.

1.3 The performance template captures Actions which underpin the Missions and Grand Challenges.

2.0 Council Strategic Plan: Reporting Structure

2.1 In order to ensure that the Plan clearly articulates its purpose it has been structured into Grand Challenges and their supporting Missions.

2.2 The Grand Challenges are as follows:

- Reduce poverty and inequality in our communities
- Increase opportunity and prosperity for all our citizens
- Fight the climate emergency in a just transition to a net zero Glasgow
- Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities

2.3 These Grand Challenges and their Missions are underpinned by Commitments; which Services are undertaking to work towards the goal of each Mission.

2.4 It should be noted that the council agreed that the Strategic Plan will be subject to an annual review to reflect the volatility of outside pressures and budget constraints. There is a transparent change control process in place to assist this.

2.5 For the purpose of this report there will be a focus on Glasgow Life's contribution to Grand Challenge 1 and Grand Challenge 2 and in particular on the missions supporting them and the Commitments undertaken to deliver them:

Grand Challenge 1: Reduce poverty and inequality in our communities
Mission 4: Support Glasgow to be a city that is active and culturally vibrant

Grand Challenge 2: Increase opportunity and prosperity for all our citizens
Mission 2: Support the growth of an innovative, resilient and net zero carbon economy

3.0 Cost of Living Focus

3.1 At the November 2022 Committee it was agreed to schedule the reporting of the Strategic Plan through a Cost Of Living lens; requesting that services report on areas relevant to Cost of Living within their Strategic Plan Missions and Commitments.

3.2 This responds to the priorities laid out in the Strategic Plan in response to the council's motion in June 2022 agreeing cost of living measures should be prioritised. As well as existing Commitments, new activity initiated or prioritised as a response to the crisis will be reflected in performance reporting.

4.0 Commitments and Emerging Commitments

4.1 The Strategic Plan Missions outline a number of Commitments to deliver the Mission goal

4.2 Glasgow Life has begun work to support Commitments across a number of key areas. This report outlines those which have a particular focus on Cost of Living including:

- Continue to re-open agreed council-owned venues.
- Protect, diversify and enhance Glasgow's museums, recognising their national importance whilst protecting free entry for city residents and exploring alternative funding models.
- Continue to promote Glasgow as a world-leading events destination. Develop a new Events Strategy which considers impact on parks, the community and public spaces and provision of free transport within costs of event ticket.
- Maximise the impact of the 2023 UCI Cycling World Championships, and Glasgow's year as European Capital of Sport, by increasing participation in sport for marginalised groups, and assessing provision of indoor and outdoor sports facilities, considering how gaps could be filled.
- Introduce community referrals to encourage wider participation in sport,

culture and physical activity programmes and improve collaboration within the health and wellbeing sector.

- Protect the vital role of libraries, involving local communities and campaigners in the future Vision for Glasgow Libraries, including exploring the potential for council libraries to become ‘repair and reuse hubs’, and ‘libraries of things’ and, and explore the feasibility for secondary school libraries to be accessible by the public.

4.3 Glasgow Life has identified the following emerging commitments in response to the Cost of Living Crisis:

- Provide diverse, accessible and enjoyable volunteering opportunities
- Monitor and deliver Glasgow’s Community Learning and Development Plan
- Develop a new Sport and Physical Activity Strategy for Glasgow
- Support sport and physical activity through community sport hubs

4.4 Glasgow Life leads on the commitment to support the development of Glasgow’s Cultural Strategy which sits within Grand Challenge 2 of the Council Plan, and which includes activities contributing towards meeting the Cost of Living crisis. Therefore an update on this commitment is included below.

- Support the development of Glasgow’s Cultural Strategy.

5.0 Next Steps

5.1 As noted above the annual review of the Strategic Plan will allow for the consideration of these emerging Commitments; and determine whether they will require sustained focus within the Plan going forward. This will be managed through the formal change control process noted above.

Council Strategic Plan 2022-2027

GRAND CHALLENGE ONE: **Reduce poverty and inequality in our communities**
MISSION 4: Support Glasgow to be a city that is active and culturally vibrant
Continue to re-open agreed council-owned venues.

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Reopen agreed venues	**Glasgow Life Community Venues currently being used as vaccination centres reopen to the public – June 2023** **Elder Park Library Reopens – Summer 2023**	Glasgow Life has a wide range of universal free provision delivered via Glasgow Life run venues across the city. All Glasgow Life Libraries have reopened apart from Elder Park Library which is undergoing refurbishment. All Glasgow Life Museums have reopened, apart from Provands Lordship which is undergoing renovation works. All agreed Glasgow Life Sport Venues have reopened following Glasgow City Council budget approval, some with reduced hours.	Drumchapel, Partick and Barmulloch Community Centres are Vaccination Centres until 4 June 2023 and thereafter will re-open to the public with funding from the £1.1m budget operated by Glasgow Life or via a Third Sector organisation. Elderpark Library will reopen following refurbishment in summer 2023. Ruchill Community Centre is undergoing capital works and when this is complete, will reopen from within the £1.1m budget, while Govanhill Communjty Centre will reopen	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Reopen agreed venues (Cont.)		Eight Glasgow Life Community Venues have reopened using the funding within the £1.1m budget provided by Glasgow City Council for the reopening of community venues, meaning 13 Glasgow Life Community Venues are currently open to the public and two are undergoing works.	in early summer 2023 after a temporary closure to undergo works. Glasgow Life will continue to work with the third sector to support the transfer of six additional community venues to a voluntary management model through Glasgow City Council's People Make Glasgow Communities process, with transitional funding support from the £1.1m budget during the 2023/24 financial year. These are: • Molendinar • Ruchazie • Shettleston • Garrowhill • Balgrayhill • Tollcross		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Support the People Make Glasgow Communities programme	**Operational delivery throughout 2023/24**	Since its launch in February 2021, Glasgow City Council's People Make Glasgow Communities (PMGC) programme has received 568 expressions of interests, with 217 (38%) relating to Glasgow Life managed venues. Of the 217 Glasgow Life expressions of interest, 36 enquiries are active and 181 closed There are currently 9 active Licence to Occupy agreements in operation; all aligned to Glasgow Life sports venues / facilities.	There are two Community Centres, and one Sport venue currently identified as new / proposed Licence to Occupy opportunities in 2023. More details are available on the PMGC page on the Glasgow City Council website. During 2023/24 Glasgow Life will continue to work with Glasgow City Council, local groups, and interested bodies already engaged in the programme, as well as assisting with any new expressions of interest.	**GCC/** **Glasgow Life**	G
Contribute to Glasgow's Welcome Places initiative	**External evaluation completed – Spring 2023**	Since October 2022 GCC, Glasgow Life and the Glasgow Council for the Voluntary Sector (GCVS) have worked in partnership to deliver an integrated Welcome Places programme across the city. The approach is based on venues being available anyone who	Glasgow Life continues to meet on a bi-weekly basis with GCC and GCVS to drive forward Welcome Places. A recently completed evaluation of the project's development and delivery, commissioned by Glasgow City Council and	**GCC/** **Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		needs any additional assistance, with staff and services providing as much practical support as possible. This is a direct response to the cost of utility crisis, supporting citizens to dwell in other spaces within their communities to keep warm over winter. The city provides 23 designated Welcome Places sites, of which 18 are managed by Glasgow Life. *(Appendix 1)* Venues within the city fall under two categories, Tier 1 and Tier 2: • **Tier 1** Main Welcome Place venues; sites which reside in key geographical areas of the city, as close as possible to direct transport links, which operate with a maximum offer of space and with facilities and services operating within them. These venues provided an enhanced offer including tea and coffee	Glasgow Life, and carried out by the University of Glasgow found that the Welcome Places were well received by community members and feedback shared with staff at venues was overwhelmingly positive. An increase in engagement was observed over time and the hospitability extended to community was consistently highlighted as greatly appreciated. One interviewee said: “It's just somewhere comfortable to come and sit. You can sit as long as you want, but the library was always a place like that. That's not particularly new. You would get certain people that would come in and spend a good few hours, but the tea and coffee is an added bonus, a massive bonus.”		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		and food distribution in partnership with Fareshare. Additional funding provided by GCC supported enhanced programmed activity from these sites. • **Tier 2** Venues which are open to the public and generally situated in smaller sites and within local neighbourhoods. Individuals and families can access services within these venues, but these venues will likely not host as many services as Tier 1 Venues.	The focus of the steering group will be on the impact of the external evaluation, and the team will also consider the next steps for the programme.		
Support the delivery of a new Baillieston Community Hub	**Planning application submitted - 2023**	On 23rd February 2023 the City Administration Committee approved £15.68 million for the creation of a new community hub at James Lindsay Park in Baillieston. The views of local residents on the services they would provided have been integral to the development of the plans. An intensive	A planning application is expected to be submitted in the coming months and, subject to approval, it is hoped that work will begin before the end of 2023. Ongoing community consultation will help guide the final design of the hub.	**GCC/** **Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		community consultation saw over 1,000 responses when proposals were presented in 2021. The Baillieston Community Hub will be operated by Glasgow Life on behalf of Glasgow City Council.			
Protect, diversify and enhance Glasgow's museums, recognising their national importance whilst protecting free entry for city residents and exploring alternative funding models.					
Action	**Milestones**	**Progress and Performance**	**Planned Activity**	**Lead Service**	**RAG**
Provision of universal free offer at Glasgow Life Museums	**Large scale survey of Museum visitors - June 2023**	Glasgow Life's museums continue to be free to visit and offer facilities such as picnic areas and self-led trails to minimise associated costs. At the end of February 2023 Glasgow Life's Museums had welcomed almost 3.4 million visitors in 2022/23.	Fieldwork on a large-scale survey of visitors will conclude in June 2023 with the results available later in the year.	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Provision of universal free offer at Glasgow Life Museums (Cont.)		Preliminary analysis of a large - scale survey being carried out in 2023 shows that 60% of Glasgow visitors to Glasgow Life's museums were from the two lowest quintiles of the Scottish Index of Multiple Deprivation, and 34% of those were in the lowest quintile. Glasgow Life Museums offer a varied programme of workshops for Nursery, Primary and Secondary groups, designed to extend and enhance classroom learning. Access to facilitated workshops by Glasgow City Council's primary schools are free of charge and the city's nurseries and secondaries pay a reduced fee. All self-led visits for educational groups are free and a wide range of free online learning resources are available			

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Provision of universal free offer at Glasgow Life Museums (Cont.)		to use in the venue or classroom. Between April 2022 and February 2023 Glasgow Life Museums hosted 765 formal learning sessions for educational establishments, which were enjoyed by 31,261 participants. In addition there were 793 informal learning sessions, with 49,671 participants. These include free activities for families including the holiday programme, events, talks and tours. Glasgow Life Museums have supported 238 volunteers to contribute over 14,000 hours of their time so far in 2022/23. Kelvingrove Art Gallery and Museums recently launched My Stories, an interactive experience, co-designed by young people aged 12–18+ who may not ordinarily visit			

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Provision of universal free offer at Glasgow Life Museums (Cont.)		museums. Using a tablet guide participants in small groups explore the museum, taking part in tasks, games, and challenges. Then in a debrief discussion users reflect on their experience and identify varied skills that they demonstrated whilst in the galleries. Bookings are free, and available to schools, colleges, youth groups, and other agencies working with young people. In the 12 months since reopening, the Burrell Collection has welcomed over 600,000 people cementing its place in the local community, while securing substantial economic benefit for the city and enhancing Glasgow's international reputation as the cultural capital of Scotland.	Upcoming activities at the Burrell Collection include a World Food Festival, a growing programme of themed talks and workshops, a programme of themed weekends for families and additional volunteering opportunities at the museum.		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		An evaluation found the museum a major draw for locals and tourists alike, with 45% visiting from Glasgow, a further 45% from outside Scotland, and the remaining 10% coming from the rest of Scotland. Throughout the year hundreds of volunteer-led tours have been given and several well-attended themed weekends have brought new people to the museum. Glasgow Life Museums' outreach team support communities, that find it difficult to visit museum venues, to access objects from the museum collections. Over 80 themed handling and reminiscence kits of museums objects are free to use in a community setting, with 34 organisations borrowing a total of 419 boxes in 2022/23.			

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Continue to promote Glasgow as a world-leading events destination. Develop a new Events Strategy which considers impact on parks, the community and public spaces and provision of free transport within costs of event ticket.					
Develop a new Events Strategy for Glasgow **Develop a new Events Strategy for Glasgow (Cont.)**	**Presentation of the refreshed Events Strategy to the Glasgow Events Board, WECCE and CAC – 2024**	Glasgow is a world-leading events destination and one of Europe's most vibrant and diverse locations. The city has built a vibrant annual calendar of events that includes events delivered or supported by Glasgow Life and Glasgow City Council, including elements which are free to attend. During 2023 Glasgow Life is reviewing and refreshing Glasgow's Event Strategy and approach, taking into consideration the current environment (including the impact of the cost of living crisis), benchmarking against other cities, and producing an action plan for the city in partnership with the Council family and industry partners.	The refreshed Events Strategy will be presented to the Glasgow Events Board, and to the Glasgow City Council Wellbeing, Equalities, Communities, Culture and Engagement City Policy Committee and thereafter the City Administration Committee for adoption as the city's Events Strategy. Work will begin on a detailed action plan co-created with stakeholders to underpin the refreshed plan.	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
	Appointment of a sustainability contractor – 2023/24	Glasgow Life is working with GCC NRS on a working group to support the development and delivery of an events sustainability and biodiversity policy and action plan for parks and a paper was presented to the Net Zero and Climate Progress Monitoring City Policy Committee on 11th April 2023 for input and approval to progress the action plan.	Within the current financial year, Glasgow Life will appoint a sustainability contractor to work with the Events team to develop and support the delivery of an events sustainability and action plan for the events Glasgow Life delivers and supports.		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Maximise the impact of the 2023 UCI Cycling World Championships, and Glasgow's year as European Capital of Sport, by increasing participation in sport for marginalised groups, and assessing provision of indoor and outdoor sports facilities, considering how gaps could be filled.					
Maximise the social, economic and media impacts from hosting the UCI World Cycling Championships	**Delivery of UCI World Cycling Championships - August 2023**	Go Glasgow Cycle will provide the legacy of the 2023 UCI Cycling World Championships to the city. To date 29 community groups have received a share of more than £160,000 towards new and enhanced cycling initiatives. The awards will support community groups to create and develop accessible and sustainable cycling projects. Priority has been given to groups working with young people, women, people with disabilities, low-income families and ethnic minorities. *(Appendix 2)* A Volunteer Programme is underway with a recruitment campaign offering 4,000 experiences at 17 venues over 22 days with the aim of introducing new audiences to	The UCI Cycling World Championships will celebrate and promote healthy and active lifestyle, building on the hugely successful GO LIVE! concept previously used with the Commonwealth Games, the World Athletics Championships and Euro 2020. Working with partners to programme activity across the city's 23 wards with key live event sites in the north east, north west and south of the city, providing citizens with a must-visit experience in the heart of their communities. The UCI cultural programme will focus on locally based arts programmes and cultural collaborations with the city's events and festivals. There will be a range of community led events to deliver programmes and projects focussed on	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		the benefits of volunteering, to be accessible and inclusive and to champion the power of the bike.	removing barriers to participation.		
Maximise the impact of European Capital of Sport	**Delivery of year-long themed programme of European Capital of Sport events – 2023**	Sport and physical activity are an integral part of life in Glasgow, from community clubs and volunteers to world class facilities and the hosting of international events. In 2023 the city is honoured to be the first city named the European Capital of Sport for the second time. The theme of Glasgow's 2023 European Capital of Sport is *Changing Lives* through School Sport, Community Sport, and Health Sport. Glasgow Life is supporting a year-long programme of activities woven around participation and public health, building on the profile and massive scale of the UCI World Cycling Championships, but also via a host of other local, citywide, national and	The delivery of a year-long programme of activities will continue throughout 2023.	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Maximise the impact of European Capital of Sport (Cont.)	**Award of second phase of ECOS funding** **– May 2023**	international cultural and sporting events and activities. The first phase of a European Capital of Sport (ECOS) Fund awarded more than £50,000 to communities across the city to increase opportunities for people to take part in sport and get active. The fund, administered by Glasgow Life, aims to inspire more local people get active through sport and physical activity in communities across the city by supporting the establishment of new sessions aimed at underrepresented groups and community events to promote the local opportunities *(Appendix 3).* Each of the 57 organisations received £750 for projects to: • Support the development of opportunities in sport and physical activity across Glasgow.	The second phase of the European Capital of Sport (ECOS) Fund, for projects taking place from July until December 2023, opened on 1 April and will close on 8 May 2023.		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Maximise the impact of European Capital of Sport (Cont.)		• Raise awareness of community sport through events and activities celebrating Glasgow as the European Capital of Sport 2023. • Help to break down the barriers to participation in sport, particularly for underrepresented groups. • Enhance the role of sport and physical activity in the health and wellbeing of Glasgow.			
Introduce community referrals to encourage wider participation in sport, culture and physical activity programmes and improve collaboration within the health and wellbeing sector.					
Action	**Milestones**	**Progress and Performance**	**Planned Activity**	**Lead Service**	**RAG**
Support the development and delivery of the Live Well Community Referral pilot	**Evaluation of Live Well Community Referral pilot – September 2023**	Glasgow Life's Live Well Community Referral pilot launched on 27th June 2022, focusing on the Calton area of the city, targeted due to the area's health and wellbeing outcomes and position in the Scottish Index of Multiple	An evaluation of pilot will be complete in September 2023. Engagement has begun with partners and communities in the wider east end of the city to extend this collaborative	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Support the development and delivery of the Live Well Community Referral pilot **(Cont.)**	**Expansion of pilot - 2023**	Deprivation 2020. The pilot has recently expanded into the Shettleston area. At the end of March 2023 150 referrals have been received, 55% of which have been self-referrals. At the end of February 50% of all referrals are from decile 1 of the SIMD (highest 10% of deprivation), 72% of all referrals are from quintile 1 (highest 20% deprivation). Through the delivery of a wide variety of quality sport, arts, culture, music and learning activities, Glasgow Life is uniquely placed to act as a social prescriber to the third sector and make positive impacts. *(Appendix 4)* Live Well staff respond to referrals and support participants to navigate a diverse menu of programmes	approach to tackling health inequalities.		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		including physical activity, arts, culture, music and learning activities while also setting short-term health & wellbeing goals. The programme also engages trained volunteers who can be linked with individuals who have identified their short-term goals and need additional support to work towards and achieve these goals. Delivery is supported through engagement with key stakeholders and partners, including GCC Glasgow Helps and the Health and Social Care Partnership (HSCP).			
Protect the vital role of libraries, involving local communities and campaigners in the future Vision for Glasgow Libraries, including exploring the potential for council libraries to become 'repair and reuse hubs', and 'libraries of things' and, and explore the feasibility for secondary school libraries to be accessible by the public.					
Refresh the Vision for Glasgow Libraries	**Presentation of the Vision for Glasgow Libraries to**	To build on the success of the 2015 Vision for Glasgow Libraries Glasgow Life have consulted with local people and communities to understand how	In April and May 2023 the draft Vision for Glasgow Libraries will be presented to Glasgow City Council Wellbeing, Equalities, Communities, Culture and	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Refresh the Vision for Glasgow Libraries (Cont.)	**WECCE (13th April 2023) and CAC (4th May 2023)**	they feel about Glasgow's public libraries and to help shape a refreshed plan built around under five key themes: culture; health; social; economy; and environment. A strong theme emerging from the consultation process was that the cost-of-living crisis, poverty, inequality and the experiences of Covid-19 have re-emphasised the critical necessity of the physical and digital spaces and services that the libraries provide, free at the point of use. Since October 2022 Glasgow Life, GCC and the Glasgow Council for the Voluntary Sector (GCVS) have worked in partnership to deliver an integrated Welcome Places programme across the city. The	Engagement City Policy Committee (WECCE) and thereafter the City Administration Committee (CAC) for adoption as the city's Library Strategy. Work will begin on a detailed action plan co-created with stakeholders to underpin the refreshed Vision.		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		approach is based on venues being available anyone who needs any additional assistance, with staff and services providing as much practical support as possible. This is a direct response to the cost of utility crisis, supporting citizens to dwell in spaces within their communities to keep warm over winter. All Glasgow Life Libraries are designated as Welcome Places, 11 of which are Tier 1, where there is an enhanced offer including tea and coffee and food distribution in partnership with Fareshare, and GCC funding to support additional programming at those sites. *(Appendix 1)*			
Glasgow Life Libraries' health, wellbeing and	**Operational delivery**	Glasgow Life Libraries continue to offer a wide programme offering support to all citizens,	Glasgow Life Libraries will continue to deliver a wide health, wellbeing and welfare programme and to identify and secure external sources of	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
welfare provision **Glasgow Life Libraries' health, wellbeing and welfare provision** **(Cont.)**	**- 2023/24**	acting as centres of information and support through: • Co-location of services • Family Finance Key Workers • Universal Credit Support **<u>Co-location</u>** **Jobs & Business Glasgow** have 26 outreach sessions running across 19 community libraries. **Social Security Scotland** use private library spaces to support more vulnerable clients, ensuring they are accessing additional benefits they may be entitled to. Glasgow's central **Citizens Advice Bureau** is based in the Mitchell Library and the bureau also delivers in 4 of Glasgow Life's community libraries.	funding to support the delivery of a programming to combat the impact of the cost of living crisis. **<u>Family Finance Key Workers</u>**		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Glasgow Life Libraries' health, wellbeing and welfare provision **(Cont.)**		**<u>Family Finance Key Workers (FFKW)</u>** The FFKW Quarterly report was submitted to the Scottish Government on the 20th of January 2023 and evidenced a continued growth in demand for support, and that stakeholder outcomes continued to be met and exceeded. In 2022- 23 the team supported: • **60** parents to secure long term sustainable employment – a combined increase in income through employment totalling £1,220,055 p.a. Jobs secured include Computer Analyst, Asbestos remover, Early Years Nursery teacher, Arabic Teacher, Care worker, Project Co-ordinator, Retail banking, Interpreter and School caterer.	FFKW will feature in the upcoming Scottish Government Parent Employment and Financial Support campaign on tv, radio and social media.		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		• **88** Parents to gain accredited qualifications, from SVQs in Childcare to Driving Instructor certification and Oil Rig Safety. • **140** parents to access unclaimed benefits, rationalise household debt and access food and fuel top-ups. • Over the Christmas period FFKW also distributed additional food vouchers, groceries, and toys to families most in need. **(See Appendix 5 for more detail on the impact of this programme)** Based in Glasgow Life Libraries and funded by the Scottish Government's Parent Employment and Financial Support Fund the FFKW programme is delivered from all Glasgow Life Libraries,			

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Glasgow Life Libraries' health, wellbeing and welfare provision **(Cont.)**		Welcome Places and partner venues including educational settings and Barlinnie prison. The service provides intensive one-to-one mentoring to lift working families out of poverty by focussing on employability and financial capability. The service is offered on both an appointment and drop-in basis and works with families to overcome barriers to learning, training and employment opportunities as well as offering financial inclusion support from budgeting advice to welfare rights, one off grants and debt resolution. In response to the cost-of-living crisis FFKW now triage enquiries, offering same day support for those with immediate crisis needs such as food, fuel and housing. Referrals come from a wide range of partners including GCC Education, Schools Based Financial Inclusion Support Officers, Jobs & Business			

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Glasgow Life Libraries' health, wellbeing and welfare provision **(Cont.)**		Glasgow, Glasgow Helps, Enable, Money Matters, and the Glasgow Life Universal Credit team. **<u>Universal Credit (UC)Support</u>** Based in Glasgow Life Libraries this service provides a safety net for all UC applicants in the city with a focus on those who lack essential digital skills and offers one-to-one support, including translation services where appropriate, to lodge a successful UC claim. The service has a 93% success rate for UC applications – UK average is 70%. Between 13/12/2021 and 09/12/2022 there were: • **2,004** UC enquiries into library project • **1,102** enquiries supported by telephone • **902** people supported in person (**192** within HMP Barlinnie)			

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Glasgow Life Libraries' health, wellbeing and welfare provision **(Cont.)**		• **192** translators booked The service was delivered from 17 community libraries, 4 Welcome Places Community Centres and Barlinnie Prison. Approximately 25% of service users require translation support. The service offers a range of ongoing support and advice to enable applicants to successfully maintain their claim and uses an holistic needs assessment and online referral tool to connect clients to the support services most relevant to their needs. Clients are helped to move on to employment, or training, enhancing their employability and in the last 6 months the Universal Credit project has referred 30% of customer to specialist learning or employability providers such as Jobs and Business Glasgow, Glasgow Life's Family Finance			

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Glasgow Life Libraries' health, wellbeing and welfare provision **(Cont.)**		Key Workers or Digital Learning Teams. Examples of these support services include: • Essential digital skills: Our in-house Glasgow Life course covers basic digital skills, maintaining your UC Journal, online job searching and applying for jobs online. The Glasgow Life Digital Learning team have also increased outreach work with target groups such as older people, homeless, one parent families and ESOL learners, providing basic and intermediate digital instruction in community settings, including some accredited sessions targeted towards improving employability. • Accessing Crisis Grants and Community Care Grants from the Scottish Welfare Fund to bridge the five-week UC wait.			

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		• Accessing emergency fuel payment assistance. • Support to access a basic bank account from specialist Scot Cash advisors. • Employment advice from Jobs & Business Glasgow advisors. • Council Tax Reduction and Discretionary Housing Benefits advice from GCC Revenues & Benefits team. • Debt and Financial inclusion advice. • Emergency food parcels and access to local Foodbanks. • Follow-up sessions to support clients as they progress towards work. • ESOL classes and language support. **(See appendix 5 for more information on impact of this activity)** As the **GCC Revenues and Benefits service (Housing benefit, Council Tax)** is now			

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		only delivered online Glasgow Life Libraries offer support to those who lack the digital skills to access the service online. From 07/03/2022 to 09/12/2022 there were: • **260** R&B enquiries (**93** telephone enquiries, **167** supported in person).			
Universal free provision in Glasgow Life Libraries	**Elder Park Library to reopen – summer 2023**	The core offer of Glasgow Life Libraries is free, which includes core programming such as Bookbug, book groups and school class visits. At the end of February Glasgow Life's libraries had recorded 1,490,000 physical visits to date in the financial year (55.1% (-1,825,955) fewer than pre-pandemic in 2019-20). The reopening of Glasgow Life libraries has meant that members can again access the full, free PC use and Wi-Fi offer, resulting in almost	Elder Park Library is to reopen during summer 2023 following refurbishment.	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Universal free provision in Glasgow Life Libraries **(Cont.)**	**External evaluation of Welcome Places initiative – Spring 2023**	246,000 sessions of free PC use to date (compared to 593,000 pre-pandemic in 2019-20) and 554,000 sessions of free Wi-Fi use (compared to 1,789,000 in 2019-20). In October 2022, in partnership with Glasgow City Council and the Glasgow Council (GCC) for the Voluntary Sector (GCVS), Glasgow Life introduced Welcome Places across the service in specific response to the cost of utility crisis. The programme was funded by GCC to end March 2023 and an external evaluation is currently ongoing. Nine libraries and 9 community centres were initially identified as Tier 1 venues to host the enhanced Welcome Places offer; latterly the split is 7 community libraries and 11 libraries. The enhanced offer includes providing tea and coffee (funded by GCC) and food distribution (via Fareshare,	Glasgow Life continues to meet on a bi-weekly basis with GCC and GCVS to drive forward Welcome Places. The focus of the steering group will be on the impact of the external evaluation, and the		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		supported by GCC) via all Tier 1 venues.	team will also consider the next steps for the programme.		

Grand Challenge 2					
MISSION 2: **Support the growth of an innovative, resilient and net zero carbon economy**					
Support the development of Glasgow's Cultural Strategy.					
Action	**Milestones**	**Progress and Performance**	**Planned Activity**	**Lead Service**	**RAG**
Lead on the development of a Culture Strategy for Glasgow, contribute to its delivery and convene a Culture Forum	**Finalise Glasgow's Culture Strategy and present to WECCE and CAC – late 2023**	A Culture Strategy for Scotland was published By the Scottish Government in February 2020. At that point Glasgow Life was leading on the creation of a culture plan for Glasgow, however this work was paused in March 2020 due to the global pandemic. In 2022/23 a review of the scope and purpose of the Cultural Strategy was carried out to take account current challenges, opportunities and experiences of the cultural sector of the city, including the cost of living crisis.	During 2023/24 Glasgow Life will progress the development of a long-term ambitious cultural strategy for the city, leading on policy development and contributing to its delivery. A refresh and rescoping of Glasgow's Cultural Strategy will be concluded by Autumn 2023 and will include considering the impacts of the cost of living crisis on the sector and other issues connected with funding and recovery.	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Lead on the development of a Culture Strategy for Glasgow, contribute to its delivery and convene a Culture Forum (Cont.)	**Culture Forum - timeline to be confirmed**		Glasgow Life will convene a Culture Forum for Glasgow to oversee development of the strategy and ensure that all areas of the culture sector in the city are represented, aligning aims and ambitions to Glasgow's mission to be a city that is active and culturally vibrant. The forum will have a role in overseeing the development of the strategy to make sure that Glasgow's diverse culture sector is fully represented, aligning aims and ambitions to Glasgow's mission to be a city that is active and culturally vibrant.		
Provide a community programme promoting equity of access to	**Operational delivery across 2023/24**	Through its Creative Communities programme Glasgow Life provides free and equitable access to creative and cultural activities including:		**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
creative and cultural activities **Provide a community programme promoting equity of access to creative and cultural activities (Cont.)**		**Artists in Communities** Glasgow Life's Artists in Communities programme is a fresh iteration of the previous Artists in Residence programme and aims to transform lives through engagement and participation in creative and cultural activity, in local communities across the city. The programme has commissioned 15 artists and arts organisations to deliver creative opportunities in different areas of Glasgow from November 2022.	**Artists in Communities** The 15 artists currently commissioned are working across the city, building on their community connections and relationships, to develop projects with communities in direct response to local needs and supporting a wide range of projects which include visual art, music, film making, storytelling, community events and poetry. Through Glasgow City Council's Green Economy Unit £100k funding has been provided from the UK Shared Prosperity Fund which will support five subsequent artist residencies from October 2023 to March 2024 aimed at improving citizen and community engagement		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Provide a community programme promoting equity of access to creative and cultural activities (Cont.)	**Community touring programme – 2023/24**	**Community touring** Glasgow Life's community panto has been bringing Christmas cheer and high-quality theatre to the places where people live at prices they can afford since staging its first show in 2009. In winter 2022 Mother Goose provided a fun-filled and low-priced show (£3/2) to record audiences (17 performances across 11 venues with 2,259 attendances). Celtic Connections and Dementia Friendly Concerts have also been integrated into the Community Touring Programme with 519 and 736 attendances respectively.	with, and progress towards, a net zero carbon, climate resilient economy, building on work previously undertaken, including during COP26. **Community touring** Community touring during 2023-24 will involve more regularly programmed Dementia Friendly Concerts in response to client needs, along with a Christmas show and ceilidh tours in autumn and to coincide with Celtic Connections		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		Free performances took place at Lodging House Mission and The Ambition ship at Braehead (the first professional performances for the Ukrainian refugees living on board).			
Allocation of arts and cultural funding awards		**Arts Development Fund** The Arts Development Scheme supports and invests in grassroots and small-scale arts provision to contribute to improving the lives of Glasgow citizens. Administered by Glasgow Life, on behalf of Glasgow City Council, this scheme supports arts and cultural organisations and local community groups to do more. In 2022/23 this included awards to support delivery of schools workshops, the support of underrepresented writers/performers, development of BSE interpretation, live captioning		**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		and audio descriptions and the expansion of Glasgow Short Film Festival.			
	Green Economy funded artists in residencies take place – Oct 23-Mar 24		**Green Economy Funding** Through Glasgow City Council's Green Economy Unit £100k funding has been provided from the UK Shared Prosperity Fund to support five artist residencies from October 2023 to March 2024, which will form part of Glasgow Life's Artists in Communities programme. This programme will aim to improve citizen and community engagement with, and progress towards, a net zero carbon, climate resilient economy, building on work previously undertaken, including during COP26.		
	Tramway Beyond Walls	Introduced in 2021, Tramway Beyond Walls is an ongoing strand of contemporary	A programme is in place for May – October 2023 which will see workshops in		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Deliver Tramway Beyond Walls programme **Deliver Tramway Beyond Walls programme** **(Cont.)**	Programme – May-October 2023	performance, visual art and creative participation which engages with a diverse local audience outside of the physical limits of Tramway and at mainly no cost for participation. Identified as a mechanism for engaging with audiences during the pandemic and associated lock- down the programme responds to ongoing demand from local groups and audiences, keen for outdoor experiences. Presenting work mainly in parks and outdoor community spaces, the programme has recently included film screenings, dance performances and public commissions. As part of the programme in November 2022 Cuthbertson Primary School hosted an afternoon of family fun that was the culmination of 10 weeks of creative dance	schools as part of public commission programme, Peaceophobia by Commonwealth on site in a city centre car park, Home for Grief by Fabiola Santana performed as audio walk, a new commission by Aya in collaboration with The Workroom and public commissions installed at Leslie Street Parks	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		workshops. STRUT kids was designed as a dance party and performance with a celebratory light show, accompanied by free snacks for pupils and family audience.			

Emerging Commitments
GRAND CHALLENGE ONE: **Reduce poverty and inequality in our communities**
MISSION 4: Support Glasgow to be a city that is active and culturally vibrant
Provide diverse, accessible and enjoyable volunteering opportunities

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Refresh Glasgow Life's Volunteering Policy and develop a Glasgow Life Volunteering Strategy	**Publication of Glasgow Life Volunteering Strategy – Summer 2023**	Glasgow Life has worked with key stakeholders across the city to engage with thousands of volunteers of all ages and abilities to support the advancement of culture and sport in the city. Recognising the negative impact of the cost-of-living crisis on people's ability to volunteer, Glasgow Life has provided practical and emotional support for volunteers through implementing improvements in the process for reimbursing volunteer expenses, a training	Following consultation the Glasgow Life Volunteering Policy will be refreshed and the first Glasgow Life Volunteering Strategy will be developed; a plan detailing how we engage with volunteers and improve our offer so it continues to be accessible to all, reflecting our own ambitions and mirroring those outlined in the National Volunteering Framework and Action Plan.	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		session with Money Advice Scotland and signposting volunteers to additional support available to them.	Glasgow Life will continue to invest in, and support, Volunteer Managers, offering a menu of training and development opportunities, improved communication and forums for sharing best practice.		
Monitor and deliver Glasgow's Community Learning and Development Plan					
Lead the monitoring and delivery of Glasgow's Community Learning and Development Plan	**Glasgow's Community Learning and Development Plan refresh – 2024/25**	In September 2022 the CLD Interim Report 2021/22 found that the Glasgow CLD plan 2021-24 was being implemented effectively and contributing to the city's priorities, and that the city's CLD provision continued to adapt and respond to individual and collective needs and challenges, including the cost of living crisis. Glasgow Community Learning and Development Strategic Partnership, (GCLDSP),	Glasgow Life will work 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 and will lead on the refresh of the CLD plan during 2024/25. Annual reporting against the new CLD Performance Framework will be standardised and facilitated through online submissions.	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Lead the monitoring and delivery of Glasgow's Community Learning and Development Plan **(Cont.)**		chaired by Glasgow Life, is responsible for co-producing the city's three-year Community Learning and Development Plan 2021-2024, and overseeing its implementation through the CLD Action Plan 2022-24. Glasgow Life provides a range of programmes and activities including the development of digital skills, ESOL and literacy and numeracy. In 2021/22, this saw Glasgow Life deliver: **Digital learning** - 2,267 hours across 340 sessions, engaging 349 adults. **Glasgow Code Learning** - SQA accredited courses, with 464 registrations across 5 courses, resulting in the achievement of 117 qualifications.	GCLDSP will review how effectively community development is being promoted. Progress against delivery of the Glasgow CLD Strategic Plan 2021-24 will be reported annually to Glasgow City Council and will be monitored through the GCLDSP and its sub-groups and reported annually to Glasgow Commmunity Planning Partnership and to relevant Glasgow City Council committees.		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Lead the monitoring and delivery of Glasgow's Community Learning and Development Plan **(Cont.)**	**Submission of UNESCO Learning City Award application - 2024**	**ESOL** - 10,557 hours of learning across 1,375 sessions, engaging 800 adults. **Adult numeracy and literacy** - 4,747 hours of learning across 1,079 sessions, engaging 111 adults.	Glasgow Life will contribute to the development of UNESCO Learning City Award application for submission in 2024 and support the development of CLD content for the Glasgow UNESCO Learning City website		
Manage the Multiply adult numeracy funding on behalf of Glasgow City Council	**Closing date for Multiply Fund applications** **– March 2023** **Presentation of recommendations to the City**	Glasgow Life presented recommendations for the allocation of funding to the City Administration Committee in April 2023. As part of a UK Government initiative to improve adult numeracy, Glasgow was	Develop and put in place Partnership Agreements to Glasgow Colleges and monitor delivery of programmes in line with agreed activity and budget.	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Manage the Multiply adult numeracy funding on behalf of Glasgow City Council **(Cont.)**	**Administration Committee** **– April 2023**	awarded a total of £4.5 million through the UK Shared Prosperity Fund to deliver the Multiply initiative. An allocation of £3.14m is available in 2023/25. The new grant scheme will use £1.39m of this funding to create learning opportunities across the city for local people and their communities. The Multiply Grant Scheme will support free learning opportunities for adults aged 19 and over who live, work, study or volunteer within Glasgow to improve numeracy, change attitudes, and build confidence. Learning opportunities will include courses that enable adults to achieve qualifications up to and including SCQF Level 5. Glasgow Life will design, promote and administer the Glasgow SPF Multiply Grant	Financial and delivery activity reports will be submitted to GCC Economic Development Team, Glasgow CLD Strategic Partnership, Local Employability Partnership, Glasgow City Region Shared Prosperity Fund team and GCC City Administration Committee. Progress reports on the delivery of the Glasgow CLD Plan 2021-24 will also capture Multiply activities.		

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		Scheme. This includes promotion of the programme, leading on grant application assessments; submitting grant recommendations to the Glasgow CLD Strategic Partnership and to Glasgow City Council for approval; issuing awards on behalf of Glasgow City Council; reviewing and reporting on monitoring information and issuing payments.			
Develop a new Sport and Physical Activity Strategy for Glasgow					
Develop a new Sport and Physical Activity Strategy for Glasgow, working with a mix of partners and key stakeholders from across the city	**Presentation of new Sport and Physical Activity Strategy to WECCE and CAC – Spring 2024**		Glasgow Life will work with stakeholders and partners to develop a new sport and physical activity strategy to reflect city and national priorities, including the cost of living crisis.	**Glasgow Life**	G

Action	Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
Support sport and physical activity through community sport hubs					
Continue to support and develop community sport hubs	**Presentation of new Sport and Physical Activity Strategy to WECCE and CAC – Spring 2024**	Glasgow Life continues to support and develop community sport hubs, offering assistance around inclusion, capacity building, skills development and tackling barriers to health and wellbeing, and delivering tailored support for clubs and communities to engage with hard to reach groups. There are currently Community Sport hubs across 21 of the 23 Council wards engaging over 100 sports clubs/organisations with a membership of over 10,000 people.	Community Sport Hubs will be considered during the development of the new Sport and Physical Activity Strategy for Glasgow.	**Glasgow Life**	G

6 Policy and Resource Implications

Resource Implications:

Financial:

Legal:

Personnel:

Procurement:

Council Strategic Plan: Specify which Grand Challenge (s) and Mission (s) the proposal supports. Where appropriate the relevant Commitment can also be listed.

This report supports
Grand Challenge 1: Reduce poverty and inequality in our communities,
Mission 4: Support Glasgow to be a city that is active and culturally vibrant

Grand Challenge 2: Increase opportunity and prosperity for all our citizens,
Mission 2: Support the growth of an innovative, resilient and net zero carbon economy

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.

What are the potential equality impacts as a result of this report? (no significant impact, ~~positive impact or negative impact~~)

Please highlight if the policy/proposal will help address socio-economic disadvantage.

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:	No
What are the potential climate impacts as a result of this proposal?	None
Will the proposal contribute to Glasgow's net zero carbon target?	No

Privacy and Data Protection Impacts:

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

7 Recommendations

The committee is asked to:

- Consider and note the content of the report
- Consider the Grand Challenges, Missions and Commitments
- Note the emerging Commitments highlighted due to the Cost of Living focus

Appendix 1 – Glasgow Life Welcome Places

Glasgow Life Libraries

The libraries identified as Welcome Place Tier 1 venues are:

- Bridgeton Library
- Drumchapel Library
- Easterhouse Library @ The Bridge
- Milton Library
- Mitchell Library
- Partick Library
- Pollokshaws Library
- Shettleston Library
- Woodside Library
- Govanhill Library*
- Anniesland Library*

*See reference below
All other libraries operate as Tier 2 venues.

Glasgow Life Community Venues

Glasgow Life community venues designated as Welcome Place Tier 1 venues are:

- Barlanark Community Centre
- Castlemilk Community Centre
- Cranhill Community Centre
- *Govanhill Community Centre – replaced as a Tier 1 venue by Govanhill Library from 13/2/23 due to urgent venue repair required reducing the space available to provide a designated Welcome Place offer
- *Netherton Community Centre – replaced as a Tier 1 venue by Anniesland Library from 13/2/23 due to the support offered to Anniesland College with a short term decant into the community centre space
- Penilee Community Centre
- Pollok Community Centre
- Possilpoint Community Centre
- St Francis Community Centre

All other community centres currently open operate as Tier 2 Welcome Places sites.

Appendix 2 – 2023 UCI Cycling World Championships – Go Cycle Glasgow Fund

Name of Organisation	GCC Area
Glasgow Eco Trust	Citywide
LEAP Sports Scotland	Citywide
NG Homes	NE
Afroscots Dreams United FC	NE
Fuse Youth Cafe	NE
Urban Fox Programme	NE
Cranhill Development Trust	NE
Bluevale Community Club	NE
Phoenix Centre	NE
Glasgow Afghan United	NW
Lambhill Stables	NW
G20 Works	NW
Movement Park	NW
Flourish House	NW
Castlemilk Youth Complex	SE
Active Life Club	SE
Youth Community Support Agency	SE
Women on Wheels	SE
Toryglen Community Youth Project	SE
New Gorbals HA	SE
Glasgow Cycle Speedway	SE
Shawlands Bike Bus	SE
Bikes for Refugees	SW
Govan Youth Information Project	SW
Govan Community Project	SW
Safety Awareness Glasgow	SW
Blackwood (Peoplehood Cardonald)	SW
Ibrox Primary School	SW
Glasgow Tandem Club	SW

Appendix 3 – European Capital of Sport Fund – Phase 1 Organisations

Fifty-seven community organisations from across Glasgow received a grant to help celebrate Glasgow as the European Capital of Sport for 2023. The ‘European Capital of Sport Fund’ will be used by groups to encourage more Glaswegians to get active in sport and physical activity throughout the year.

The fund, delivered by Glasgow Life, aims to inspire more local people get active through sport and physical activity in communities across the city by supporting the establishment of new sessions aimed at underrepresented groups and community events to promote the local opportunities.

Each organisations received £750 for projects that:

- Support the development of opportunities in sport and physical activity across Glasgow.
- Raise awareness of community sport through events and activities celebrating Glasgow as the European Capital of Sport 2023
- Help to break down the barriers to participation in sport, particularly for underrepresented groups
- Enhance the role of sport and physical activity in the health and wellbeing of Glasgow

European Capital of Sport Fund – Phase 1 Organisations

Castlemilk Youth Complex	The Pyramid	Bridgeton Community Learning Campus
SEMSA	Outdoors For You	Belvidere Bowling Club
Whitacres Wolves	Glasgow Eco Trust	Glasgow Kayak Club
SAPC Community Sports Hub SCIO	Park Sports Project SCIO	Storm Gymnastics CIC
Shaping Life	On The Ball Academy	Cranhill Development Trust
Darnley Primary Parent Council	Glasgow West Pickleball Club	Disability Sport Glasgow
Parent Community Sports Trust	Pollok United	Jiggly Joggers
Easterhouse Phoenix	Drumchapel Pickleball Club	Foxley Bowling Club
Park Villa Football Development	Drumchapel Lawn Tennis Club	Shoot For Success SCIO
Safety Awareness Glasgow	Argo Boxing Club	Eastbank Netball Club
Kingston Gymnastics Club	Partick Boxing Club	St Matthew's Centre
Govan Youth Information Project	Mount Vernon Bowling and Tennis Club	Glasgow East Junior Rugby Football Club
Glasgow Riderz SCIO	Maryhill Community Tennis Club	Friends of Halfway Community Park
Shawlands Shuttles	Glasgow Afghan United	Glasgow Athletic FC
Glasgow & North Strathclyde Badminton Group	St. Cuthbert's Primary Parents Council	Ceann Creige Hurling and Camogie Club
Clyde FC Community Foundation	Pinkston Watersports	Hillhead Cricket Club
Langside Sports Club	Firhill Youth Project & Community Sports Hub	Blind Golf Scotland (Glasgow)
Glasgow Rowing Club	Possobilities Ltd	LEAP Sports Scotland
Govanhill Roma Youth Project	People of Colour Paddle	Glasgow Rens BC

Appendix 4 – Testimonials – Live Well Community Referral

Participant B – male, 42, Calton

This gentleman had recently moved to the area and having previously struggled with his mental health, he was fearful of becoming isolated and his mental health becoming worse. He was referred to us by the Community Links Worker at his Bridgeton Medical Practice as he was keen to get support to find out about local activities and groups he could engage with in the area. Our adviser met him for the first time at the People's Palace Museum where they had an informal chat about what was important to him and then enjoyed a walk around the museum. This helped to put together an effective support plan for him. This participant enjoys art, so we identified some exhibitions at Tramway for him to go and see. He also enjoys cycling and has a bike; however, the bike needed some repairs to get back on the road. Our adviser accompanied him to a local bike repair workshop where he got a quote for a full service and repairs. We also told the participant about the Scottish Government Cycle Repair scheme that would cover the cost of his bike repairs. Since then, he has booked his bike in for a service, which he is excited about. Our advisers' next meet up with this participant is scheduled for next week and they have agreed to meet at a community garden in Calton, where they will speak to the gardener about volunteering opportunities. This participant feels this will help him to connect to his new community and build up confidence and skills that would lead to employment further down the line, which is important to him.

Participant at co-produced free physical activity programme (Healthy Body, Healthy Mind at Bridgeton Community Learning Campus)

"I think Live Well Community Referral is a fantastic service. I wouldn't have known about any of the activities or clubs I now attend. Now, I have an activity schedule that fills up my week. The Health and Wellbeing Advisor was very positive which has helped a lot. The fact that I had support to go along to the sessions was the reason I was able to attend. I really appreciate the help."

Appendix 5 – Testimonials – Family Finance Key Workers & Universal Credit Support

Family Finance Key Workers
Karen was a 'lone parent' of 2 children, mother of a 'child with a disability'. Karen was diagnosed with dyslexia and also identified as 'long term unemployed' *(over 2 years)*. First Steps client gained employment as a Pupil Support Worker *'The Family Finances Approach helped me to overcome the barriers I faced, and I was able to gain the skills and knowledge to get back into work after a long period of unemployment. Also, finally having my own device and connectivity helped greatly to gain the qualification, I was then able to secure permanent employment. The support and patience throughout the course were invaluable'* *'I was extremely nervous applying for a college course because I suffer from dyslexia, but The Family Finances Approach helped me to overcome the barriers I faced, and I was able to gain the skills to get back into work after a long period of unemployment. Having my own laptop and internet at home helped me do the course work at my own pace and eventually gain a qualification. The support and patience throughout the course were invaluable'*
Alex is a 43-year-old ethnic minority parent living in Glasgow. He has a 7-year-old son. Alex and his family have fled from war in Ukraine. Alex has needed support to restart his career and to access the support network available in Glasgow. *"It's good that we can be relaxed and open when we meet. There are many things I feel like I would be dismissed from asking by others. When I ask about life in Glasgow your answers are always friendly, respectful, and helpful."* *"I couldn't believe that we were able to put our plan into action for getting me back to work. Once I'm working in my old career again, I'll feel like life is back to normal."* *"Even if we don't know the answer for a problem right away, I know now that we'll work together and get it sorted out in the end- no matter what it is."*
Participant is a parent of 2 children. They had completed a master's degree in computer science at Glasgow University, however, the participant owed an outstanding debt of £2,500 in university course fees. They were unable to graduate until this debt was paid. The participant had no savings and no access to any funds to pay this debt. Gained employment as Security Guard, then with Dell as a Computer Analyst *"The transformation is not only astronomical but incredible like a fairy tale. I was working as a Security Officer some months ago which I secured after completing Security Industry Authority (SIA) training which was paid for by Glasgow City Council through the Glasgow Life Family Finances Keyworker. I was standing in the cold day and night to earn a living. My Key Workers later informed me of a job vacancy in one international IT company and strongly encouraged me to apply because of my university Postgraduate studies in*

Computer Science. To cut the long story short, I was employed after the interview. I am eternally grateful for this golden opportunity".

"My future is now brighter than the Halogen lamp"

"I was really worried about funding to apply for my SIA badge as a security officer, but Glasgow Life assisted me through my Family Finances Keyworker. I only worked for 2 months as a security officer and finally moved to IT career through my Family Finances Keyworker. I also collected a new Chromebook from Glasgow Life which boosted my learning and training in IT skills."

"It is still a dream that I can work for an international IT company exactly 2 years after my graduation from the University. I achieved this goal through Glasgow Life and my Family Finances Keyworker, an angel in human skin made it happen. I am forever grateful with all my heart."

"I have a great passion for knowledge and technology".
"Thanks for your support to get this employment"
"You really motivated me to achieve my dreams in life as an orphan".
"I appreciate your help. Deep thanks." (Secure offer of employment)

Universal Credit Support

48 year old Owen from Knightswood:
"*Nobody ever explained what I was entitled to before. I was just passed from pillar to post because nobody wants to help you. This is much more personal and much more approachable. I can't speak any more highly about the service, and I wish more people knew that this help was available*."

Kathleen from Drumchapel has used the helpline. She said: "*I'd like to thank the team for supporting me through the application process and for linking me to other support I didn't even know existed. I didn't have a computer or internet when I was at school so had no idea where to even begin*."