

Glasgow's Poverty Leadership Panel Progress Report 2018 to 2019



Poverty is not a lifestyle choice.



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Introduction

The Poverty Leadership Panel (PLP) was established in May 2013 to tackle poverty and reduce inequality for the citizens of Glasgow. These issues were highlighted following major reforms to the Welfare System that would result in our city being one of the hardest hit and most affected in the UK. The PLP is a collection of citywide stakeholders that includes policy and decision makers and representatives from the public sector, voluntary organisations, the 3rd sector and importantly citizens with the lived experience of poverty, the Community Activist Panel (CAP).

The PLP partners have agreed priorities to help tackle poverty and inequality, which are Housing, Welfare Reform, Child Poverty and Employment and Skills. These four priorities are underpinned by ensuring that any revision to current services or development of new products or services are co-developed and co-produced with the input of our CAP members and the feedback of the wider communities.

The PLP meets quarterly in venues across the city, where we will discuss progress against the actions, review new opportunities for partnership working and share news of research and developments on poverty related matters.



The PLP mission is to make poverty a thing of the past. We want all of us across the city to contribute to significantly reducing poverty and exclusion. We want Glasgow to be a place where everyone agrees that poverty is an outrage, and where every person feels they can be part of our city.

Executive Summary

In 2017 the Poverty Leadership Panel's (PLP) Progress Report for 2016 to 2017 was published. This year we want to be more inclusive and highlight the positive work and progress on tackling poverty being delivered not only through PLP partners but by other organisations who work tirelessly for the benefit of their local communities.

Although the level of relative deprivation in Glasgow, compared to the rest of Scotland, has reduced slightly over recent years, the Scottish Index of Multiple Deprivation (SIMD) reported that over 197,000, just under 32% of the city's population reside in the 10% of most deprived areas in Scotland and almost half of our residents - 292,000 people - reside in the 20% of most deprived areas in Scotland.

Following the publication of the draft Glasgow Community Plan, a two month public consultation was undertaken. Responses to the consultation confirmed that the focus and priority actions identified in the draft Glasgow Community Plan had broad public support. **'A Fairer and More Equal Glasgow'** received 89.72% of public support for making tackling poverty one of the three priority focus areas.

Commonly identified themes were;

- > **providing additional support to children identified as struggling or from deprived backgrounds;**
- > **tackling homelessness and meeting the housing needs of the city; and**
- > **improving the affordability and connectivity of public transport to help people back into work.**

Other respondents wanted partners to focus on: mitigating the impact of welfare reform; increasing community engagement and empowerment; childcare; tackling prejudice and promoting greater equality and diversity. These priorities mirror the priorities within the People Make Glasgow Fairer Strategy and having the focus, support, prioritisation and influence of the Community Planning Partners will help us to continue to deliver on our aim of reducing poverty in Glasgow.



In the autumn of 2018 Universal Credit (UC) was rolled out in a phased approach across the eight Jobcentres in Glasgow. Universal Credit is the biggest single change to the welfare system since its inception in the 1940s. Evidence from our benchmarking with those council areas that were already UC live full roll out and reports such as the National Audit Office's report Rolling out Universal Credit that stated "**the Department has a lot to do to improve the efficiency of Universal Credit systems**" has the potential to be a huge issue for many of our more vulnerable citizens. A major reason for this, is that claiming UC relies on an on-line application and on-line maintenance of the claim, which many of our citizens will struggle with as they do not have broadband in their home, access to IT equipment or the skills to navigate an electronic claim. Universal Credit and our efforts to mitigate the negative impacts are covered in more detail later in this report.

The Scottish Government's Child Poverty Act 2017 is also another addition to the tackling poverty agenda that changes the landscape of our work and sets out four ambitious statutory targets to reduce child poverty by 2023.

The tackling poverty projects, which will be detailed in this report, will show what we are doing to reduce poverty, however:

- > **Poverty is still a major issue for too many of our citizens**
- > **Poverty is now affecting more people who are in work**
- > **We need to do more and review how we deliver the support services**
- > **We need to continue to invest in our resources and create sustainable solutions**
- > **We need to engage more with our Community Activist Panel (CAP) members and other community groups to understand the need in their area and develop bespoke services for these communities**
- > **Support services need to work smarter and in partnership to ensure that we use our limited resources efficiently and effectively**
- > **Glasgow is determined to reduce poverty.**



Less than **18%**
of children are living
in relative poverty

Less than **14%**
of children are in
absolute poverty

Less than **8%**
of children are in
combined poverty and
material deprivation

Less than **8%**
of children are in
persistent poverty

Source: These are the Scottish Government's targets.

“

Glasgow's deep-seated and complex deprivation issues require a long-term, cohesive and multi-stranded approach. Creating a more sustainable and inclusive economy for all our citizens can help eradicate poverty in our city.



Councillor
Susan Aitken
Leader of Glasgow
City Council

“

With a new Scottish Social Security system being established we now have a chance of a different way of supporting people, a chance for a different conversation on what will and what won't work, and a chance to make a strategic difference in how we reduce and eradicate the scourge of poverty. Only by working together across all agencies can local and national government make the impact required. That is the challenge – and that should be the priority.



Councillor
Allan Gow
City Treasurer
Glasgow City
Council

“

With lived experience of poverty, I can use this to raise awareness of how difficult life can be when you're in poverty with passion, as it's something I've been through. I believe CAP can use our work and our experiences to become a stronger voice and hold those in power accountable for decisions that affect vulnerable people in Glasgow.



Innocent Jakisa
Co-chair of the PLP.
Representative of the
Community Activist
Panel (CAP)

Community Activist Panel (CAP)



Nothing about us without us

The PLP's CAP members, citizens with the lived experience of poverty, continue to influence and work with stakeholders across the city to improve and develop services and products.

CAP member Steven Andrew acted as co-chair to the PLP for almost two years, keeping the meetings on time and within the agenda. He has been succeeded by Innocent Jakisa as the co-chair from February 2019. Steven has also been an active member of the Purple Poncho Players, which is a group of Glasgow Disability Association members who present the issues of disability through music, drama and satire to live audiences across the country.

Eight CAP members received their training on the community participatory budgeting process.

CAP member Donna Henderson's Balornock Uniform Bank goes from strength to strength and she recently added another two schools to her portfolio. Donna has provided over 1,000 items of school clothing to parents in need of support and is looking to develop the uniform bank further, with better premises and more donations.



Balornock Uniform Bank provided
1,000
items of school clothing to parents

CAP members have been involved in a series of consultations and events with the council (travel), DWP (Jobcentre closures and UC) and Scottish Government (community budgeting), in addition to raising questions with decision makers both at their CAP meetings and the PLP events, ensuring that the voices of those with the lived experience is heard and taken into account.

More recently CAP members met with shoppers in Parkhead Forge to carry out research on the subject of stigma for those people who are living in poverty. They questioned dozens of shoppers and the feedback will be used to refresh the anti stigma awareness training delivered to the council's staff.

CAP members will continue to influence and work with decision makers and other community based organisations to make poverty in Glasgow a thing of the past. CAP chairperson Innocent Jakisa stated in the CAP Newsletter of Winter 2018 "Our biggest challenge now is to gather and bring on board a more diverse spread of opinions and insights on poverty in Glasgow and use these to strengthen the points we are making."

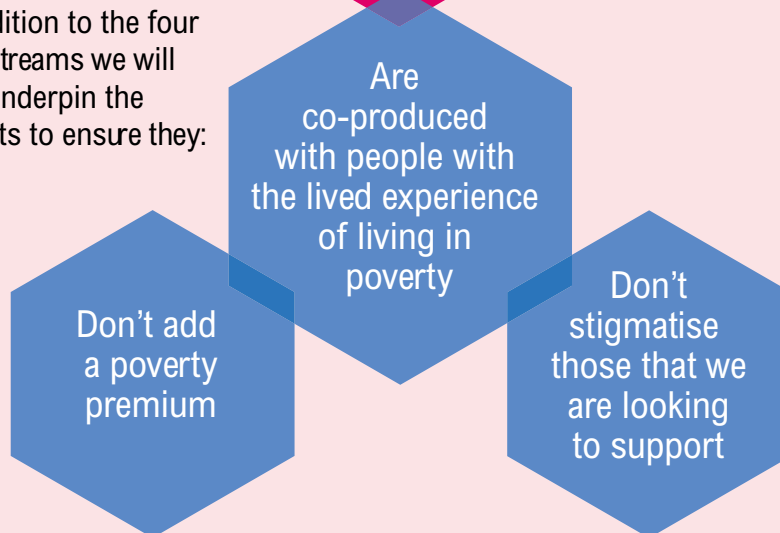
PLP Workstreams

At the start of 2018 the PLP partners agreed to prioritise our resources and streamline the number of workstreams that we concentrate on. Although we have our agreed priorities, we will continue to work with other partners on an issue by issue basis, and this report details the many occasions when this happened.

The PLP workstreams that were agreed as our main priorities were:

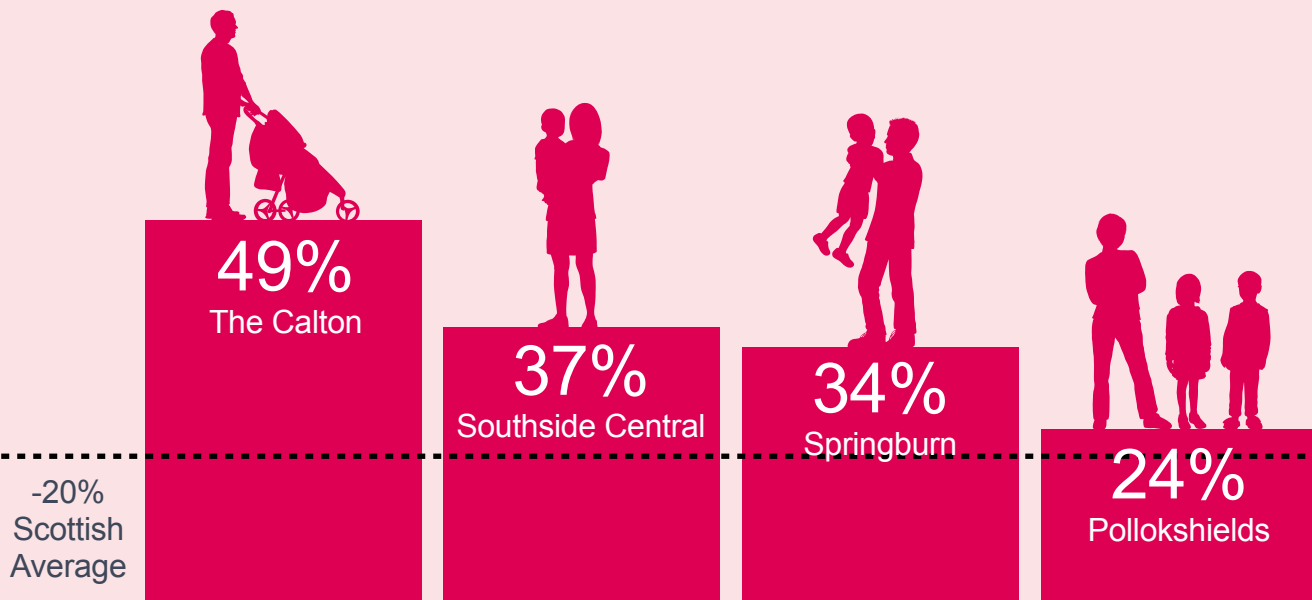


In addition to the four workstreams we will also underpin the outputs to ensure they:



Child Poverty

The level of Child Poverty continues to be a serious issue in Glasgow. The Scottish average is just under 20%, however according to GCC Ward Profile, using data from HMRC, the four worst areas in Scotland are in Glasgow, these are:



The Scottish Government's ambitious Child Poverty Act 2017 sets out four statutory targets for child poverty, which are covered earlier in our Executive Summary. These targets are set against the Scottish Government projections published earlier in 2018 that showed about 230,000 children are living in relative poverty in Scotland, but this is expected to rise to more than 360,000 (38%) by the mid-2020s as the impact of welfare cuts bite. The Institute for Fiscal Studies estimates that child poverty in Glasgow is expected to reach 50,000 by 2021.



As part of the Child Poverty Act, there is a requirement for local authorities and Health Boards to report to the Scottish Government on their progress in reducing child poverty. Glasgow City Council and the NHS have recruited dedicated Child Poverty officers to work in partnership with internal and external partners to identify opportunities to reduce child poverty in the city and draft the Child Poverty Action Plan. This work compliments the work already carried out by the PLP Child Poverty Workstream, which is led by a senior officer from the NHS.

In 2018 PLP partners enhanced some of the projects reported on in 2017, while there was also some new developments that we will report on.

SCHOOL CLOTHING GRANT

Since the council's successful automation of the £52 School Clothing Grant (SCG) in 2017, the council increased the SCG on another 2 occasions, to £75 and then in June 2018 to £110.

This payment of £110 is £10 higher than the Scottish Government's recommended payment level. Citizens in receipt of the relevant qualifying benefits no longer need to complete any additional application form.

<https://www.glasgow.gov.uk/article/17885/Clothing-Grants-and-Free-School-Meals>



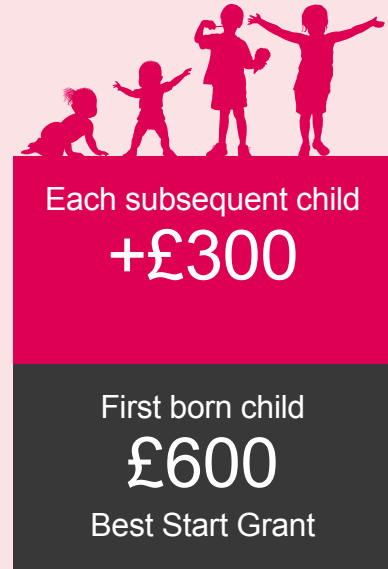
The automation of the school clothing grant is great, getting the money paid straight into your bank account giving you direct access to it. Well done Glasgow for making the grant a £110 rather than the £100 recommended by the Scottish Government it's much appreciated.



BEST START GRANT

The Scottish Government launched the Best Start Grant (BSG) in December 2018, which pays parents £600 for their first born child and then £300 for each subsequent child, if they are in receipt of certain qualifying benefits.

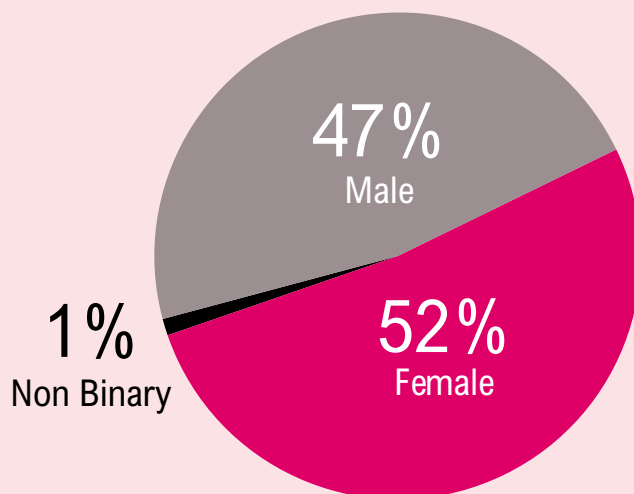
To ensure that customers make their claim for the BSG, the council has developed a process whereby the customer, following their appointment for registering the child's birth, is referred to a Customer Service Agent (CSA). The CSA will help the customer put the claim on the system, ensuring all the relevant information, which they will be notified to bring with them to the appointment, is included. This will reduce the risk of the claim being rejected for errors by the Scottish Social Security and delays in payment. In addition to the BSG, the Scottish Government will award £250 for each child when reaching nursery age and another £250 when reaching primary school age. We are working with colleagues in Education and parent groups to look at how we ensure that families do not miss out and that the grant is easily accessible.



SCHOOL HOLIDAY PROGRAMME

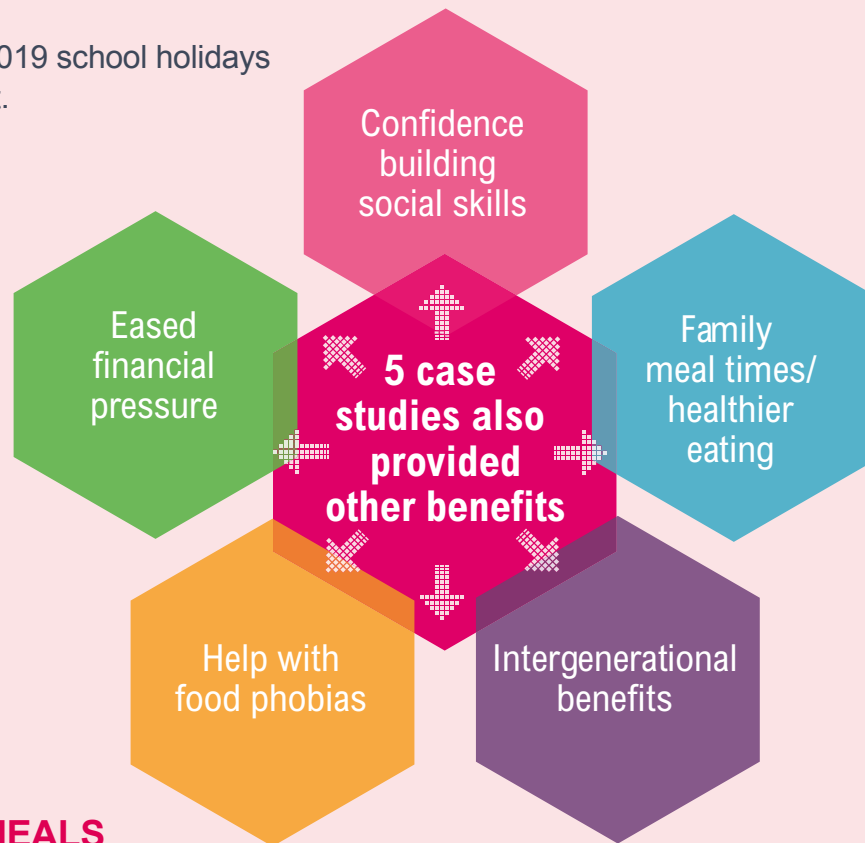
Following on from the successful 2017 school holiday programme, the council in 2018 allocated £2 million from its budget to help with "holiday hunger" and provide activities so that families could enjoy the school holidays. During this summer programme:

The ages of the children ranged from 0 – 18 with a fair mix of gender and background:



Source: Glasgow Children Holiday Food Programme Committee Report November 2018 (Wellbeing, Empowerment, Community and Citizen Engagement City Policy Committee).

The programme for 2019 school holidays is under development.



FREE SCHOOL MEALS

In addition the council, in 2018, invested £1.5 million to allow primary school children to access free school meals up to P4 level.

COST OF THE SCHOOL DAY (COSD)

The Steering Group undertook a number of activities last year aimed at further highlighting the cost pressures on families that school brings, in the context of the Child Poverty targets and Local Authority Child Poverty Plan requirements.

The Steering Group presented on COSD to the August business meeting of all headteachers in Glasgow, relating the work to the wider child poverty collaborative effort across many partners. The presentation was made available as a follow up, for cascading to staff within schools. Following this, guidance to schools on COSD was refreshed and reissued to all establishments by Education Services, along with a paper showing good practice examples drawn from Glasgow schools. This highlighted many ways that schools are mitigating the costs of uniforms, outings, charity fundraising and other aspects of school life.

In November the Steering Group presented on COSD to 247 probationary teachers over 5 days to alert them to the impact of poverty and the COSD workstream early in their careers.

Exploration of the best mechanisms within Education to share good practice and promote the use of the available resources is ongoing. Consideration of the roles that pupils can play in driving this agenda is an area the steering group intend to explore in 2019.

NURSERY PLACE TAKE-UP

Although the new entitlement does not come into effect universally until August 2020, Glasgow City Council is being funded by the Scottish Government over three financial years that allows the council to develop a phased approach to the roll out across the city. Colleagues in Education have developed a citywide roll out plan to publicise the nursery place entitlement and the change in the number of free hours to 1140 per year.

The main phasing plan has been organised against three priorities, which were agreed by elected members:

1. **Deprivation – ensuring that those children and families who will benefit most receive the service earliest**
2. **Areas of low supply – addressing the areas where we have less capacity available and where we need to create additional places in order to deliver the entitlement**
3. **Flexibility – the legislation around 1140 hours and government policy is clear that we must look to creating greater flexibility for families where possible.**



1,140

free nursery place
hours by 2020

The most deprived areas were selected as the first phase of the programme, which started in January 2019. These were:

- > Arden/Carnwadic
- > Priesthill/Househillwood
- > Calton/Bridgeton
- > Parkhead/Dalmarnock
- > Tollcross/West Shettleston
- > Lambhill/Milton
- > Ruchill Possilpark

POVERTY AWARENESS FOR NURSERY STAFF

Colleagues in the Health and Social Care Partnership commenced delivery of poverty awareness in January 2019 to staff working in a number of the city's nurseries.

The purpose of the awareness was to ensure that staff were able to identify those parents who might be struggling to get by and have the knowledge on how to help them in an empathetic way, and know what support services are available to these parents. A report on the progress and outcomes is due in June 2019.

Housing

Affordable and accessible housing plays a very important role in the city's aspirations for tackling poverty and inequality. The Council's Housing Strategy aims to help reduce poverty and contribute the city's economic growth by:

- **Promoting area regeneration and enabling investment in new build housing**
- **Managing, maintaining and improving the existing housing stock**
- **Raising standards in the private rented sector**
- **Tackling fuel poverty, energy inefficiency and climate change**
- **Improving access to housing across all tenures**
- **Promoting health and wellbeing.**

AFFORDABLE HOUSING SUPPLY PROGRAMME (AHSP)

As part of the stock transfer to Glasgow Housing Association (GHA) in 2003 the Scottish Executive (Government) transferred the management of development funding (TMDF) to Glasgow City Council. The 2019 to 2020 AHSP allocation for Glasgow has been confirmed as £104.044 million. This is grant funding made available to Housing Associations to provide new and improved affordable homes to meet housing need in the city. The Affordable Housing Supply Programme (AHSP) identifies developments that will be funded through the Housing Associations.

Although the AHSP is mainly focussed on delivering housing for social rent, the programme also enhances tenure diversity through provision of homes for mid-market rent (MMR), new supply shared equity (NSSE) and low cost home ownership.

The table below describes key figures from our programme in terms of approvals, site starts and completions of new and improved affordable homes.

AHSP 2017 TO 2018 AND 2018 TO 2019

YEAR	2017 to 2018	2018 to 2019
Budget	£71.47million	£90.07million
Jobs completed	1,376	875

2017 TO 2018

In terms of out-turns both approvals and completions increased compared to 2016 to 2017. Completions for new and improved homes increased by 46% over the previous year.

2018 TO 2019 AND BEYOND

The budget has increased by 26% in 2017 to 2018. The 2019 to 2020 AHSP allocation for Glasgow has been confirmed as £104.044 million. This will help the City Council to play its part in achieving the More Homes Scotland target of 50,000 affordable housing units by 2021. There are also Resource Planning Assumptions (RPAs) for financial years 2019 to 2020 and 2020 to 2021 provided by the Scottish Government. These are £96.883 million and £103.853 million for 2019 to 2020 and 2020 to 2021 respectively. So AHSPs for these years will reflect higher figures for approvals, site starts and completions.

AFFORDABLE WARMTH PROGRAMME

The Affordable Warmth team was established with the aim to reduce fuel poverty in the city by improving the energy efficiency of the housing stock, both private and social rented, through the installation of wall insulation and other energy efficiency measures. The team works with external agencies to identify and implement projects, maximising the benefits to residents from external funding sources. They have also worked in partnership with the Council's Private Sector and Housing Investment Teams to complement and maximise funding streams where opportunities arise.

Aim

As part of Glasgow's Housing Strategy, a specific strategic priority was identified in relation to Affordable Warmth. It states that the Council will tackle fuel poverty, energy inefficiency and climate change

Background

Glasgow delivers the Affordable Warmth Programme utilising the Scottish Government's Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS: ABS) funding. The programme was launched in 2013 and delivers energy efficiency improvements to owner occupied properties and mixed tenure blocks, the table below shows the level of grant award to the Council since then.

Financial Year	HEEPS Allocation	Social Rented	Owner Occupied	Project Delivered	Total Funding*
2018 - 2019	£4.62 million	470	610	12	£7.42 million
2019 - 2020	£4.19 million	256	520	11	£9.15 million
TOTAL	£36.6 million	5512	6295	86	£104.37 million

*includes ECO, PSHG, Development Funding, RSL and Owner Contribution

The scheme is complimented by the provision of an energy advice service offering free, impartial and independent advice to help people reduce their fuel bills and make more effective use of the money they spend on fuel. Energy Saving Trust figures estimate that a typical reduction in fuel costs for a property receiving external wall insulation will. Energy Saving Trust figures estimate that a typical reduction in fuel costs for a property

be between £160 and £260 (based on terraced and semi-detached properties) per year per household. For Hard to Treat cavities the typical saving in fuel costs will be approximately £120 per year per household (based on a flatted property). These savings can be achieved year on year and should help mitigate further fuel costs rises. In addition the savings in carbon ranges from 650 to 1050 kilogrammes of carbon per year for terraced and semi-detached properties and 490 kilogrammes of carbon per year for flatted properties.

STRATEGIC HOUSING INVESTMENT PLAN 2019 TO 2020 - 2023 TO 2024

The City Administration Committee approved the Strategic Housing Investment Plan (SHIP) at its meeting on 1 November 2018.

The purpose of the SHIP is to set out the priorities for investment in housing in Glasgow over the five year period 2019 to 2020 - 2023 to 2024, and outline how the Council and its partners will deliver these priorities. The focus of the SHIP is on Glasgow's Affordable Housing Supply Programme (AHSP), as stated previously. Based on Scottish Government guidance, the SHIP could deliver over 8,000 affordable new and improved homes over the five years. The SHIP has identified cross-cutting investment priorities or principles of housing investment which are outlined in the diagram.



PRIVATE RENTED SECTOR HOUSING AND WELFARE TEAM (HUB)

The City Administration Committee approved the establishment of the PRS Hub for a year. The Hub forms part of the Invest to Improve – Financial and Digital Inclusion Preparation for Universal Credit (UC) Full Rollout. UC Full Rollout was completed in Glasgow on 5 December 2018.

The Hub has been introduced to provide a pro-active service to private renting tenants who are affected by the Benefit Cap. These households have been impacted by the imposition of the reduced Benefit Cap, which for many households effectively sees their Housing Benefit reduced or set as low as 50p per week. Initially a co-ordinator was seconded to Housing Strategy to take a Housing Options approach to identify the

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I know that this support and advice from your team would greatly benefit any member of the public in a similar situation as my own.

housing, social and financial challenges faced by families living in the PRS and find solutions, if possible, to avoid homelessness.

In addition to this, as experiences in this area developed, technical support was provided to address some of the poor property conditions tenants were living in, as well as advice from welfare rights, health, and education, while employment and training links were established to support households out of crisis.

From this the case for a dedicated team or hub emerged, building on the initial pro-active or outreach approach that attracted funding. The remit has extended to include other households living in the PRS affected by the UC Rollout. The team will commence delivery of its services to PRS tenants early in February 2019. It is envisaged that the "hub" style of co-operative working will be a model that can be replicated to meet the needs of and support other specific groups across the city. We will make best use of our Cost Benefit Analysis (CBA) toolkit to calculate and report on the impact our interventions have made to a person or family's life but also the assumed savings to the service providers across the city. Support is also offered to families, via referral, where vulnerability is identified by other services. This includes HSCP and DWP, as well as external Community Planning Partners.

The new PRS Housing and Welfare team consists of a Service Delivery Manager, Housing and Welfare Project Officer, Property Condition Officers looking at house conditions, a Welfare Rights Officer and Project Support Assistant. There will be Financial Inclusion support, dedicated employability support is in place and there is informed access to Greater Glasgow and Clyde NHS health provision.

Results from the team from January to end of April 2019 show that the savings made to the public purse total **£1.1 million**

made up of

Improved positive health and wellbeing
+£3,640

Improved financial position
+£106,319

Prevention of homelessness
+£888,000



Case Study

A single parent with 6 children, all under 11 years of age, was threatened with eviction due to rent arrears of her private tenancy, as the Benefit Cap that left her £195 short per week.

The tenant was a refugee and classed as vulnerable due to the size of her family, the lack of development of her children, her financial position and lack of support from other services at that time. She had also recently been released from hospital following the birth of her child. She was in a financial state and had a string of debts.

The children's lack of development was causing concern to the health visitor as they had no toys or books and very little else to help stimulate them. An application for Discretionary Housing Payment (DHP) was made but this could not be a sustainable option. She was supported to make housing applications and was eventually offered the tenancy of a house through NG Homes. The tenant was supported with furniture from the Scottish Welfare Fund and also received help to get an emergency food supply, toys, nappies, clothing, baby's buggy and a fuel card.



It is estimated that the annual savings to the council in this case is £29,588 and the citizen will continue to receive support to help sustain her tenancy.



Employability and Skills

Creating jobs, tackling poverty, poor health and inequalities are key priorities for the city. We will work with our citizens with lived experience of poverty and will develop employment opportunities with partners, support workers rights and a fair pay, including the Glasgow Living Wage and deliver an in-work progression programme, piloted with the care sector.

EUROPEAN SOCIAL FUND (ESF) EMPLOYABILITY PIPELINE

Council Officers are currently working with the Scottish Government on the development of the next phase of the Employability Pipeline. This programme, which included support from Jobs and Business Glasgow (J&BG) was extended until the end of December 2019 by agreement from the Scottish Government as Managing Authority (MA). This includes commencing delivery of the 'volume' programme until this date.

There was a consultation process in October 2018, with a range of stakeholders that included Glasgow Disability Alliance, Financial Inclusion and Child Poverty officer, to consider what the programme will look like from January 2020 to 2023, taking into account the wider employability landscape and economy. This consultation informed the design and development of the proposals for Phase 2.

The procurement process for Phase 2 is due to take place in the summer of 2019.

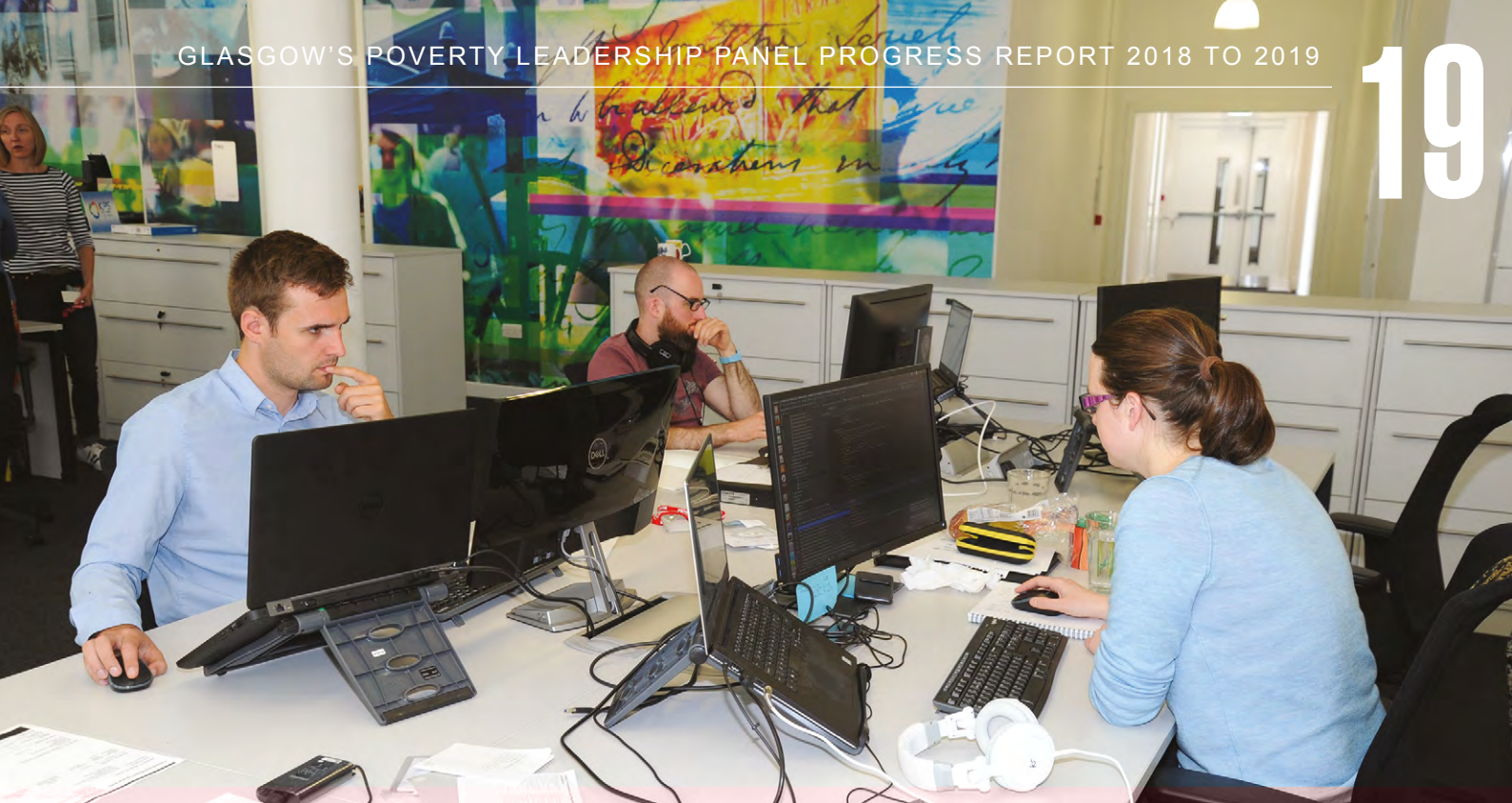
MAPPING THE EMPLOYABILITY LANDSCAPE

The Council's Transformation Team is currently mapping the employability landscape in the city to help the council understand any potential areas of duplication within our service provision. The result of this exercise will be used to shape and simplify our employability offer

GLASGOW GUARANTEE

This programme has supported over 9,000 people into work since 2008 through a wage subsidy programme and has contributed to the significant reduction in youth unemployment during that time. There is currently an evaluation of the programme being undertaken, to both understand the programme's Economic Impact, but also make suggestions as to how the programme could be developed to continue to provide maximum impact. The Guarantee is currently being redesigned and will be relaunched later in 2019.



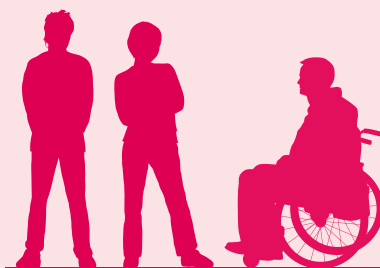


CITY DEAL PROJECTS

Two employability pilot projects are currently being delivered through the Glasgow City Deal programme:

Working Matters

is a £9 million programme 50% funded by DWP and 50% by the eight Member Authorities. The programme is designed to support individuals who are in receipt of Employment and Support Allowance (ESA) and are long term unemployed due to health conditions. The programme runs up until April 2019 and will support almost 4,000 people and expect to get almost 500 into work. Although given the challenges facing the client group a significant amount of the interventions and expected outcomes are in relation to removing barrier to employment.



4,000
people supported

EMPLOYABILITY AND SKILLS





In-Work Progression

is a project also jointly funded by DWP with a focus on the Adult Care Sector. The programme takes two forms:

- > **business support and advice to care businesses to enable them to become more profitable and sustainable**
- > **providing dedicated support to the staff to help them gain additional qualifications to assist their career progression.**

The pilot is currently being evaluated by the Learning and Work Institute, with initial indications being extremely positive and consideration is being given as to how the approach could be rolled out to other sectors, such as Retail and Hospitality.

CITY REGION

As the partnership across the City Region develops there are a number of elements of employability activity that are being taken forward at a city region level.

The Regional Economic Strategy makes a commitment to the development of a Youth Guarantee across the region. The eight Member Authorities are currently working on its development.

Working with Skills Development Scotland (SDS) the eight MAs are developing a new City Region Skills Investment Plan. This plan considers the challenges and opportunities facing the region from a skills point of view and tries to consider how the various public bodies then either mitigate issues or maximise the opportunities.

Welfare Reform



UNIVERSAL CREDIT

Universal Credit has been regarded as the biggest change to Welfare benefits since it was first introduced and is likely to make life for our most deprived citizens extremely difficult, resulting for many in a reduction in household income, an increased number of applications for Scottish Welfare Fund crisis grants and an increase in foodbank usage.

In an effort to combat the negative impacts of Universal Credit (UC), experienced in other cities across the country, the Council allocated £2 million in its 2018 budget to be used to mitigate the issues identified.

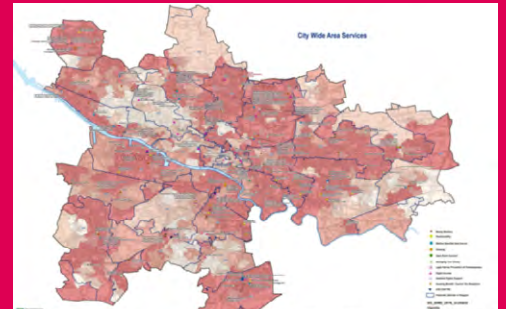
To gain an understanding of the issues we benchmarked with those local authorities who were already UC Full Service and gathered intelligence that we used to build up our knowledge base. To identify what resources were already available in the city and provide the service providers with an overview of UC, we held a series of events in local community venues and collected the information on what resources they were prepared to share and who were willing to work with us.

This information allowed us to map out where the gaps in service provision were across the city. At these meetings all attendees were made aware of the £2 million fund and were invited to submit expressions of interest that were then followed up with a formal application.

Local Authority benchmarking highlighted

- > Communication is key
- > Co-location helps the citizen
- > Need to engage with the Service User
- > Have a strong relationships with the Department for Work and Pensions (DWP)
- > 270% increase in Scottish Welfare Fund (SWF) and 50% in Discretionary Housing Payment (DHP) applications

Area based mapping identified gaps



Working in partnership



“

Thank you for your service, I do not know where my family would be without this assistance

Over the following weeks we received applications from the public sector, 3rd sector and voluntary groups to develop short term, sustainable projects to help our citizens make their claim UC and importantly how to maintain their claim, through IT support and training.

To enable us to meet the needs of our citizens, we developed partnerships with Glasgow Life, Jobs and Business Glasgow, Housing Associations, Electoral Registration and other local bespoke organisations to co-locate, where possible, to create 19 Universal Credit Support Hubs, based mainly in our libraries. These hubs provide a holistic service whereby the citizen will receive assistance with their claim but in addition receive support on training, employment, claiming other benefits, managing their debt and registering to vote. We also worked with other partners across the city, in particular with those organisations that support some of our more disadvantaged citizens, such as working with the Glasgow Disability Alliance (GDA) for those citizens with disabilities, One Parent Families Scotland (OPFS) for lone parents, the Simon Community for rough sleepers, our Homelessness team and ethnic minority groups, particularly the ROMA community, to provide support to claim UC and take up other benefits they are entitled to.

Citizens will be referred to relevant service providers once we have identified their range of needs following the holistic needs assessment. Details of referrals to other services will be monitored and reported and an update report will be delivered to the City Administration Committee in June 2019.

Our experienced Welfare Rights Officers provided training and guidance for 3rd sector and voluntary groups across the city in the build up to UC go live and held an open training day in the City Chambers for service providers and users to hear first hand the process and issues of Universal Credit. In addition our colleagues in Welfare Rights developed our UC webpages on the Glasgow Advice and Information Network (GAIN) website, that provides details on UC and how to claim and webchat.

We also have a dedicated UC telephone service for citizens as well as council employees affected by UC, which is a Freephone number.

Vulnerable Groups

We have supported those with additional needs and provided special provisions for Homeless citizens, lone parents, citizens with disabilities and our ethnic minority communities.

19

Universal Credit Hubs across the city to help with UC online claim and deliver Digital Training.

Free Phone Advice



advice
direct
scotland

0808 1699901
www.gain4u.org

Onward referrals

to partner support services to assist with skills development and training for employment, housing issues, language classes, benefit advice and registering to vote.

Other Tackling Poverty Initiatives

FINANCIAL INCLUSION

The challenges on our Financial Advice sector have been considerable due mainly to Welfare Reforms and challenges faced by our citizens with increasing numbers facing poverty. The Council along with NHS and the Wheatley Group invest just under £4 million every year on financial advice and debt management, funding 17 financial inclusion providers across the city

In the three quarters of 2018 to 2019, our FI sector dealt with just under 19,000 clients, with a 150% increase in telephone enquiries to 2,790. Our FI colleagues managed to accumulate just over £46.5 million in financial gains for clients, through take up of benefit entitlement and debt management. On average the return on investment is £15 for every £1 we spend.



THE CALTON

Calton, in the East End of the city, is home to the highest level of child poverty in the country, with almost half of its child population classed as living in poverty, 1,813 children live there. Our Child Poverty officers are working with the local Calton Child Poverty steering group to identify why child poverty is so prevalent in the Calton and what we need to do to reduce it.

We will follow up with the issues and work with the Calton Steering Group on solutions to their specific problems.



PERIOD POVERTY

Studies showed that 5% of Glasgow's schoolgirls have missed school because they can't afford sanitary protection. Following a successful pilot across four high schools in Glasgow, whereby female pupils were involved in working groups to decide the type, distribution and publicity process for the sanitary products, a programme that covers all of Glasgow's High Schools was rolled out in conjunction with the 3rd sector organisation Hey Girls, which has agreed to match every box purchased by the council by donating a box free. In addition 3rd Sector Organisations launched their period poverty dignity baskets, where people can donate sanitary products which can then be taken when required.

HOMELESSNESS PROJECT PILOT

It is recognised that homelessness is a particular issue in Glasgow, where there is an unusually high number of homeless people with complex needs who can experience difficulties accessing permanent Registered Social Landlord (RSL) tenancies.

Discussion between Glasgow City Council and four RSLs in the city which include Maryhill Housing Association, Milnbank Housing Association, NG Homes and Queens Cross Housing Association highlighted the need for a different approach to tenants moving from Temporary Furnished Flat (TFF) to permanent tenancies, with the aim of reducing rent arrears and potential evictions within the city.

A series of practitioner workshops including colleagues from Glasgow City Council and the four RSLs carried out mapping exercises to identify key themes and challenges faced by Glasgow citizens moving from homeless accommodation into permanent accommodation. These were identified as including 100% of clients leaving a TFF started their new tenancy with rent arrears, date of entries being unreasonable/unmanageable, benefit on two homes being unavailable and delays in furniture packages being available amongst others.

Areas for improvement have been identified which will include intensive work by GCC, commissioned services and RSLs to ensure an appropriate settlement plan is undertaken enabling the client to be tenancy ready and confident to accept an offer of housing. The issues identified included:

Commissioned services

The Flexible Housing Support Outreach Worker (FHOSS) along with GCCs Senior Community Homeless Worker within 28 days of GCC accepting duty and assessing as tenancy ready, will ensure that the service user is familiar with areas of housing in the city and will continue to review client's area profiles and reviewing housing queues.

The FHOSS worker will accompany the client to view potential tenancies and offer support to commence the online Scottish Welfare Fund (SWF) application and accept SWF delivery.

FHOSS will work with client ensuring that they move out of the TFF at date of entry to RSL accommodation and will advise GCC caseworker of move out. This should offer a more supportive approach, allowing the client to understand the areas of housing in the city and view accommodation with a trusted person.

Scottish Welfare Fund

SWF will accept an early online application from the FHOSS worker at Loretto Care and Turning Point. It will be agreed what provision is required and an award made in principle within five working days compared to the current 15 working days.

Upon receipt of the move in date GCC will notify RSBi to attempt delivery within three working days and where possible on a named day against the current 14 working days.

Housing Benefit and Discretionary Housing Payment

The Revenues and Benefits service will fast track the Housing Benefit application within three working days and will apply DHP for the removal of the spare room subsidy (RSRS). If DHP was in payment for any other reason the DHP will be suspended and the client contacted after six weeks to review circumstances. Currently DHP is cancelled when moving from one address to another for anything other than RSRS.

If there is an outstanding Housing Benefit overpayment, the RSL will be notified of the overpayment value and deductions will automatically be halved without the need for an income and expenditure application. (Further discussions to take place about Housing Benefit overpayments)

Registered Social Landlord

The four pilot RSLs have agreed to allow a two week 'rent free' moving in period, this will afford the client opportunity to accept the SWF furniture package, give a reasonable time to move in and make their house a home without incurring rent arrears from the outset. The RSL will submit a Housing Benefit change of circumstances form on the date of entry to allow the application to proceed without delay. It is anticipated that the pilot will be in operation 1 April 2019. The partners involved are committed to measuring the success of the pilot and will allow scrutiny for any gaps or failures.

COMMUNITY BENEFITS

The council supported the recruitment of a Community Benefits Officer (CBO), based within the Corporate Procurement Unit (CPU), with the remit of linking together the needs of our communities, while working with colleagues in CPU, Thriving Places, Community Planning and the Poverty Leadership Panel. As this was a new role there were a number of processes that required review and amendment, contracts needed to be reviewed to check for progress on already agreed community benefits, while at the same time meeting with all the key stakeholders, including suppliers. In the time since the CBO has been in post the number of community benefits secured rose from 776 to 1068, while the number of community benefits actually achieved rose from 76 to 222. Of those community benefits achieved there were:

COMMUNITY BENEFITS ACHIEVED	
New jobs and apprenticeships	67
Work experience, workplace visits, career events	117
Vocational training/qualification opportunities	11
Supply chain development (business mentoring)	13
Community engagement (financial and non financial)	19

wee changes can make a
big difference
 in helping you feel better

26

OTHER TACKLING POVERTY INITIATIVES



SOCIAL ENTERPRISES

Social Enterprises play a key role in addressing the social and environmental challenges facing the city, including tackling fuel and food poverty and financial exclusion; meeting housing need; improving employability; providing social care, early learning and childcare, and community transport, and improving health and well-being.

The Council has worked with Glasgow Social Enterprise Network (GSEN) to develop this first joint Social Enterprise Strategy. Set up in 2008, GSEN provides a wide range of services to its member organisations and the wider social enterprise sector.

For further information, see www.gsen.org.uk

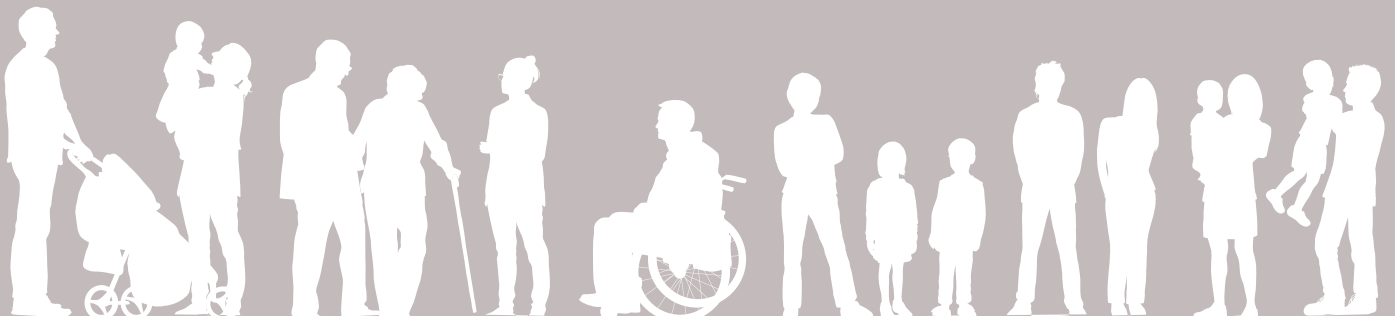
One example of Social Enterprise is COPE Scotland <https://www.cope-scotland.org/index.php>, based in Drumchapel, which has been caring about the mental health and wellbeing of people since 1991. Through their website, they're able to share what they've learned about stress, mental health, emotional health and distress and wellbeing. Last year in addition to starting the period poverty dignity baskets, they also started their winter dignity baskets that went to street pastors to share when out in the evening talking to homeless people. The baskets contain warm hats, gloves, scarfs and high energy food bars etc.

Next Steps

The PLP partners will continue to work collaboratively to make poverty in Glasgow a thing of the past, ensuring that those affected most by poverty have their voices heard, through the CAP and the many other community based organisations.

We will continue to work with our citywide partners to identify services and products that need to be improved and tailored to meet the needs of all and reduce barriers and where possible automate entitlement.

We will also recruit new and develop our CAP members to work closely with other community groups to identify the key issues in these communities and to bring these issues to PLP partners. We will use the lived experience of our citizens to develop or amend services to meet their needs and reduce poverty.



For more information or to comment please visit

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