Item No: 13

Meeting Date: **Wednesday 25th January 2023**

Glasgow City Integration Joint Board

Report By: **Gary Dover, Assistant Chief Officer, Primary Care and Early intervention**
Mike Burns, Assistant Chief Officer, Children's Services

Contact: **Fiona Moss, Head of Health Improvement and Equalities**

Phone: **0141 287 0392**

Glasgow Local Child Poverty Action Report (LCPAR) 2021/22

Purpose of Report:	To report on the Glasgow Local Child Poverty Action Report (LCPAR) published in line with the Child Poverty (Scotland) Act and the GCHSCP contribution to this.
Background/Engagement:	Under the Child Poverty (Scotland) Act 2017 ('the Act'), Local Authorities and NHS Boards have a statutory duty to jointly develop and publish annual Local Child Poverty Action Reports (LCPARs). This is Glasgow's fourth LCPAR, it includes work undertaken through GCHSCP and from the third sector (see Appendix 1).
Governance Route:	The matters contained within this paper have been previously considered by the following group(s) as part of its development. HSCP Senior Management Team ☒ Council Corporate Management Team ☐ Health Board Corporate Management Team ☒ Council Committee ☒ Update requested by IJB ☐ Other ☐ Not Applicable ☐
Recommendations:	The Integration Joint Board is asked to: a) Note the work described in the LCPAR for 2021/2022;

	b) Note the continued work across GCHSCP services to mitigate and prevent child poverty; and c) Note the HSCP's contribution to both the Child Poverty Pathfinder and the additional Partnership with Scottish Government around the Whole Family Wellbeing fund.

Relevance to Integration Joint Board Strategic Plan:

This relates to all five of our Strategic Plan (2019-2022) priorities, most intensively in relation to 1. Prevention, early intervention and harm reduction

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome(s):	Outcome 1 – People are able to look after and improve their own health and wellbeing and live in good health for longer. Outcome 4 – Health and social care services are centred in helping to maintain or improve the quality of life of people who use those services.

Personnel:	None

Carers:	None

Provider Organisations:	No direct implications beyond noting the cost of living implications for organisations acting to support families affected by poverty.

Equalities:	An updated GCC Equality Impact Assessment has been produced and the current and proposed actions focus on mitigating the disproportionate sex, disability, age, and race differences, specifically in child poverty https://glasgowcity.hscp.scot/equalities-impact-assessments

Fairer Scotland Compliance:	The activity outlined within the LCPAR demonstrates the commitment of the HSCP to mitigating the impact on children and young people of socio-economic disadvantage.

Financial:	None

Legal:	None

Economic Impact:	Reducing child poverty will have a significant benefit for inclusive growth

Sustainability:	None

Sustainable Procurement and Article 19:	None

Risk Implications:	Rises in child poverty increase demand on health and care services, therefore there is a continued requirement for services to mitigate and prevent for immediate and future health and care demand.

Implications for Glasgow City Council:	GCC has approved the publication of the LCPAR.

Implications for NHS Greater Glasgow & Clyde:	NHSGG&C has approved the publication of the LCPAR.

Direction Required to Council, Health Board or Both	
Direction to:	
1. No Direction Required	☒
2. Glasgow City Council	☐
3. NHS Greater Glasgow & Clyde	☐
4. Glasgow City Council and NHS Greater Glasgow & Clyde	☐

1. Purpose

1.1 To report on the Glasgow Local Child Poverty Action Report (LCPAR) published in line with the Child Poverty (Scotland) Act and the GCHSCP contribution to this.

2. Background

2.1 Under the Child Poverty (Scotland) Act 2017 ('the Act'), Local Authorities and NHS Boards have a statutory duty to jointly develop and publish annual Local Child Poverty Action Reports (LCPARs). This is Glasgow's fourth LCPAR, it includes work undertaken through GCHSCP and from the third sector (see Appendix 1).

2.2 The Act sets out four ambitious targets for 2030, which are shown below, (bracketed figures are the interim 2023 targets):

- Less than 10% of children are in relative poverty (18%)
  Relative poverty is where income is below 60% of the middle household income in the UK

- Less than 5% of children are in absolute poverty (14%)
  Absolute poverty is where income is below the poverty threshold from 2010/11.

- Less than 5% of children are in combined low income and material deprivation (8%)

The proportion of children in families that cannot afford basic essential goods and services because of a low income (below 70% of the middle household income)

- Less than 5% of children are in persistent poverty (8%)
  In relative poverty for three or more out of four years

2.3 The three main drivers of child poverty, and therefore mitigation action are:

- Income from work
- Cost of living
- Income from Social Security and Benefits in kind.

2.4 For the third year, Glasgow City Council has undertaken local analysis of levels of child poverty in the city through the Centre for Civic Innovation (CCI) analysis of Council held data for families in receipt of Housing Benefit (HB) and Council Tax Reductions (CTR). Further CCI analysis described in the LCPAR breaks this data down into more detail, in summary:

- There are 2,510 more children living in relative poverty than before the pandemic; 27,995 children (26%) compared to 25,485 (24%) in February 2020.
- Poverty levels have deepened and on average families in relative poverty are now £115 per week below the poverty line compared to £107 per week pre pandemic.
- Families where at least one adult is in employment are, on average, £69 per week worse off and this has increased by £12pw during the pandemic. Where there are no adults in employment, on average households with children are £10 per week worse off than pre pandemic at £122 per week below the poverty line.
- The pandemic has resulted in an additional 1,650 children in lone parent families living in relative poverty. These children, now totaling 17,792, live in households that are on average £110 below the poverty line.
- Families in households where there is someone with a disability are on average £71 per week below the poverty line.

2.5 The LCPAR also provides details of almost 60 projects initiated by community planning partners to tackle child poverty and bring some relief to the families of Glasgow. However, the relentlessness of the cost-of-living crisis will undermine these mitigations. It must be expected that more families will get caught in the poverty trap, which makes our support all the more vital if we are to relieve the pressure on families and have a more equal society.

3. LCPAR 2021/22 Summary

3.1 The report describes the activity and progress for the previous year and the planned activities for 2022. For readability the LCPAR focuses on new programmes in that period, categorised under the three main drivers.

3.2 The income from work section focuses on the work generated from the Parental Employability Support Fund (PESF) investment which works to support more families into work, critically considering childcare.

3.3 One of the significant measures to reduce the cost of living for children and families has been ensuring optimal uptake of the free bus travel for 5-21 year olds in Glasgow. The city has around 119,000 eligible children and young people and significant effort has been made through schools, working with Glasgow Life and GCC staff to support the application process for the required travel card. Over 50,000 young people have been supported to receive the travel card.

3.4 The income from welfare provisions focuses on the newly expanded financial advice support being provided to families through schools (FISO service) to reduce costs of living for families and improve the uptake of eligible benefits for families. FISO has now been extended to 49 schools (29 secondary schools). The primary purpose of FISO is to support families and alleviate poverty, by providing one to one support for clients up to and including type three support in the fields of welfare rights and debt reconciliation. The service has been extended from an initial pilot phase and evaluation in 2020/21.

3.5 It is anticipated that future efforts will include Childcare and Employment opportunities as these are significant contributors. The report also reflects on the new Child Poverty Pathfinder initiative with the Scottish Government. The pathfinder covers:

- Funding and commissioning
- Standardising eligibility criteria across school-based benefits for families
- Developing the ‘no wrong door’ approach of being able to access financial support more easily and at point of need
- Accountability and Culture.

3.6 The extensiveness of the mitigation against child poverty is reflected in the report, and the ambitions that city partners are keen to continue to work to address.

4. GCHSCP Child Poverty Action

4.1 Staff within GCHSCP are actively engaged in developing and delivering on the child poverty agenda. During 2021/22 this has included:

4.1.1 Financial Advocacy service for women in the Special Needs in Pregnancy (SNIP’s) pathway, funded from multiple sources. The service aims to help address existing financial or welfare issues and build resilience for the future. A total of 243 referrals were made to the service during 2021/22 and a total of 258 repeat clients were also seen. Financial gains of £381,978.34 were

secured for clients last year, and a further £51,380.85 of debt managed. The profile of service users includes:

- 99% of women supported would be classed as living in poverty when referred (often with less than £6k pa income from all sources)
- 61% of service users identified that they had a disability
- 49% of new service users were from Black and Minority Ethnic groups and 52% have needed an interpreter to engage with the service
- 53% of those who used the service were under 25 years old
- 22% were lone parents with dependents and a further 43% were single parents who were expecting their first child.

4.1.2 The Healthier Wealthier Children service enables midwifes and health visitors to refer families for financial advice, recognising that having children significantly affects family finances. The service is both preventative and mitigates for families that are struggling. The service has been in place for a decade now and the financial and well-being elements demonstrated Healthier, Wealthier Children Project (gcph.co.uk). Last year 3,085 families were supported through the service.

4.1.3 In September 2022, members approved changes to enable Children's Services' Health Visiting and Glasgow City Family Nurse Partnership staff to make Section 22 destitution payments to enable a more flexible, needs-led response to financial hardship, fuel poverty and destitution. Families are then able to be referred into Healthier Wealthier Children for broader financial advice and services.

4.1.4 Direct payments have been approved, issued and evaluated to families being supported by HSCP services. Initiated during the pandemic the IJB approved the Wellbeing Activity Budget over the summer of 2021, following the positive feedback from the Winter Payments received by families, and the evidence that this helped to address families' mental health needs. 2,765 families received a payment of approximately £300 per child/ young person. The payments were issued to enhance wellbeing and mental health, particularly in circumstances where the child, young person or family had been adversely affected by the pandemic, poverty and/ or by disruption in support (e.g., children living in SIMD 1 and 2 areas, on the waiting list for wellbeing/ mental health support etc.).

4.1.5 Thrive Under 5 (TU5) – the whole system food programme, funded from temporary child healthy weight investment from the Scottish Government, enables families in particular communities to access a range of food and well-being supports. This combined food insecurity and well-being programme includes food pantry memberships, access to fruit and vegetable vouchers (Alexandra Rose scheme), flat pack meals and cooking utensils, access to financial advice services, as well as cooking classes and other local engagement activity. The reach and activity of TU5 in the three communities in year one is shown in Table 1 below. 73% of all the families engaged have an annual income of less than £15,000.

Table 1. Project reach

Item	Impact
Financial Inclusion Referral Pathway	207 referrals in, 155 successful
Total financial gains for TU5 families as part of Financial Inclusion (FI) Pathway	£102,014.12
Number of meal pack beneficiaries (weekly delivery, once a week for 8 weeks)	115 families 920 family meals
Pantry membership Vouchers issued	117 families 1,404
Fuel support	147 Including compensation to eradicate fuel arrears and top ups for pre-payment meters (British Gas Energy Trust Fund)
Beneficiaries of cooking equipment items	56 families
Number of families and child beneficiaries receiving weekly Alexandra Rose vouchers in Drumchapel	47 families 102 eligible children £11.26 average weekly monetary value per family for fruit and vegetable purchases
TU5 community member engagements at summer events (all received a flat packed meal and info on the project)	388
South Glasgow Move Dance Go sessions for families 2021/22	9 families approx. weekly attending Pollok sessions for 65 sessions in 2021/22, 585 family attendances (on average 18 families over the full duration)

4.1.6 Welfare Advice in Health Partnerships. Providing financial advisors in 84 General Practices in Glasgow City one day per week. This service was established in February 2022 with Scottish Government investment for two years initially. 1,256 patients were referred into the service in the first quarter (April-June) 2022, this includes families.

4.1.7 The Welfare Rights team has been providing in-person briefing sessions to HSCP staff and also one hour webinars addressing the current cost of living crisis. In the new year further sessions to all Children Services staff and managers (including staff within Social Care Connect) are planned to highlight what support is available for families who may be struggling.

4.1.8 Welfare Rights staff have been providing on-going support to Social Workers supporting kinship carers and working with Glasgow Life's "Family Finance Key Workers" project taking referrals from that project for benefit maximisation.

4.1.9 In South Glasgow all families with children on the at-risk register will be contacted to ensure that they are claiming the Scottish Child Payment that was extended to those over age 6 from November 2022. This exercise will then be replicated in East and West.

4.1.10 Health Improvement staff also continue to raise awareness of child poverty (through training and advocacy) and develop programmes that challenge the stigma and costs of inclusion in everyday services such as the nursery and school day.

5. Sustained alignment across Integrated Children's Services

5.1 The ongoing impact of the pandemic, alongside the current cost-of-living crisis, demands and dictates that we embrace new and radical approaches to make a real difference for families across our city. This shared recognition of the need for a fundamental shift in approach by both the Scottish Government and

City Administration has resulted in the creation of an innovative Child Poverty Pathfinder for the city. The Pathfinder has been established to agree and deliver on the practical actions required to deliver a well-functioning system that can secure radical new ways of working to tackle Child Poverty. Moreover, it remains critical that the culture and practice of our early identification, early help and earlier intervention is captured and replicated across the city. This new Pathfinder will provide new opportunities to redesign how services are accessed by and delivered to families, break down siloed working and share funding, data, and accountability to ensure that our children and families have the best support possible.

5.2 As indicated, The Pathfinder will utilise a No Wrong Door approach (aligned with the relaunch of Getting It Right for Every Child) that ensures that, regardless of where and how people engage across the system, they can access person-centred holistic support. Specifically, it will use the alignment of a No Wrong Door model, with the aspirations of **Getting It Right for Every Child** and the implementation of the Promise (the National Independent Review of Care). The desire and concrete objectives are to not only radically reimagine the way we work with children and families in the city of Glasgow, but to fundamentally alter the offer of early support, protection, and 'insulation' for all our children, young people, and their families. This Pathfinder will seek to coordinate tackling childhood poverty and inequality by not only aligning the strategic policy intent but ensuring every asset and opportunity in the city is maximised to the advantage of every child, young person, and citizen.

5.3 This Pathfinder, along with the aspirations of getting it right and implementation of the Promise, will focus on collaborating with citizens and ensuring that everyone in 'the system' engages with a consistent**,** robust, and early help ethos. The critical objective will be to prevent citizens and their families falling into poverty, supporting citizens out of poverty, and preventing people from reaching crisis or breakdown. The overarching aim is to use early intervention and preventative measures to ensure citizens are supported through the initial crisis or need and onto building resilience and self-management. The intention is to capitalise on the city's assets and infrastructure to consequently implement the aspirations of the Christie Commission and radically reduce the 'as is' system propensity to provide "too little too early and far too much too late" (Professor Brigid Featherstone).

5.4 The scale of the 'Failure Demand' needs radically reduced, consequently enabling assets and resources to be further strengthened towards early identification, early help and ultimately prevention. The city needs to inwardly invest in its own communities, neighbourhoods, and families to ensure that there is robust invest to prevent and invest to save.

5.5 With respect to Child Poverty and the Child Poverty Pathfinder, strong alliances have also been forged through the Glasgow Family Support Strategy approved by the Education, Skills and Early Years City Policy Committee and the Integration Joint Board (IJB) in January and April 2020 respectively. This Strategy has also enabled the city to create readiness for the further implementation of the Promise and to further strengthen and enhance the holistic family support model delivered by the Health & Social Care Partnership in partnership with the Third Sector. This will now be further

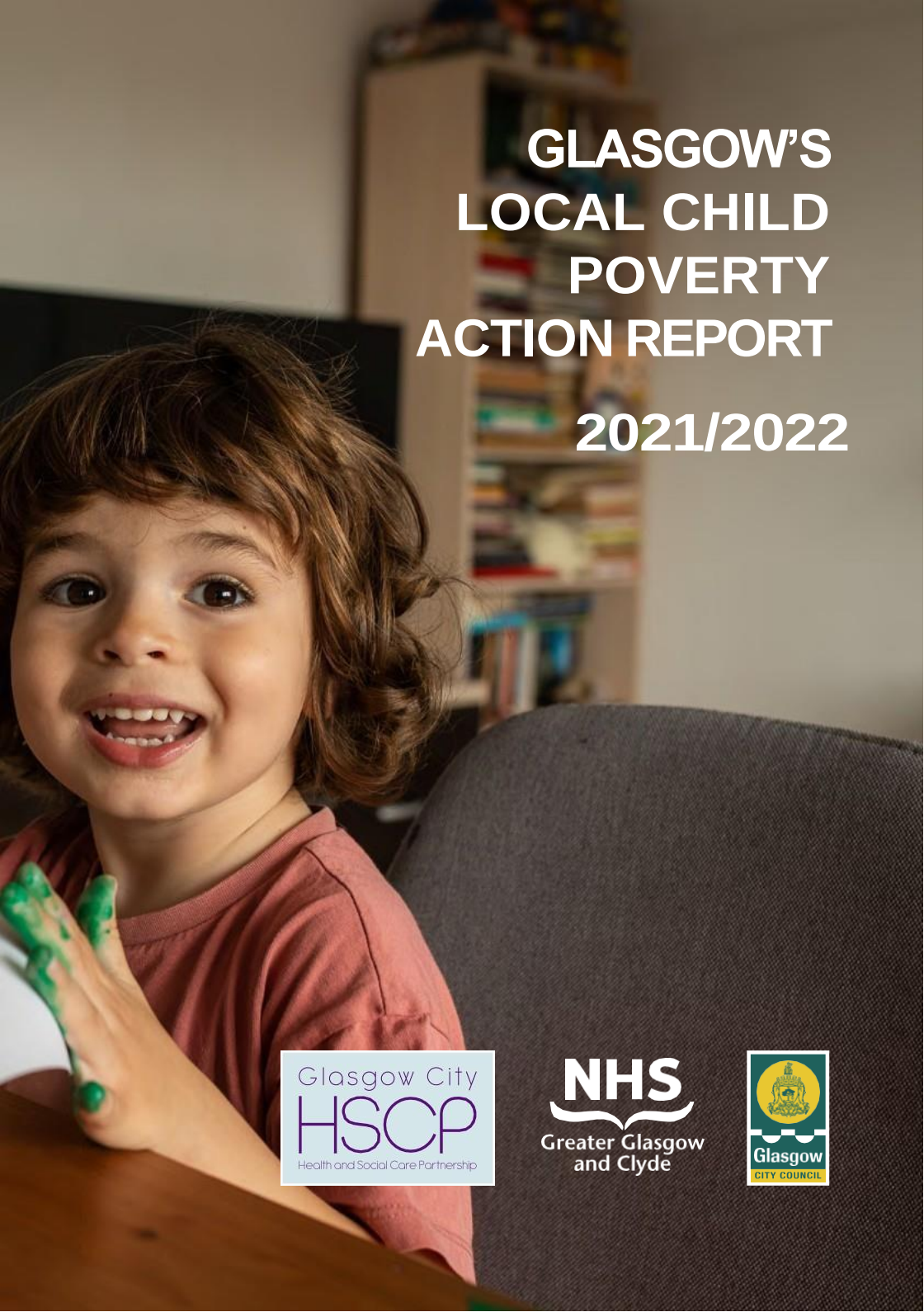
supplemented and complemented by the Scottish Government's Whole Family Wellbeing Fund and this Pathfinder. The Joint Pathfinder and approach with Scottish Government is also aligned with the Whole Family Wellbeing Fund (both Element I and Element II). This additional joint venture and Partnership with Scottish Government provides further necessary alignment and provides a solid platform for a united, sustained and coordinated approach around poverty and early family support.

5.6 To date, it should be noted that the Glasgow City IJB and HSCP have sought to strengthen the prevention and infrastructure of the city with respect to poverty and inequality. In reporting into the Council and Chief Executive's Office with respect to both the Child Poverty Pathfinder and the current Cost of Living Crisis, we can demonstrate significant investment to sustain families through Kinship Care (at £11.1M per annum), Section 22 and 29 (£5.6M), Scottish Government Mental Health monies (£1.1M) and now an additional winter mitigation payment (£2.6M). This circa £20.4M invested into the city to 'insulate' and mitigate must be commended and highlighted as not only addressing the poverty in the city but demonstrating the delivery of the national integration and wellbeing outcomes.

6. Recommendations

6.1. The Integration Joint Board is asked to:

a) Note the work described in the LCPAR for 2021/2022;
b) Note the continued work, across GCHSCP services to mitigate and prevent child poverty; and
c) Note the HSCP's contribution to both the Child Poverty Pathfinder and the additional Partnership with Scottish Government around the Whole Family Wellbeing fund.



GLASGOW'S LOCAL CHILD POVERTY ACTION REPORT

2021/2022

Glasgow City HSCP
Health and Social Care Partnership

NHS
Greater Glasgow and Clyde

Glasgow
CITY COUNCIL

CONTENTS

CONTENTS

KeystatementfromChiefExecutives

Background

Executive Summary

Theeffectofthe Pandemic

Cost of livingcrisis

Using data to measure child poverty in Glasgow

TacklingChildPovertyProgrammes

Financial Inclusion Support Officer (FISO)

Digital Support

FuelPoverty

Employability

ParentalEmployment Support Fund

RemovingBarriers to EffectiveSupport:Glasgow'sPathfinderModel

Early Campaigns

Governance

ChildPovertyEQIA

Conclusion

Appendix 1– 3rdSectorTacklingChildPoverty Programmes

Appendix2– GCC&GGCNHSTackling ChildPoverty Programmes

Appendix3– Case Studies

KEY STATEMENT FROM CHIEF EXECUTIVES

KEY STATEMENT FROM CHIEF EXECUTIVES

The level of child poverty in Glasgow is still at an unacceptable level despite the efforts and funding provided to tackle it.

Glasgow City Council and GGC NHS remain committed to reduce child poverty and contribute towards the targets set by the Scottish Government. However, this challenge is set against a backdrop of the economical fall out from a global pandemic, stagnant rates of social security benefits and the cost-of-living crisis that threatens the living standards of so many of our families.

We will continue to work in partnership with support organisations across the city and support our teams to tackle the poverty crisis facing families in Glasgow.

We support the actions taken and documented in this report and thank the staff for their efforts during the year.

Chief Executive of Glasgow City Council

Chief Executive of GGC NHS

BACKGROUND

BACKGROUND

Under the Child Poverty (Scotland) Act 2017 ('the Act')[1] Local Authorities and NHS Boards have a statutory duty to jointly develop and publish annual Local Child Poverty Action Reports (LCPARs).

This LCPAR 2021/2022 is the 4th report that's been developed in partnership between Glasgow City Council (GCC) and Greater Glasgow and Clyde National Health Service (GGC NHS) with contributions from citywide 3rd sector partners. The three previous LCPARs can be viewed here.

The purpose of this report is to detail the work undertaken over the last twelve months, to reduce child poverty and support our communities during the pandemic. The challenges for our families are ever increasing and therefore it is important that we continue to work with them to better understand what they need.

The outcomes from the projects detailed in the report are very positive, however the level of child poverty continues to outgrow the progress that's being made by the council, NHS and our 3rd sector community organisations, details of these programmes and outcomes can be found in the linked appendices.

The appendices will also detail the work that has started for the period 2022/23 to help tackle child poverty in Glasgow.

The challenge for Glasgow in 2022 remains substantial. Our internal Centre for Civic Innovation (CCI) analysis of the available Council data reported in the Understanding Child Poverty in Glasgow (2021) report that child poverty rates in Glasgow were 26%.

1. Child Poverty (Scotland) Act 2017

Crucially, this is **before** the current cost of living crisis that will both deepen existing levels and push more of our children and families into poverty.

The report outlines our approach to reduce child poverty by providing assistance to families to maximise their income, using each of the three drivers for tackling poverty as shown below.



There are significant opportunities to secure additional income to other welfare benefits (administered UK, Scotland and locally) and cost of living support. Opportunities also exist to secure more income from employment both for those in and out of work; and importantly ensure that the collective actions prevent people from falling into poverty, supports people out of poverty and prevents people from reaching crisis points.

EXECUTIVE SUMMARY

The effect of the Pandemic

The COVID-19 pandemic had a major impact on the communities within Glasgow and heightened the issues for those families on low incomes and those already regarded as in poverty[2].

These vulnerable families are more susceptible to the social and economic impacts of the pandemic lockdown and the recovery period, these include:

- **Money worries:**
  - reduced earnings
  - additional costs of children being off school
  - increase in prices, food, fuel etc
- **Claiming benefit for the first time:**
  - Lack of knowledge of the system
  - Delays in benefit payments
- **Lack of employment opportunities:**
  - Many of the city's key businesses were closed, i.e., retail and hospitality.

Our analysis of families' data, who are in receipt of Housing Benefit (HB) and Council Tax Reduction (CTR), shows the impact that the pandemic has had on child poverty. Mid-way during the pandemic we found that an additional **3,143** households with **5,456** children claimed HB and CTR, **87%** of these households are living below the poverty line.

2. Definition of relative income poverty is where households have less than 60% of contemporary median income

Cost of living crisis

The rise in the cost-of-living has further exacerbated the plight of many of our families and is pushing even more of them towards poverty. Prior to the domestic fuel charge increase in April, gas had increased on average by 28% while electricity had increased on average by 19%. The rise in the energy cap in April put domestic energy costs up by another 54%, with further increases anticipated in the Autumn of this year. Unfortunately, these are not the only rises in living costs. Rises in the cost of food has seen an increase in the use of foodbanks and pantries, while increases to the cost of fuel have added to the cost of transportation and therefore increasing the cost of household white goods and furniture and adding to the stress for families.

A recent report[3] that analysed online searches for services such as payday loans and energy advice calculated that Glasgow is the 4th most affected area in the UK as a result of the cost-of-living crisis.

There are many programmes and services offering support for our families to access financial support and cost of living supports and appendix 1 and 2 detail the activities being provided.

The Council's key partner, NHSGGC has been able to:

- Continue employability programmes as part of NHSGGC's Widening Access To Employment (WATE) strategy. Where activity was paused due to the pandemic this is now being rescheduled. New areas have included our Kickstart programme with Facilities and our wider focus on Community Wealth Building.
- Continue its approach to procurement in considering equality and child poverty issues.
- Provide remote awareness sessions and advice for staff experiencing money worries and fuel poverty, in partnership with Home Energy Scotland
- Move its face-to-face onsite money advice provision, in our hospital sites, to remote engagement during the pandemic; this has now recommenced face to face.
- Developed an improvement plan for its equality outcome to improve perinatal care for women in poverty, BME communities and those experiencing gender-based violence.
- Scope a research commission for families with children with a disability.
- Support innovative work such as the Travel Card Pilot with the Specialist Needs in Pregnancy Service; provision of travel cots for those with no funds to purchase a cot and the pilot of support for patients and staff with Universal Credit issues, in partnership with DWP.

Five of our council tackling child poverty programmes are showcased later in the report, these are: The Financial Inclusion Support Officer project that delivers a range of holistic services for families with school age children, Digital support, Fuel Poverty, Employability and Glasgow Pathfinder Project.

Using data to measure child poverty in Glasgow

Measuring the impact that the pandemic has had on poverty in our city is only possible through the continuation of our work with colleagues in the Centre for Civic Innovation (CCI). Analysis of our data held on families across the city for the period February 2020 to February 2021, including Local Authority administered benefits such as HB and CTR, in addition to take up of educational entitlements, before housing costs, identifies the level of poverty these families are experiencing.

3. cost-of-living-crisis-glasgow-4th-hardest-hit-city-in-the-uk

Based on the 2021 CCI Understanding Child Poverty Report analysis[4], our families are on average **£121 per week below the poverty line** and the report evidences the following;

- There are 2,510 more children living in relative poverty than pre Covid-19; 27,995 children compared to 25,485 in February 2020.
- Poverty levels have deepened and on average families in relative poverty are now **£115 per week below the poverty line** compared to £107 per week pre pandemic.
- Families where **at least one adult is in employment** are, on average, £69 per week worse off and this has increased by £12pw during the pandemic. Where there are **no adults in employment**, on average households with children are £10 per week worse off than pre pandemic at **£122 per week below the poverty line**.
- The pandemic has resulted in an **additional 1,650** children in lone parent families **living in relative poverty**. These children, now totalling 17,792, live in households that are on average **£110 below the poverty line**.
- Families in households where there is someone with a **disability** are on average **£71 per week below the poverty line**. Post pandemic there are 570 more children living in these households.

The Scottish Government as well as setting their ambitious targets for reducing child poverty by 2030, has also set interim targets for reducing child poverty by 1st April 2023:

Interim targets	Full targets
less than 18% should be living in relative poverty	less than 10% should be living in relative poverty
less than 14% should be living in absolute poverty	less than 5% should be living in absolute poverty
less than 8% should be living with combined low income and material deprivation	less than 5% should be living with combined low income and material deprivation
less than 8% should be living in persistent poverty	less than 5% should be living in persistent poverty

4. Child_Poverty_Report_Covid-update-05/11/2021 (glasgow.gov.uk)

The Scottish Government child poverty statistics for Glasgow show that 24.6% of children are living in relative poverty and 20.2% are living in absolute poverty[5].

It is important to note the increase in the levels of child poverty is **before** the current cost of living crisis that will both deepen existing levels and push more of our children and families into poverty.

5. SGovt's child poverty figures for Glasgow 2021

TACKLING CHILD POVERTY PROGRAMMES

The following Tackling Child Poverty programmes highlight some of the issues our families face and demonstrate the positive measures taken to mitigate against these issues. There are case studies from 2 of our programmes at Appendix 3.

Financial Inclusion Support Officer(FISO)

As part of the new innovative efforts to tackle child poverty in the city, a pilot programme to embed financial inclusion support into 4 secondary school settings began in late 2019. The pilot was initially aimed at targeting 2 of the 3 main drivers of child poverty:

- The cost of living
- Maximising entitlement to generate income from social security benefits.

Working in partnership with the city's financial inclusion advice agencies and the council's Education Services the aim of the pilot was to:

- Increase access to the various grants and awards available to young people.
- Support parents to maximise their income by accessing services to welfare benefits, grants and awards.

The success of the pilot resulted in Glasgow City Council funding an extended FISO programme, meaning that the FISO model of supported services is now currently operating across all but one of Glasgow's secondary schools.

Analysis of our financial monitoring of the project demonstrated the impact this is making, the following details, from the overall report[6], are some high-level outcomes of the financial gains made for the period April 2021 – March 2022:

6. FISO Report

OFFICIAL

- 761 clients were assisted with cost of living supports with £480,023 financial gains.
- 587 clients were assisted in maximising income from social security benefits with financial gains of £1,317,829.
- 83 families who were experiencing digital exclusion received either refurbished desktop computers or Chromebooks and MiFi devices.

In phase 2 of the FISO programme we developed an employment referral pathway, where we assisted 76 clients with employment.

This FISO project was externally evaluated by Glasgow University and their report[7] included findings from feedback from 1-2-1 interviews with parents who had accessed the service.

The outcomes of the FISO project and the CCI work gave us a better understanding of the level and depth of poverty in Glasgow, and this led to discussions with the Scottish Government to understand what more we need to do collectively across Council, NHS and Scottish Government to remove the barriers facing families trying to access services.

Digital Support

Digital can be both a tool and a barrier to reducing poverty and inequality and we recognise that despite all the new opportunities digital offers, it can also be a source of worry or even exclusion for some of our families. GCC approved a new Digital Strategy in September 2020[8], the Strategy reflects the learning and experience of the COVID-19 pandemic, showing the increasing importance of digital in how we work, provide services, engage with our communities and educate our children. Education

7. FISO Evaluation report
8. GCC Digital Strategy 2020

OFFICIAL

Services have provided 34,683 digital devices to pupils to support their learning.

Fuel Poverty

Fuel poverty impacts on the lives of some of the most disadvantaged children and young people. The impacts are varied and can mean parents cut back on essentials to keep their homes warm, and force families and young people into debt when they cannot afford to pay their energy bills. For a child, living in fuel poverty this can mean growing up in a home that is cold and damp; this will have a long-lasting effect on their physical and mental health, learning and enjoyment of life.

The pandemic and rise in fuel costs has exacerbated fuel poverty, with increased fuel costs for many families working from home. At the same time, income has fallen for many families due to unemployment and furlough. In recognition of the problem, many organisations have become involved in providing fuel vouchers for those in need of top-ups for their prepayment meters.

GCC have a strong partnership with HEAT Services at the Wise Group and funding was provided to offer Glasgow families in fuel poverty or at risk of fuel poverty, a top up for dry or prepayment meter along with energy advice and advocacy support. Referral pathways were set up with Glasgow Helps and the Financial Inclusion Support Officer programme to support vulnerable families engaged with these services. For the year 21/22 The Wise Group Heat Service engaged with over 2,200 households and reduced household energy debt by over £700k in Glasgow.

Employability

Providing training and mentoring to parents who may be long term unemployed or have never worked is about removing the barriers to employment that too many parents face. This support also improves the nature of that employment so that work plays a much bigger role in preventing poverty and lifting children out of poverty. Also included in this support is:

- the removal of childcare barriers,
- increasing pre-school childcare hours,
- extending wraparound childcare beyond the school day,
- looking at the quality of jobs and the pay available,
- ensuring there are no transport barriers to childcare, learning or work.

Appendix 2 details the employment programmes to reduce child poverty.

Parental Employment Support Fund

In November 2019, the Scottish Government launched a Parental Employment Support Fund (PESF) to target employed and unemployed families to secure employment and improve their annual income. PESF provides person-centred help for parents to address their barriers to work, which might include a lack of skills or work experience, health support, money advice, or motivational support. PESF targets the priority families as identified in 'Every Child, Every Chance'. The programme provides the flexible and user-based model of delivery that supports parents into work as well as helping those already in work to increase their household income. The programme provides:

- Targeted support to tackle the increased challenge of in-work poverty by helping parents already in work through the provision of training and employability support to remain active in the workplace and gain progression through a rewarding career.
- Confidential income and money advice which includes:
  - Benefit checks and help with any claim processes
  - Better off in work calculations

- Help with debts as these can be a barrier to work
- Compiling a CV
- Frequency of support is based on individual need.

Within the FISO programme there is a direct referral pathway to employability support, such as the Parental Employability Support Fund (PESF) that has been introduced, offering parents access to training and education, help to start their careers or a move towards better paid employment.

It is important that we align our programmes to support parents that ensures we use our resources effectively and provide a streamlined service. The Tackling Poverty team will continue to work with colleagues in Economic Development on employability campaigns to support parents into work.

Removing Barriers to Effective Support: Glasgow's Pathfinder Model

Over the course of February 2022, organisations with a role in supporting our children and families came together to discuss child poverty in Glasgow. Facilitated by the Improvement Service, a series of intensive workshops collated detail on both the successes and challenges to the effective delivery of child poverty interventions. More specifically, the outcome of the process identified and agreed practical actions necessary to deliver a well-functioning system that will inform radical new ways of working to tackle child poverty. These workshops have led to the identification of a number of pathfinders to tackle child poverty.

There are fundamental issues in proactively identifying families who may be at risk of poverty and ensuring that any contact with services is a gateway to holistic support. To allow us to continue to learn from our FISO programme and develop packages of services built around the needs of families, GCC and Scottish Government have established a project team to test how we can;

- use data insights to identify a target group of families;
- identify where these families are already interacting with services;
- proactively work with this group to develop a package of services that best supports families;
- ensure that any contact with city/partner services becomes part of this holistic service discussion.

The pathfinders will provide real opportunities to challenge how services are currently accessed and delivered to families, as city partners will work together to provide access to support for families, break down siloed working and share funding, data and accountability to redesign support for our families.

Included in the new pathfinders, is a new service called Glasgow Helps that was established during the pandemic. Glasgow Helps provides a person-centred holistic support service that connects families to a range of services. Initially established and funded by Scottish Government as part of the pandemic response, Glasgow Helps has secured funds for a further year (2022/23). Glasgow Helps will identify a number of campaigns to test this new approach to delivering supported access to services.

Early Campaigns

The pathfinder will initially focus on two key campaigns, these campaigns will provide opportunities to test different methodologies to target children and families in need of support.

These campaigns have emerged as part of extensive engagement with internal and external partners through a process of service design. There was broad consensus that both these campaigns offered an opportunity to address child poverty whilst testing news way of working. The 2 campaigns identified are as follows:

1. **Eligible 2s** – the council is committed to funding up to 1140 hours per year for eligible 2-year-olds. Children aged 2 years are eligible for a funded place if a parent is in receipt of: Income Support Job Seeker's Allowance (income based), any income related element of Employment and Support Allowance, Incapacity or Severe Disablement Allowance. This campaign focuses specifically within the Govan area and targets families with children under 3. The campaign will test different approaches to reach out to families and engage with them via our Glasgow Helps team.
   Outcomes for families will be tracked and driven by the holistic conversations that are undertaken, with focus on what matters to the family. This campaign will afford opportunities to develop a bespoke monitoring framework that captures impacts for citizens as well as organisations. Families will be invited to take part in service design workshops to identify learnings to further refine and shape the service based on user needs and feedback.
2. **Relationships with Schools** – building on the success of the FISO model, currently operating across all but one of Glasgow's secondary schools, this campaign will explore opportunities to strengthen the collaboration between FISO and Glasgow Helps by providing referral pathways for any current gaps in services such as housing and mental health supports.

The pathfinder will work with organisations across Glasgow to:

- collaborate with between 50 -100 organisations as part of the Pathfinder approach to gain insights on services already being provided by the third sector to our families;
- realise the opportunity through a consistent case management approach to create and share a single view of the families, their needs, aspirations and capabilities;
- take a shared approach to measuring impact and outcomes across organisations;
- continue to create opportunities to shape the focus, use and monitoring of funding available to the city;
- maximise existing resources and ensure that as far as possible organisations use existing services as opposed to creating additional services, which replicate those that are already in place.

For our city we will ensure;

- a strong, collaborative and consistent approach to supporting our families;
- a collective approach to service redesign, responding to changing needs of our families;
- appropriate sharing of data to inform investment decisions that prioritise prevention and early intervention and reduce the need for more costly crisis responses;
- that we can evidence the collective impact of this approach and that the wellbeing and economic growth of the city is both improved and effectively measured.

For Scotland we will secure;

- an understanding of what works when it comes to integrated, person-centred service delivery, and a model, and learning and experience, which can be used to inform other projects nationwide;
- solutions to overcoming barriers that are experienced nationwide.

Underpinning all of these benefits is the opportunity to initiate whole system change that will set the city on a pathway to true transformation.

The pathfinder will consider the funding and resources available from a citywide perspective to reduce child poverty.

GOVERNANCE

Child poverty has prominence across the city's strategic boards and plans. Key areas of importance in 2021/22 are:

Child Poverty Governance Board

Our mechanism for influencing Glasgow City Council's strategies is via the Child Poverty Governance Board that has representation from senior management across the council, HSCP and is chaired by the Executive Director of Financial Services. This board's priority is to ensure that activities to address child poverty are central to the council's decision-making process and strategies being developed in response to the impact of the pandemic.

Scottish Government Pathfinder Board

This innovative pathfinder will be overseen by a multi-agency steering group with responsibility for setting the strategic direction and maintaining the ambition, momentum and focus of the pathfinder. This group will include Glasgow City Council, Scottish Government (Covid Recovery Directorate and Child Poverty Lead), and Glasgow Health & Social Care Partnership. Additional participants or governance structures will be identified as the scope is further refined.

Child Poverty Co-ordinating Group

GGC NHS have a Child Poverty Co-ordinating Group that provides the governance for Glasgow City HSCP and the other partnerships in the other five LCPAR areas within GGC NHS. This reports to the Public Health Committee of the health board.

CHILD POVERTY EQIA

An equalities impact assessment has been carried out on this report for protected characteristic[9].

Actions in this report also contribute to reducing the inequalities caused by socio-economic disadvantage for families, in line with the Fairer Scotland Duty. We fully recognise the disproportionate impact of the pandemic on particular communities and protected characteristic groups in Glasgow. The current and proposed actions focus on mitigating the disproportionate impact on sex, disability, age and race differences in child poverty. Intersectional issues will be considered and covered specifically on a programme basis.

9. LCPAR year 4 - EQIA

CONCLUSION

While the pandemic has presented unprecedented challenges for our families and service providers, activity to challenge and raise awareness of child poverty has been taken forward at every opportunity and continues to be a focus of our partnership work with the Scottish Government particularly as we seek to support our local communities in their COVID-19 renewal and recovery.

Our report demonstrates that some progress has been made, however we realise that there is much work still to be done. GCC, NHSGGC and partners will be listening to and working with families in developing services to help achieve the shared ambition of reducing child poverty and helping families across Glasgow.



APPENDIX 1 – 3RD SECTOR TACKLING CHILD POVERTY PROGRAMMES

APPENDIX 2 – GCC & GGCNHS TACKLING CHILD POVERTY PROGRAMMES

APPENDIX 3 – CASE STUDIES

APPENDIX 1 – 3RD SECTOR TACKLING CHILD POVERTY PROGRAMMES

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
FARE Scotland	Ward Priority Group Timeline	Citywide Families 2021/22	Provides family support, early years learning, employability programmes, closing the poverty related attainment gap, to providing support for food/fuel insecurity.	• 15,000 families supported • 1740 bags of Christmas gifts • weekly food packages for over 50 families • holiday hunger programmes for children and teenagers • highlighting the Scottish Child Payment
Shettleston Community Growing Project	Ward Priority Group Timeline	Glasgow East Families 2021/22	Reduce cost of living through: • Food Growing, • Food Provision, • Kids Club, • volunteering	• health and wellbeing support • 600 families supported • Distributing food and food vouchers, • feeding young people and volunteers
Glasgow Clyde college	Ward Priority Group	Citywide Families	Improving employment opportunities. The CLD team provides community-based learning opportunities across Glasgow to begin to address the impact of child poverty	• 180 people supported • Delivered learning to students and their families across the city through a range of formal and informal learning opportunities
African Relief Support	Timeline Ward Priority Group Timeline	2021/22 Citywide Families 2021/22	We work to prevent or relieve poverty through promoting and identifying individual skills. To advance the advancement of the arts, heritage showcasing their culture to the wider Scottish society especially those of Africans and BAME descent. Facilitating various educational workshops and seminars aimed at sustainable skills development. The workshops will be targeted at but not limited to women and various vulnerable people or individuals within our society such as asylum seekers, single parents, young and unemployed people.	• 600 people supported We have engaged our community with: • employability work, skills and qualifications, • food poverty, • holiday activities, • digital inclusion, • ESOL classes and children`s dance & music classes.

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Aberlour	Ward Priority Group Timeline	Citywide Families 2021/22	We provide family support service across the city both early intervention and Intensive. We also provide domestic abuse support services, volunteer services, youth and housing. Family support and unaccompanied asylum-seeking children	• 400 families supported • Referrals for benefit maximisation, • activity programmes • digital activities • Campaigns/lobbying S Government. • Income maximisation. Award Urgent Assistance grants.
Glasgow East End Community Carers	Ward Priority Group Timeline	Citywide Families 2021/22	Providing support to unpaid carers. Our Carers Hub supports those caring for a family member. We empower carers by giving them information, tools and resources to build confidence, reduce isolation and ensure lasting change.	• Link into GCC Poverty work/strategies • 678 people supported • Information and advice - maximising benefits • Accessing grants for short break holidays - practical
The Lilias Graham Trust	Ward Priority Group Timeline	Citywide Families 2021/22	We are a residential Parenting Capacity Assessment Centre	• 25 parents • Parents being able to claim child benefits
Caring Operations Joint Action Council (C.O.J.A.C.)	Ward Priority Group Timeline	Citywide Families 2021/22	To provide social, recreational, learning and leisure activities for children, young people and adults affected by disability and complex support needs. Manage and develop a disability resource centre from the centre of Castlemilk for use by the local community.	• 50 children on our register. • Provided affordable childcare/respite for families and carers with children affected by disability and complex support needs. • Provided free food, drinks and snacks to all children and young people attending our holiday programmes.
The Play Centre Glasgow C.I.C	Ward Priority Group Timeline	Citywide Families 2021/22	We are a Community Interest Company, and our core value is "Nurturing through Play". Therefore, we embark on Community Recovery & Cohesion Projects, in order to build a community where everybody feels they belong and foster relationships that make us stronger. Further, we partner with young achievers in the society to act as mentors and role models to the youths encouraging them to be the best in life, through skills acquisition, academics, politics, or sports.	For our employment scheme, we had 7 participants who enrolled as of March 2022, organizing training that includes: • preparing people for employment. This we did by connecting them with our partner organization through a physical training session at our centre. • they were trained on CV writing and submission process, job selection process and excelling at interviews, with the option of continuous guidance from our partner organization for a period of one year even after being employed. This was held in March 2022. • We have also cared for 100 participants altogether, including struggling families and mums who had to quit their jobs to tend to families. • We support them with meal vouchers, cash for electricity and gas, laptops, IPads and internet connection.

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Registered ELC Childminder Norah Stewart	Ward Priority Group	Citywide Families	To help reduce the cost of living, provide early years and school age childcare provision, providing play and learning experiences and opportunities.	Support 5 families Providing healthy meals and snacks etc
Families Outside	Timeline Ward Priority Group Timeline	2021/22 Citywide Families 2021/22	Support to families with a family member in prison with cost of living and access to benefits	• 109 families supported • Signposting to benefit checks/ fuel bill • Assistance/foodbanks/charity grants distribution • Applications to help with cost of Visiting Prison scheme
With Kids	Ward Priority Group Timeline	Citywide Families 2021/22	Children's mental health support in the form of play therapy and parent/carer family support	• Assistance to access use of IT to have virtual visit with someone in prison • Over 200 families • Provision of food/supermarket vouchers, laptops and mobile phones, sim cards, • Christmas gifts and vouchers • Meals and snacks weekly and during school holidays, support with fuel top up. Weekly community lunch.
Include me 2 club	Ward Priority Group	Citywide Families	We run children's and youth services is Haghill and Cardonald. These range from baby/toddler, junior groups, street play, youth clubs and youth street games.	• 160 people supported • We run employability programme as well as children's and youth groups
Stepping Stones for Families	Timeline Ward Priority Group Timeline	2021/22 Glasgow NE & NW Families 2021/22	The Family Wellbeing service is part of Stepping Stones for Families, our service is available in the North West and North East of Glasgow. We provide support and advice for families with children under 5 years of age, prioritising families with children aged 0-3yrs. Support can be provided on a one-to-one basis or in small group sessions. The support is community based ie: local facilities or in the family home. Parents can self-refer or can be referred by other services such as nursery, housing, health visitors, social work or other community based services that families may be connected with. The family wellbeing service is committed to and early intervention and prevention approach in our work with families.	• 270 families supported with: • Food parcel provision, • form filling/online forms for best start grants, Scottish Child payment, DLA, • sourcing devices such as IPads and mobile phones along with data packages. • Holiday food and activity programme funding. Accessing food pantries. • Support to contact and make arrangements with utility companies. • Emergency fund applications for essential household goods and • Applications to funders for support with Christmas gifts/food

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Fuse Youth Cafe	Ward	Glasgow East	Rights Now - an accessible welfare benefits advice, information and representation service for disabled people that covers the whole of Glasgow. Supporting disabled people and those with long-term conditions, including disabled parents and parents of disabled children, to access the full range of welfare benefits and to challenge negative benefit application decisions.	• 552 individuals supported by Rights Now in the last year. • Delivery of bespoke welfare benefits advice, information and representation service to disabled people and those with long-term health conditions across the city of Glasgow • We also provide an employability support service and a Connects digital inclusion service that provides access to IT technology, equipment and coaching.
	Priority	Families		
	Group			
	Timeline	2021/22		
Royston Youth Action			Royston Youth Action provide a wide range of services to enhance the physical, emotional and mental wellbeing of the children, young people and families who attend our project.	• Over 400 families supported with: • Fuel top-up vouchers. • Holiday programmes. • Food vouchers. Meals and snacks provided within clubs. • Take what you need room providing clothes etc. • Toiletry and sanitary, products care packages. • School uniforms and school equipment provided. • Back to school free haircuts.
	Ward	Glasgow NE		
	Priority	Families		
	Group			
	Timeline	2021/22		
Geezabreak			We provide Family Support and Respite services including overnight Respite to vulnerable families in the North East of Glasgow with children 0 to 16 years. We provide a school holiday programme for primary school children.	• Food parcels given out. • 502 families, 654 adults, 700 children. • Support vulnerable clients with food vouchers, fuel vouchers , and clothes for children.
	Ward	Glasgow NE		
	Priority	Families		
	Group			
	Timeline	2021/22		

APPENDIX 2 – GCC & GGCNHS TACKLING CHILD POVERTY PROGRAMMES

This appendix shows the programmes delivered by GCC and GGC NHS to tackle child poverty. The appendix is split into the 3 main drivers of child poverty: Income from employment, cost of living and income from benefits.

Incomefrom Employment

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
The Indigo Childcare Group	Ward Priority	Citywide Families	We are a social enterprise that provides childcare services (early years, out of school care, youth services, holiday cover) for children aged 6 weeks to 16 years old. We also have a family support strand that provides families with tailored, family centred support including free and subsidised childcare placements.	As an organisation we currently have 406 children registered. In our Family Matters (family Support programme) we had 38 families including 62 children participate from 21/22. • Free/subsidised childcare - aims to enable families to re-enter employment/education, change employment roles/hours and increase their income. • Christmas programme - supporting families to access gifts, family activity boxes and food hampers Digital Inclusion - supported families to access smartphones, ipads, Mi-Fi devices and prepaid SIM cards to increase digital access • Food Access - family recipe bags, vouchers, food parcels and signposting to sustainable food sources e.g. community pantry's • Income Maximisation - Families who access any type of benefit or are identified as missing out of benefits are referred for a benefitcheck • Fuel - families referred for fuel vouchers and signposted to Home Energy Scotland where appropriate.
	Group Timeline	 2021/22		

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Young Parents Support Base @ Smithycroft Secondary	Ward Priority Group Timeline	Citywide Parents under 25 2021/22 until 22/23	YPSB has been operating since 2010 and is a city-wide resource based at Smithycroft Secondary school with outreach support for young parents across Glasgow. It forms part of a wider strategic approach to supporting young parents in Glasgow which includes key partners such as Health, Social Work, Family Nurse Partnership (FNP) and third sector agencies. The school and has a small nursery on-site that can accommodate 9 whole-time equivalent baby places The service aims to support young parents (both young women and young men up to the age of 19 years) to attain the best possible start in life for themselves and their children. The service works with young parents who attend mainstream secondary schools, young women who are disengaged from learning but who are of school age and older teenage parents, who have left school.	During the academic year 2021-22 the key issues include: • Supporting Glasgow's young families during the Covid- 19 crisis and lockdown. Connecting with our families during the road to recovery and building resilience in our communities. • Staff support and development to ensure that staff have the necessary skills to engage with the client group. • Development of the Early Years curriculum to increase the quality of learning opportunities. • Engaging young parents and supporting their participation in decision making forums. • Building on our family's participation and our curriculum using a rights-based approach. During the period 2021-22 YPSB has continued to work with young parents within Glasgow. For the academic period support has been on-going to 47 young parents and families from across Glasgow. YPSB Smithycroft continues to offer support to our most vulnerable families in Glasgow. This service allows young people to transfer to Smithycroft Secondary for their educational needs as well as utilising the on-site nursery to develop their parenting capacity. Parental Employability Support Funding (PESF) has allowed the YPSB to engage a part-time teacher to offer our most vulnerable leaners in Glasgow support through their ante-natal period and post-delivery This service allows us to assess young parent's needs, liaise with educational establishments and support re-integrate leaners back to their establishment. PESF funding has allowed us to create a Creative Family Links worker that will work with our most vulnerable and disengaged young parents in the city. The focus of this one-to-one and group work will focus on supporting young parents build on their skills, experience and self-efficacy.
Employability Programme for Lone Parents	Ward Priority Group Timeline	Citywide Lone parents 2021/22 until 22/23	One Parent Families Scotland provide support single parents with multiple barriers to employment to progress along the employability pipeline and progress to a positive destination. The project works with participants from the registration stage right through to supporting them in employment.	Full update can be provided by Economic Development

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Family Finance Key Workers	Ward Priority	Citywide Parents	PESF funding employs 7 Family Finance Key Workers (FFKW), 2 Project co-ordinators and a Service Manager to run a citywide mentoring project for parents, to assist them to remove financial barriers prior to looking for employment/looking to improve their employment position. This is a completely flexible project, with appointments available at the convenience of the parent both in terms of time of day/week as well as location. They are based in libraries across the city and link closely with employability and other partner organisations.	Total parents referred to FFKW in 21/22 - 308 32 - Parents progressed into employment 45 - Parents progressed into Learning opportunities 57 -Parents progressed along employability pipeline 48 - Parents achieved increase in monthly income 48 – Parents received Type 2 Finance Support, including debt 93 - Parents received Type 1 Finance Support The Training and Support Fund was utilised to support parents engaged with the FFKW's to overcome barriers to progression (where all other sources of funding has been exhausted). The Family Finances team distributed 61 chrome books and 30 MiFi's to parents engaged with the Service 32 parents supported to secure employment, in order to ensure sustainability, the Family Finances Approach aims to support parents to secure employment that matches their individual aspirations and suits family circumstances
	Group Timeline	2021/22 until 22/23		

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Clyde Gateway whole families approach to employability	Ward Priority Group Timeline	Centre East Families 2021/22 until 22/23	Funded to employ 2 Family Support Workers based in 2 secondary schools in Glasgow's East End, to target the whole family in terms of their education/skills/finances/employment. The project provides a wraparound service for parents/carers and children to assist them into employment/increase their family finances. Linking with a range of partners to achieve outcomes.	The opportunity to gain a skill or qualification has encouraged parents to continue to engage with the project. We are currently working on opportunities to increase both work experience and volunteering opportunities for parents Top Golf are currently seeking to employ 300 people from the local Clyde Gateway area in time for the facility opening in December this year. Topgolf's Director of Operations for Glasgow is keen to engage with local schools and community groups, to provide more details on the facility, the jobs and training available and general experience visitors can expect when they attend. We are currently looking at using this project for our Glasgow secondary schools, with FARE to identify parents and work with school to identify young people to attend an information session from Top Golf in August to target job opportunities. Parents engaged in Further Education activities This included attending a 12-week SCQF level course in Child Development and 5-week personal development and confidence-building course that included peer support and reducing anxiety and establishing a positive daily routine. The project was successful in securing funding through Connected in Scotland for 10 laptops for vulnerable families. The families were identified through the partnership and pastoral care teams in the school. Engagement with parents has been established through referral from pastoral care teachers in the school, school and FARE Twitter and using the school's text service to inform parents of the support and serviced offered through the programme.
Welfare Rights Officer x2 to support Family Finance Key Workers	Ward Priority Group Timeline	Citywide Families 2021/22 until 22/23	This project employs 2 FTE Welfare Rights Officers (WRO) to support the FFKW project with parents presenting with complex financial situations. The WROs provide Type 2 financial assistance such as debt resolution and assistance with benefits tribunals etc. Citywide referrals come via the FFKWs to this project.	New work - This programme will be reported within 23/24 LCPAR

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
First Steps into Early Learning & Childcare	Ward	Citywide	To support unemployed or under skilled parents to gain skills, qualifications, and employment to become Pupil Support Assistants/Child Development Officers within GCC schools and nurseries. Participants with children attending GCC and Partnership nurseries are trained at college to achieve SVQ L2 whilst volunteering at a nursery. Once they achieve this, they can decide to go for a guaranteed interview with GCC for a Support for Learning Worker post or continue their studies until they achieve L3 and are then offered a guaranteed interview for Child Development Officer roles. Staff from Education Services (Early Years) support the parents and the admin for the project.	Additional funds made available from PESF to continue the project and roll out to partner nurseries. This will begin in September, currently in talks with the partner organisations and recruitment process A proposal and agreement with Education/Early years is being established to deliver of a programme which supports parents into Additional Support for Learning posts in ELC establishments (by gaining an SVQ level 2 qualification). Then progressing parents to a SVQ level 3 qualification to enable them to gain Child Development Officer posts. The posts will be in partnership and private sector nurseries that are preparing for the increase in hours. Parents accessing ELC places will be recruited. This will likely begin in August this year given the current restrictions. However, this does allow development time and the recruitment of the parents.
	Priority Group	Parents		
	Timeline	2021/22 until 22/23		

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Supporting Families in Clyde Gateway	Ward Priority Group Timeline	East Centre Universal 21/22 until 22/23	Supporting Families (SF) in Clyde Gateway has been developed and expanded to address rising levels of child poverty and inequality. The SF employment model is very much a partnership approach working with local families and organisations to provide a whole package of support for the family. Working in partnership with local and citywide third sector organisations that will allow the project the flexibility required to meet family's needs emotionally, physically and financially. Clyde Gateway will work with a range of delivery partners depending on the needs and circumstances of each participant as captured in the HNA, including working together with the Glasgow Helps team to develop robust referral pathways to access the wider services on offer.	The first year of the project will deliver a range of supports to families in the following locations, as this is about working with families in places that are accessible to them: Bridgeton Family Learning Centre, Bridgeton Silverdale Nursery, Parkhead Green Teas Nursery, Dalmarnock Sept 21 - March 23 Families Supported - 63* HNA's Completed – 63 Project numbers for families referred into interventions aligning to Supporting Families Outcomes: 16 - Employability, skills, volunteering training interventions 23 - Intervention adaptations to support BME families 1 - Access to childcare and afterschool/nursery 36 - Financial Inclusion and housing/family living interventions 21 - Physical and mental Health and wellbeing interventions *this number is based on one parent/carer who has completed an HNA and does not include family members. Child Poverty Target Areas - Total Families aligned to Targeted Areas 32 - Lone Parent Families - 11 - Families which include a disabled adult or child 22 - Larger Families - 37 - Minority Ethnic Families 12 - Families with a child under 1 year old - 2 Families where the mother is under 25 years old

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Preventative Income Maximisation Project One Parent Families Scotland	Ward Priority Group Timeline	Citywide Lone Parents 2021/22 until 22/23	Support lone parents - Prevention of crises and ensuring families are as prepared as possible for the end of furlough could have an impact on the longer-term stability of family finances and subsequent wellbeing. Install a Worrying About Money Team across 3 locality areas (NE / NW/ S) to develop a signposting toolkit and support for organisations across Glasgow based on the leaflet including diverse offer of; • workshop with frontline workers and volunteers on how to use the leaflet and talk to families about money worries; • session plan and resources to deliver aforementioned workshop themselves; • pop up stall at venue/ service supply of leaflets to give out to parents commitment in budget to promote similar programme in year 2	214 families with 366 children Supported 191 clients with a Financial Gain Total financial gains received £138,141.34 Priority Groups* 100% Lone Parent Families 44% Families which include a disabled adult or child 20% Families with 3 or more children 17% Minority Ethnic Families 3% Mothers under 25 5% families with a child under 1 year *Please note a client can appear in more than one priority group Supports to families include: 2 - Employability Support 7 - Family Wellbeing Support 173 - Crisis Supports 182 - Welfare Benefit advice/Support 40 - Household Energy Support 28 - Supported to access charitable funds *Please more a client can receive more than one support service
NHSGGC Widening Access to Employment (WATE) strategy	Ward Priority Group Timeline	Citywide Lone Parents 2021/22 until 22/23	Implementation of NHSGGC's Widening Access to Employment (WATE) strategy.	This programme of work has ended. Where activity was paused due to the pandemic this is now being rescheduled. New areas have included our Kickstart programme with facilities and our wider focus on Community Wealth Building. Progress via governance structures is reviewed annually.

Cost of Living

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Holiday Activity Programme	Ward Priority Group Timeline	Citywide Universal TBC	Children`s Holiday Activity programme was initially developed in April 2018 to address food poverty in Glasgow. Glasgow City Council has continued to fund this programme for 2022, to enable community organisations to provide nutritious food and activity for our young people across Glasgow.	The usual format is for children/young people to attend various venues where they are provided with a nutritious meal(s) and some form of activity to avoid any stigma associated with "free food". With the easing of COVID restrictions, most organisations were able to return to the normal service delivery. Where this was not possible, the organisations either ran with less participants in order to adhere to social distancing or delivered meals and activity packs to homes. Partnership working is always strong during the CHFP with organisations working together to ensure there is no duplication of service, a variety of activities provided, working jointly on the food or activities provision and taking referrals from other organisations if they are at capacity. Spring 2021 (10 days), 12,121 children participated in the programme. 3,621 food vouchers were issued totalling £53,515 Total expenditure £414,076.45 Summer 2021 (35 days), 16,500 children participated in the programme. 385,495 prepared meals and snacks were provided. Total expenditure £1,260,730.28. October 2021 (5 days), 7,917 children participated in the programme. 85,518 prepared meals and snacks were provided. Total Expenditure £218,071.29. February 2022 (3 days), 5,615 children participated in the programme. 40,012 prepared meals and snacks were provided. Total Expenditure £131,660.22

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
PEEK (Street Play)	Ward Priority Group Timeline	Glasgow NE Universal TBC	Project aims to support Children, young people and families have improved; • Social connections • Strengthening wellbeing • Improved opportunities To provide provision of play and social activities for children and young people in a wide range of local community settings including schools.	• 1827 Play, Create, Thrive and Wellbeing Sessions • 4444 hours of Play, Community Arts, Youthwork and Wellbeing Support • 3680 children and young people & 483 adults engaged with PEEK • 206,906 meals provided via PEEKACHEW mobile food truck
Family Support Strategy	Ward Priority Group Timeline	Centre East Families TBC	Promoting learning and critical thinking around poverty and care planning arrangements. This approach will extend the reach off the workforce in supporting families in most need, ensuring consistency in practice and retaining poverty in sharp focus. The group will influence locality planning structures, community engagement, child protection forum, education interface, practice development and targeting entry points to services will remain critical areas of work.	The development of a strategic planning group to lead on developing poverty-responsive practice. The group will drive work targeted at population groups most at risk of child poverty. (including lone parents, families in which someone is disabled, families with a baby under one). GCHSCP Children's Service workforce working with children and families experiencing, or at risk of poverty. Glasgow's Family Support Strategy
Welfare Rights Officer x2 to support Family Finance Key Workers	Ward Priority Group Timeline	Citywide Families 2021/22 until 22/23	This project employs 2 FTE Welfare Rights Officers (WRO) to support the FFKW project with parents presenting with complex financial situations. The WROs provide Type 2 financial assistance such as debt resolution and assistance with benefits tribunals etc. Citywide referrals come via the FFKWs to this project.	New work - This programme will be reported within 23/24 LCPAR
First Steps into Early Learning & Childcare	Ward Priority Group Timeline Priority Group Timeline	Citywide Parents 2021/22 until 22/23 Children & Families TBC	To support unemployed or under skilled parents to gain skills, qualifications, and employment to become Pupil Support Assistants/Child Development Officers within GCC schools and nurseries. Participants with children attending GCC and Partnership nurseries are trained at college to achieve SVQ L2 whilst volunteering at a nursery. Once they achieve this, they can decide to go for a guaranteed interview with GCC for a Support for Learning Worker post or continue their studies until they achieve L3 and are then offered a guaranteed interview for Child Development Officer roles. Staff from Education Services (Early Years) support the parents and the admin for the project.	The development of a strategic planning group to lead on developing poverty-responsive practice. The group will drive work targeted at population groups most at risk of child poverty. (including lone parents, families in which someone is disabled, families with a baby under one). GCHSCP Children's Service workforce working with children and families experiencing, or at risk of poverty. Glasgow's Family Support Strategy

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Thrive Under 5	Ward Priority Group Timeline	Citywide Families 2021/22 until 22/23	The CHW project focuses on piloting a whole system, community food nurturing programme with families of pre-school children combining action on food insecurity, healthy eating and physical activity in three Glasgow neighbourhoods. As part of this project, there is a financial inclusion component. The project will provide access to a Financial Inclusion provider for the equivalent of one day a week per area. This support is targeted to families with children under 5 who link to set criteria. The families will receive a financial health check and gain access to a series of enhanced supports as per their needs. the families will receive a financial health check and gain access to a series of enhanced supports as per their needs. These supports include vouchers for fuel/cooking equipment, access to recipes and meal ingredients and food pantry membership vouchers with tokens.	Key impacts/positive outcomes in 2021/22: • Mapping of key services and supports in the three TU5 sites for signposting families and working in partnership • In February 2022, the launch of the Financial Inclusion Pathway with enhanced supports for eligible families • Partnership working with TU5, the Alexandra Rose Charity, 3D Drumchapel and a local greengrocer in the Drumchapel TU5 area – this is supporting eligible families with children under 5 with a weekly supply of rose vouchers to spend on fruit and vegetables • The creation of a social media campaign in the three TU5 areas to promote key nutritional and physical activity messages as well as wider supports information for families • The establishment of a TU5 network in each area and local action plan • The implementation of a community grant process to support partners to take forward TU5 related activities • The creation of healthy cooking videos for parents/carers to support meal pack deliveries/recipes work • Planning for increased capacity building opportunities for organisations and community on TU5 healthier lifestyle promotion/skills
Dolly Parton Imagination Library	Ward Priority Group Timeline	Citywide Children & families TBC	Book gifting programme to inspire a love of reading. Each month, children enrolled on the programme receive a quality, age-appropriate book, free of charge delivered to their home. North East Health Improvement Team has some resource to enroll children on the programme and is looking to offer these places to children who have been identified as having a communication and language delay in the anticipation that they will benefit from participation. The proposed model is: • Children with communication delays are identified through health visiting 27–30-month assessment. • Children will be referred to Health Improvement and enrolled in DPIL which will initiate the book gifting. Health Visiting Team will provide parental support with reading and literacy.	• From November 2021 to March 2022, 36 children were enrolled in Dolly Parton's Imagination Library. • The majority of families are in at least one of the priority groups identified as at higher risk of experiencing poverty (Every Child Every Chance). • 72% children are currently enrolled in nursery. • 64% of families have other children in the household. • 28% of the families speak English as a 2nd language. • 53% don't have a regular time that they read with their child. Community Nursery Nurses have completed follow-up evaluations with three families at the end of their support period. To date, these have not demonstrated improvements in speech and language but two of the families reported an increase in frequency and interest in reading with their child.

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Family Support Project (VAMG)	Ward Priority Group Timeline	Citywide Lone Parents 2021/22 until 22/23	Women with children identified by their support worker as being affected by gender-based violence and abuse and are moving into a Temporary Furnished Flat (TFF) or moving into a permanent tenancy will be offered financial support from The Family Support Project. The financial support will be a up to a maximum of £1,000 of 'one 4 all' vouchers per family. This will allow for a supervised spend on household items and/or floor coverings to make the house a home.	The first £50,000 vouchers have now been exhausted. Through feedback and discussions with support organisations it has been agreed that the further £50,000 funding will be issued as a cash. Funding Stats April 21 - April 22 - Total £50,000 issued to families by vouchers 69 families with 108 children benefits from this funding with an average spend of £3725.04 per family. The vouchers were used to purchase a range of items such as soft furnishing, carpets, bedding, household items, Televisions and electrical goods not provided by Scottish Welfare Fund
Glasgow Helps Single Parents Project – One Parent families Scotland (OPFS)	Ward Priority Group Timeline	Citywide Lone Parents 2021/22 until 22/23	OPFS provide an innovative, holistic family centred service for single parent families that will focus on improving all aspects of family life including addressing poverty, health, wellbeing, education and sustainable employment. OPFS will also receive onward referrals from GCC Glasgow Helps Team from single parents that have contacted the council for additional support • Increasing the number of single parents, particularly those affected by disability in the family and from the BME community accessing FI and additional services • An increase in referrals to partner organisations that help minimise the crisis situations facing single parents, for example support with housing issues, fuel poverty, childcare, Social Welfare Fund (SWF) etc. • Contributing to GCC monitoring and reporting process by providing outcomes for families supported as well as case studies.	734 families with 1250 children Supported 637 clients with a Financial Gain Total financial gains received £1,119,332.10 Priority Groups* 100% Lone Parent Families 63% Families which include a disabled adult or child 22% Families with 3 or more children 33% Minority Ethnic Families 9% Mothers under 25 6% families with a child under 1 year *Please note a client can appear in more than one priority group Supports to families include: 131 - Employability Support 202 - Family Wellbeing Support 483 - Crisis Supports 473 - Welfare Benefit advice/Support 105 - Household Energy Support 185 - Supported to access charitable funds *Please note a client can receive more than one support service 94 clients supported with over 203 debs totalling £330,203.36 **See case studies in Appendix 3

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Free Bus Transport for Under 22s	Ward Priority Group Timeline	Citywide Young People No deadline	Maximise the update of the Young Scots card to allow young people access to free bus transport **Jan 22 - July 22 - 50,169 Young Scots cards to children and young people**	A national marketing campaign was launched in May/June this year including the launch of a new website. This website includes detailed information on local points of contact and links on how to get a card via on or offline routes. Additional resources are being sought to deal with the increased demand anticipated to arise from this. Social Work Services, including the Asylum & Roma team and care experienced teams are supporting applications from families of some harder to reach individuals and groups outside mainstream education. GCVS and Glasgow. Similarly, a number of training providers for young people in work placements or who may be seeking work placements are working with us to ensure their young people have access to cards in order to remove any cost barrier to them attending their placement. Work ongoing with internal and external partners to identify any other groups who may be finding difficulty or are hesitant to apply. Working to address perception that cards and free travel entitlement are linked to poverty/financial situation. This was unforeseen and need to reinforce message that it is an entitlement for all young people in Scotland.
Tackling Poverty Campaign Glasgow Helps Eligible 2s	Ward Priority Group Timeline	Citywide Parents under 25 2022/23	The campaign will focus on the Govan area and eight nurseries that accommodate eligible 2 places as well as a wider offer across all eligible 2 places in Glasgow. Working with HSCP to create a referral pathway to Glasgow Helps for support under the 3 main tackling poverty drivers. Referral Pathways: Referral pathways will be created for families to access employment and will provide an update on this Links will be created with the existing referral pathways already set up for fuel, with monitoring to identify these cases FI support – looking at FI and access to advice, decision still to be taken if this will be a referral pathway to existing provider or a decision may be taken to utilise internal staff for this project. Monitoring arrangements to be created to capture outcomes/detail of referrals for employability and cost of living supports Potential to also capture some case studies	June -August 22 - 168 outbound calls made, and 168 text messages sent to eligible families across Glasgow 20 Families with 23 children have engaged with the service, all have had completed a Holistic Needs Assessment. The main concerns highlighted during the holistic assessments were surrounding Food, Gas/Electricity and Anxiety. The concerns over Food support were slightly larger than the service average. 32 Referrals made for the following: 1 - Foodbank 4 - Pantry 11 - Gas/Electricity support 9 - Citizens Advice 6 - One Parent Families Scotland 1 Glasgow Life

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Glasgow Helps	Ward Priority Group Timeline	Citywide Universal 22/23	Glasgow Helps' supports citizens to connect with the right assistance, in the right place, at the right time. It recognises that often it is difficult and confusing to understand the volume, type, and extent of support networks available in the city and seeks to navigate these alongside the citizen. Glasgow Helps uses data to identify those who might be in need, and pro-actively contacts them to offer a service. It also responds directly to incoming contacts / referrals direct from citizens or referral partners. It uses a holistic conversation approach to build relationships and trust with citizens, in turn creating a joint understanding of needs as well as capabilities and aspirations.	Glasgow Helps Stats 09/05/22 – 01/08/22 Call Stats: Inbound 457, outbound 4,732, partner referrals 97, text messages 278, total 5,564. Full Holistic Case Management: Initial HNA's 269, Review State HNA's 112, Total 381 Main Concerns: During the initial holistic conversation, the main concerns that citizens flag is surrounding Electricity, Gas and Anxiety. When analysing the data at the review stage, on average, there is a significant reduction in each of these concerns after Glasgow Helps holistic intervention. Referrals: Foodbanks 136, Pantry 242, Gas & Electricity Support 430, Citizens Advice 183, One Parent Families Scotland 141, Social Work 14 and Volunteer consortium 49.
NHSGGC equality outcome to improve perinatal care for BME communities, those in poverty and those experiencing gender-based violence	Ward Priority Group Timeline	Citywide Mothers 2022/23	That the experience of perinatal care in terms of clinical and psychosocial aspects improves for those from BME communities, those in poverty and those experiencing gender-based violence	Many of the women use the Special Needs in Pregnancy Service and are benefitting from reduced costs by accessing the travel card pilot and travel cot pilot Baseline research carried out. Of the 10,472 women who booked for maternity care in 2021/22, 45% were in SIMD 1 and 2 zones. For those requiring an interpreter, 78% were in SIMD 1 and 2 zones. Improvement plan developed. Progress is reviewed on a quarterly basis until 2024.
NHSGGC travel cot pilot	Ward Priority Group Timeline	Citywide Families 2021/22 and 2022/23	Family Support Service. The Travel Cots will be provided to families who identify that they need a sleep space for their baby but do not have funds to purchase a cot.	

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
NHSGGC guidance safe use of second-hand baby equipment	Ward Priority Group	Citywide Families	Many families cannot afford essential baby equipment and buy second hand. NHSGGC, Trading Standards and No1 Baby Bank are working together to strengthen guidelines for safe use of second-hand baby equipment.	Guidance to be issued and reviewed on an annual basis.
	Timeline	2021/22 and 2022/23		
NHSGGC commission – research into children with a disability	Ward Priority Group	Citywide Families with a disabled member	NHSGGC aims to understand families experience and impact of poverty for families with a child with a disability around the 3 key drivers of poverty.	Scoping out the research has been completed. A Steering Group is being convened to commission the research. This research will identify themes and make recommendations for progress.
	Timeline	2022/23		
NHSGGC commission – research into children with a disability	Ward Priority Group	Citywide Families with a disabled member	NHSGGC aims to understand families experience and impact of poverty for families with a child with a disability around the 3 key drivers of poverty.	Scoping out the research has been completed. A Steering Group is being convened to commission the research. This research will identify themes and make recommendations for progress.
	Timeline	2022/23		

Incomefrom Benefits

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Healthier Wealthier Children Refresh	Ward Priority Group Timeline	Citywide Universal 2021/22	To deliver workshops and training sessions for new and existing midwives and health visitors to raise awareness of the statutory duty to maximise the incomes of pregnant woman and families and introduce pathways into money advise services. A Pilot quality improvement to increase financial enquiry and referral to support within maternity has been progressed in one (GCC) area in 2021/22, learning from this will be shared more widely in 2022/23. Improving access to maternity services will be considered as part of ongoing Best Start implementation. The learning from the QI will be shared and rolled out across NHSGGC to ensure the issue is raised with every pregnant woman and an increase in referrals to Money Advice services is recorded.	Data from local FI service providers for each HSCP/sector show the following direct referrals from Health Visitors as follows: HSCP/Sector 21/22 20/21 North East Glasgow 674 737 North West Glasgow 620 312 South Glasgow 1290 1424
Children's Hospital money advice service	Ward Priority Group	Citywide Universal	Referral process for parents to gain FI advice from FI services	339 referrals in 2021/2022 with a total 406 repeat clients also seen. There was a total of £2,007,066.33 in financial gains and a total of £146,799.19 in debt, housing and non-housing managed
Springburn Midwifery	Timeline Ward Priority Group	2021/22 Citywide Universal	Benefit awareness raising session for Springburn Community Midwifery team was completed in March 2022.	
Health Visitors referrals to FI	Timeline Ward Priority Group	2021/22 Citywide Universal	Financial enquiry and referral to FI services developed to support the Health Visitors	Resulted in 2,584 referrals to FI providers for benefit maximisation
	Timeline	2021/22		

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Special needs in pregnancy (SNIPS)	Ward Priority Group Timeline	Citywide Universal 2021/22 until 22/23	Onward referral for vulnerable pregnant mothers to access FI services This is a Financial Inclusion Service delivered to special needs in pregnancy (Snips) and teen clinics at QEUH and GRI. For vulnerable mums who engage with the Snips service.	A total of 243 referrals were made to the service during 2021/22 and a total of 258 repeat clients were also seen. Financial gains were a total of £381,978.34 and a total of £51,380.85 in both housing and non-housing debt was managed for clients.
Welfare Advice in Health Partnerships (WAHPS)	Ward Priority Group Timeline	Citywide Universal 2021/22 until 22/23	To embed financial housing, social security and debt advice in general practices. This will enable the delivery of regulated, accredited advice on income maximisation, welfare benefits / social security, debt resolution, housing and employability, and provide representation for patients at tribunals.	Scottish Government investment has enabled delivery of an embedded Welfare Rights service in 84 GP Practices across Glasgow serving deprived communities, funded for two years. The 84 participating Practices are spread across the City, as illustrated below: Citywide 1 Practice (not yet operational) North East 35 Practices North West 26 Practices South 22 Practices **Implementation Plan** HSCP Health Improvement staff, and the Improvement Service, oversee the programme and assist Practices to establish and maintain the service, which commenced on 1st February 2022. In Quarter 4 2021/22, there were 735 referrals made across Glasgow City WAHP Practices. There has been £372k in Financial Gains for patients, £133k in Debt Managed and £10k Council Tax arrears negotiated.

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Family Nurse Partnership – Child and Family Response Model	Ward Priority Group Timeline	Citywide Universal 2021/22 until 22/23	Advice worker located within Cairnbrook Centre to provide Money Advice Services and Financial Inclusion. Service Provision was through telephone appointments, 1:1 appointments and Home visits The main focus will be on training to upskill nurses thus ensuring a consistent approach to income maximisation across teams regardless of the level of experience. Using role modelling and the parallel process it is envisaged that the project will promote greater confidence in young mums to access services themselves thus improving financial literacy. Clients can then share this knowledge with family and friends to build social capital. In taking this partnership approach the clients, GEMAP, Health Improvement and FNP can evidence the value of working together to produce long lasting improvements and outcomes in financial literacy which can be replicated across other services. In the medium term the nurses could then implement their skills to role model with the clients, ensure that income is maximised and increase self- efficacy and financial literacy among FNP clients thereby improving economic self -sufficiency. Having Advisor support increased the capacity for family nurses to focus on delivering programme content to improve outcomes in other areas such as parenting and attachment and child health and development. In the long term, as clients improve their outcomes and are more financially literate, they can use their self- efficacy to share their journey, knowledge and experience with others e.g., via case studies. Although the test was focused on NE Glasgow (most deprived) the reach was across all FNP teams in NHS GGC by capacity building and skills development in the area of financial inclusion.	It was anticipated that having an advice worker embedded within FNP would improve outcomes for families through delivery of tailored education and learning to Family Nurses. This would increase the knowledge and skills of a specialised workforce, whose client group of young parents and their children are often disproportionately affected by poverty, welfare reform, unemployment, homelessness and now COVID. In the short term the training needs analysis, delivery of training and support would upskill the nurses to complete the assessment ensuring a consistent approach by staff regardless of their experience in post. In the medium term the nurses could then implement their skills to role model with the clients, ensure that income is maximised and increase self- efficacy and financial literacy among FNP clients thereby improving economic self -sufficiency. Having Advisor support increased the capacity for family nurses to focus on delivering programme content to improve outcomes in other areas such as parenting and attachment and child health and development. In the long term, as clients improve their outcomes and are more financially literate, they can use their self- efficacy to share their journey, knowledge and experience with others e.g., via case studies. Although the test was focused on NE Glasgow (most deprived) the reach was across all FNP teams in NHS GGC by capacity building and skills development in the area of financial inclusion.

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Private Rented Sector Hub	Ward Priority Group Timeline	Citywide Universal 2021/22 until 22/23	To support families most affected by welfare benefit cap who reside in the private rented sector. The PRS hub offers immediate support to families through partnership work, with an aspiration to offer up this model to support other disadvantaged families through early intervention with integrated holistic support.	Performance Data April 21 - March 22 97 - Open Cases 363 - Referrals 58 - Rejected Referrals 311 - Closed Cases 25 - Case Backlog 95 - Cases Active 7 - Cased Parked 38 - DHP claims completed 35 - Service users referred onto employability pathway including Edu/ training
Financial Inclusion Service Provision	Ward Priority Group Timeline	Citywide Universal 2021/22 until 22/23	Financial, housing, social security and debt advice provided by 3rd sector GAIN group to support vulnerable families living in poverty	£514,216.85 - Level of income generated for service users Supports Provided: 2,743 Budgeting - 1,904 Fuel Support - 95 Employability - 1,124 Saving Options - 329 Home Insurance 1,389 clients with increased income and 242 clients using less expensive credit Referrals made: 30 GHeat - 9 Revenue and Benefits - 1 Helping Heroes - 2 Employability 3,093 - Couples with no dependent children 3,121 - Couples with dependent children 3,390 - Lone Parents with dependent children 7792 - Single Adults 363 - other

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Financial Inclusion Support Officer (FISO)	Ward Priority Group Timeline	Citywide Universal 2021/22 until 22/23	A FISO has been recruited through GEMAP, Money Matters and GNWCAB to provide financial and welfare advice supporting low-income families located across all Secondary Schools in Glasgow.	33 Active Schools: 29 Secondary Schools 2 Primary Schools 1 Assisted Learning School April 21 to March 22 Financial Gains Educational Benefits = £388,974.36 Welfare Benefits = £1,056,804.98 Disability Benefits = £259,464.09 Other = £96,209.30 £1,801,452.73 Total Financial Gains Debt Managed 126 clients £536,392.96 Total Debt managed Poverty Drivers Cost of Living - 27% of total financial gains Income from Social Security - 73% of total financial gains Income from Employment - 56 Referrals to PESF, of which 5 into employment, 1 volunteering, 2 to education and 14 to short term courses. Funding for 22/23 secured from GCC Cost of Living Funding
Increasing Access to FI Services for Disabled Groups	Ward Priority Group Timeline	Citywide Universal 2022/23	Working with key partners to deliver activity that will improve the accessibility of financial inclusion services for citizens with disabilities. This work will be influenced by the outputs of the Social Recovery Task Force and will focus particularly on providing Financial Inclusion outreach services to; maximise income from welfare benefits, manage debt and access cost living initiatives.	• **See case studies in Appendix 3** Procurement exercise complete, award notices to successful suppliers will be issued by end of July 2022

Programme Information			Activity/Expected Outcomes	Status Report 2021/22
Glasgow Helps	Ward	Citywide	Glasgow Helps' supports citizens to connect with the right assistance, in the right place, at the right time. It recognises that often it is difficult and confusing to understand the volume, type, and extent of support networks available in the city and seeks to navigate these alongside the citizen. Glasgow Helps uses data to identify those who might be in need, and pro-actively contacts them to offer a service. It also responds directly to incoming contacts / referrals direct from citizens or referral partners. It uses a holistic conversation approach to build relationships and trust with citizens, in turn creating a joint understanding of needs as well as capabilities and aspirations.	Glasgow Helps Stats 09/05/22 – 01/08/22 Call Stats: Inbound 457, outbound 4,732, partner referrals 97, text messages 278, total 5,564. Full Holistic Case Management: Initial HNA's 269, Review State HNA's 112, Total 381 Main Concerns: During the initial holistic conversation, the main concerns that citizens flag is surrounding Electricity, Gas and Anxiety. When analysing the data at the review stage, on average, there is a significant reduction in each of these concerns after Glasgow Helps holistic intervention. Referrals: Foodbanks 136, Pantry 242, Gas & Electricity Support 430, Citizens Advice 183, One Parent Families Scotland 141, Social Work 14 and Volunteer consortium 49.
	Priority	Universal		
	Group			
	Timeline	22/23		
NHSGGC pilot to support patients or staff with Universal Credit issues	Ward	Citywide	This pilot involves telephone access for direct support to a dedicated DWP staff member which aims to prevent sanctions.	If the pilot is successful, an Improvement plan will be developed for NHSGGC roll out
	Priority	Families		
	Group			
	Timeline	2022/23		

APPENDIX 3 CASE STUDIES

Financial Inclusion Support Officer (FISO)

As part of our efforts to tackle child poverty in Glasgow we introduced a Financial Inclusion Support Officer (FISO) in all but one of our secondary schools in the city. The aim of the services is to:

- Increase access to the various grants and awards available to young people.
- Support parents to maximise their income by accessing services to welfare benefits, grants and awards.

Case Study 1

Our clients are a couple and their three teenage children who escaped from Syria in August 2019. They are a highly motivated and hard-working family whose children are at the top achievement level in their year groups

Client was put into contact through the school with the Financial Inclusion Support service first in May 2020 for support with a successful Aberlour Trust application after they had been granted asylum seeker status. This was to help the children with a laptop to help with school and homework during the lockdown, and to help with buying clothes and shoes for their children. The family were granted refugee status in December 2020 and were in temp accommodation claiming Universal Credit (UC), Child Benefit (CB) and Housing Benefit (HB).

The parent contacted the service again in February 2021 for support with Free School Meals (FSM), School Clothing Grant (SCG) and Educational Maintenance Allowance (EMA) applications, all were successful. They were moved to a housing association property claiming UC and CB. They also had been awarded a Scottish Welfare Fund (SWF) grant for basic white goods and furniture but were using UC advances to buy chairs and a table. They also had extra costs because they had to pay taxis to get their children to school every day due to the limited public transport in the area. Moreover, their housing costs were now included in their UC payment, and consequently, they were now affected by the Benefit Cap to the tune of £256 per month. The family were using foodbanks regularly and were spending most of their time in one room because of the heating costs.

The service supported the parent to make a claim for Discretionary Housing Payment (DHP) for financial help with their housing costs. We also supported the family with another successful application to the Aberlour Trust for help with these extra costs. A referral was made to GHeat for energy advice and the Digital Inclusion Service for the parents to have a desktop and get support to access support online. A referral was also made to our Money Advice service for support to reduce deductions, from their UC for previous advance payments, to an affordable amount. They also received advice about their future credit options.

The DHP was awarded in May 2021 at an amount of £256 per month

The family contacted the service again in October 2021 for support with two EMA applications.

Financial Gains	£
EMA x 3	£4680
DHP	£3071
Aberlour x 2	£1300
FSM	£2812
Total financial gain	£11,863

Other Results

- Due to the family getting help with the Benefit Cap they have been able to save up for and buy a car and cut their transport costs from £75+ a week
- The family have changed their electricity and gas supplier with support from GHeat
- The family really appreciate the continuing support, expertise, empathy, understanding, and raising of awareness that they have received.
- The family feel that not only did they get the support they needed at the time with their finances, but that the project has supported them to make more knowledgeable and confident in making financial decisions
- The parents are better able to claim benefits online because of the desktop, the support received, and the knowledge gained about their benefit entitlements
- The family feel more financially secure, motivated and confident in their future and the mother of the family is now doing a Master's Degree in Digital Transformation, while the father is doing ESOL classes to improve their employability

Financial Inclusion Support Officer (FISO)

Case Study 2

About the client:

The client is a 51-year-old Swedish national, currently pre-settled in Scotland with his wife and two children. This family have been resident since 2020.

Client lives in private-rented accommodation and at present is undergoing a massive shift in his working life. At the moment, the client is working part-time due to a lack of available work and has already started adjusting to this drop in income.

About the case:

The client self-referred to Money Matters via the FISO project as both children attend one of the schools in our catchment. The referral was made originally to source additional funding to help across the household.

Client requires assistance with budgeting, sourcing any missing benefits and in particular, is looking for any additional support through the school to cover the costs of meals and travel.

Our client has two kids in high school with varying hobbies and commitments for after-school clubs and they were worried these would have to be withdrawn in order to eat.

Further details and conclusion:

We started by creating a full personal budget with the client and quickly discovered that they live within very tight margins at present. The client had recently made allowances to reduce their energy costs and had managed to achieve an impressively low monthly spend.

The real issues with the budget were inflated spending on travel for client and the kids and food shopping (again, this was mainly due to the kids' differing diets).

Tasked with reducing the budget in a practical way, we provided great tips on reducing these towering food costs (create a meal plan, batch cook lunches, stocking up on essentials, utilising what's already in the cupboard, etc) to which the client was enthusiastic to get started with. We are checking in with the client for this ongoing to monitor future costs.

For travel costs, we advised on a simple switch from daily bus tickets to a weekly pass and this saw an instant saving.

Further to the budget, we conducted a full benefit check, and it was instantly clear there were several holes in the client's entitlement. Our client was claiming Universal Credit, but no Child Benefit as they thought the Child Element and Child Benefit were one and the same.

The client works part time, but the household earnings remained under the threshold for client to remain eligible to apply for school-based benefits.

Firstly, we completed an application for Child Benefit and as a result, we have successfully secured a backdated gain of £217.15 for the client, with an additional ongoing gain of £36.25pw. This will greatly ease the tension of juggling food costs with maintaining the children's after school activities, for which the client is greatly appreciative of.

We have also escalated a last-minute application through Glasgow City Council and as a result, we are currently awaiting confirmation of £300 in Clothing Grant payments and a further £350 in Free School Meals payments. These payments will greatly help the client ensure their children have suitable clothing for the summer.

On another note, we have discussed the process for Young Scot Cards to cover the children's travel costs and discovered a successful application was made in mid-March. The client was previously unsure what this was for but is thrilled with this new information. We also illustrated the other benefits the Young Scot Card holds in terms of benefits and discounts and – paired with the money saved on children's bus travel each week – this will provide a hugely positive change to the client's budget moving forward.

Since contacting Money Matters, we have managed to obtain steady positive incomes for the client in a relatively short space of time, and the client is committed to continuing this relationship with us through the summer and beyond to next term.

Projectname: One Parent Families Scotland

Glasgow Helps Single Parents

Supporting Families (SF) is a project focused on employability, skills development, addressing childcare and all elements of wellbeing (financial/mental/physical). It targets unemployed, low-income families, specifically aimed at the following child priority groups: lone parents, households where someone is disabled, families with three or more children, minority ethnic families, families with a child under one year old and families where the mother is under 25 years of age.

One of the main components of the project is the Family Support Worker (FSW) role. The FSW works closely with all referred families from each education establishment to deliver holistic support to enable participation and remove barriers to opportunities, to best meet the needs of low-income families.

Casestudy 3

Selena lives with two daughters (Aged 16 and 13) in a housing association flat in Possil, Glasgow. Selena was referred to the Glasgow service after contacting the OPFS parent helpline. Selena had experienced domestic abuse in a previous marriage, leaving her too anxious to leave the house. Selena's 13-year-old daughter, Samira, also had debilitating anxiety. Selena and Samira needed support with their wellbeing. However, they were living on the basic rates of Universal Credit, with no support for their health-related extra costs or for Selena's costs as a carer. As Selena's health conditions and carer status were not recognised by Universal Credit, she had to look for work and apply for jobs in exchange for her benefit. Selena was unable to do this due to her health, putting her at risk of sanctions.

What action was taken?

We began with crisis support: Selena was struggling to cover food costs so we provided her with £50 in ASDA vouchers to help meet these immediate costs.

We then did a benefits check: We identified that Selena should provide medical certificates to Universal Credit, be referred to a 'work capability assessment' (WCA) and if found 'unfit for work', be protected from sanctions. Secondly, Selena and Samira might get disability benefits to help them with the extra costs of their care and mobility needs. Selena could apply for 'Personal Independence Payment' (PIP) and Samira 'Child Disability Payment' (CDP). Thirdly, if Samira was awarded CDP at the right rate, then Selena's could apply for Carer's Allowance (CA). Her carer status would also be recognised in Universal Credit, entitling her to the Carer's Element, stop her being required to work, also protecting her from sanctions. Lastly, if CDP is awarded, Selena could get a 'Disabled Child Addition' in her Universal Credit. The award of these benefits would be a great support to Selena and her family, however the prospect of applying for them was very daunting to Selena.

We referred Selena to our Family Support team. The team contacted Selena and arranged to make a home visit. They assisted Selena with referrals to the local pantry, and for delivery of food parcels. They helped Selena navigate the mental health support available to her family, and the support for Samira at school. The team check in Selena regularly, with the long term aim of her attending group sessions with OPFS to help her boost her confidence.

With this holistic support in place, we were able to help Selena understand the claims and assessment procedure for the benefits she needed to claim and help her to prioritise which ones to do in which order. We helped her complete assessment forms for these benefits, using our expert knowledge of the legal tests to help

Selena provide relevant evidence, written in the language of the tests.

Outcomes

Selena was awarded 'Limited Capability for Work' in Universal Credit. She now no longer needs to search for work to get benefits. This has provided Selena with the security and headspace to focus on her emotional wellbeing, to recover from the abuse she experienced, and support her children to develop and gain confidence.

Selena was awarded enhanced rate daily living and standard rate mobility components of PIP, providing her with much-needed help to meet the extra costs related to her long-term health conditions.

Samira was awarded the low rate of the care and mobility component of CDP. As this was too low, we assisted Selena to make a 'redetermination request' to Social Security Scotland, resulting in an award of the middle rate care component instead.

The middle rate care component was crucial. Selena could now claim Carers Allowance and the Carer Element of Universal Credit. We assisted Selena to apply for these. Lastly, Selena was also entitled to the Disabled Child Addition in Universal Credit. After DWP failed to award this addition, we assisted Selena to make a mandatory reconsideration request, resulting in this being successfully awarded too.

In summary, Selena and her family's disability needs, and Selena's needs as a carer, are now recognised financially and in terms of conditionality by the UK and Scotland social security system. Selena's mental health and language barriers meant she would not have been able to achieve this response without our support.

Furthermore, this meant Selena could continue to engage with our Family Support team. They continue to meet Selena one-to-one, helping build her confidence outside the house, gaining greater independence for her and her children.

Financial:

Crisis support	**Client Financial Gain**
Supermarket Vouchers	£50
Food Parcel	£40
Fuel Grant	£30
Welfare Benefits Support	**Client Financial Gain**
Personal Independence Payment	£7595.25
Child Disability Payment	£5505.20
Limited Capability for Work in UC (Protected from Sanctions)	£3898.08
Carers Element in UC	£3207.39
Disabled Child Addition in UC	£2107.84
Carers Allowance Supplement	£491.40
Note: CFG include any backdate entitlement and 12 months' ongoing payments	
Total Financial Gain	**£22,925.16**

Non-financial:

Additional Support	**Outcome**
Health	Client engaging with NHS mental health support
Independence	Client making trips outside with support from OPFS workers
Social	Client plans to join OPFS group session in Aug 2022

Before and after:

Before	**Monthly income**
	£1471.57

After	**Monthly income**
	£3144.99

The above table shows the client's financial position before and after assistance from OPFS.

This case study shows:

- The difficulties experienced by lone parents fleeing domestic abuse: long-term impacts on mental health, isolation in a new community. Poverty and welfare policy (sanctions, health assessments) makes it harder to achieve wellbeing.
- The impact of one-to-one expert welfare rights advice and case work: Selena was empowered to navigate the welfare system, increasing her confidence and skills in managing her and her family's finances.
- The value of One Parent Families Scotland's holistic service to parents: Our Financial Inclusion and Family Support team worked closely together to provide holistic support with money and wellbeing to empower this parent.

OFFICIAL

Project name: One Parent Families Scotland

Glasgow Helps Single Parents

Case Study 4

Casestudy: Kate

Kate is a single parent who lives with her 3 children in a house rented from her local housing association. Her income was reduced due to being subject to the Welfare Benefit Cap. Kate was in sever financial difficulty that was impacting the wellbeing of the family as a whole. Kate contacted OPFS for support as she was stressed out trying to cover her essential outgoings on a week-to-week basis. Kate's oldest daughter has a rare gastric intestinal condition that required frequent visits to the hospital. Kate had previously applied for Child DLA but had given up when it was refused. Kate had recently been supported with 2 Winter Essential payments and a payment from the OPFS Christmas appeal as part of OPFS' Crisis support.

What action was taken?

The OPFS adviser completed an initial benefit check and advised Kate that she may be entitled to Child DLA for her daughter. Kate was also advised that if Child DLA was awarded this would take the family out of the welfare benefit cap that would significantly increase the family income.

The adviser assisted Kate to apply for Child DLA that was then awarded and backdated to the initial date of claim. The adviser then completed a post award benefit check. Kate was then assisted to apply for Carers Allowance and to report the change of circumstances to her Universal Credit claim. Kate was awarded the Carers Allowance and the Benefit Cap was removed from her Universal Credit claim. Both these awards were backdated to the start of the Child Disability claim. Kate was further assisted to apply for the Carers Allowance Supplement as she now qualified

during the assessment period due to backdate of the claims.

After taking the changes to all the benefits into account, the family income has increased by £832.86 per month plus two CAS payment totalling £475.80 for this year. Kate was also given backdated payments of £7793.00

Before and after:

Before	**Monthly income**
	£1796.48

After	**Monthly income**
	£2629.34

The above table shows the client's financial position before and after assistance from OPFS.

The change to their circumstances has had a huge difference to the family not only financially but has also improved their wellbeing. Kate no longer has to struggle to afford basic essentials for her family and feels much less stressed. Kate said that she felt as if a weight had been lifted off her and she was now able to take the family out for treats where before she could not afford to do this.

Outcomes

Financial:

Welfare Benefits Support	**Client Financial Gain**
Child DLA £86.30 X 52= 7965.66 + Back date £2811.50	£10777.16
Universal Credit £ £448.41 x 12 = £5860.92 = backdate £2930.46	£8791.38
Carers Allowance £69.70 x 52 = £3624.40 + £ 2051.10	£5675.50
Carers Allowance Supplement.£237.90 x 2 = £475.80	£ 475.50
Note: CFG include any backdate entitlement and 12 months' ongoing payments	

Total Financial Gain **£25719.84**

One off financial:

Additional Support	Outcome
Winter Essentials Payment x 2	£150.00 awarded to relieve hardship caused by increased cost of living crisis.
Christmas Appeal	Christmas Appeal £90.00 awarded from OPFS fund raiser to support family with the cost of Christmas as they had no savings or surplus income to meet these costs. Kate was very anxious that she could not provide gifts etc for her family and the award reduced her stress levels and the family were able to enjoy their Christmas and spend quality time

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Social policy issues:

This case study shows:

This case is an example of the affect that the Welfare Benefit Cap has on the lives of single parents and their families. It particularly affects families where there are more than two children. By removing the cap in this case, the family have been lifted out of poverty and are able to access the full amount of income they are entitled to. It also highlights the enhanced consequences that families affected by the cap are currently experiencing due to the cost-of-living rises.

OPFS are actively campaigning to have this unjust penalty removed by the U.K. government and are working with single parents to access benefits that remove them from the cap.

Projectname: Clyde Gateway

Supporting Parents

The programme is focused on employability, skills development and wellbeing. It targets unemployed, low-income families, specifically aimed at the following child priority groups.

Case Study 5

Parent A met with the Family Support & Engagement Worker in the playground of the nursery during a parent consultation exercise. After a brief chat about their current family situation and how the SF project could support them, a date was made to meet and complete a Holistic Needs Assessment and discuss how she could be best supported. At this stage in Parent A's journey with the SF Project they had made the decision that they would like to work within a school setting as they had some previous volunteering experience with their local primary school prior to the pandemic. Their son was due to start school in August and they felt this was the perfect time for them to build their confidence and to help improve their family's life. Parent A was being supported by Glasgow Life's Family Finance Team from a referral made. The project worker was able to collaborate closely with the key worker within that team to help move them to a position where their finances were stable. The parent was supported until they were confident enough to begin looking for employment opportunities.

Parent A had never had a job and after settling in Scotland from Sudan became a full-time parent to their now 4 children ranging between 4yrs to 14yrs. This was a big step in the journey but having the support and having their finances stabilised it was one they felt ready to take.

Job and Business Glasgow and Jobcentre worked together, and Parent A registered for Jet's programme.

A Job was advertised on My Job Scotland and with some support Parent A was able to apply for this post. Parent A was quickly invited to an interview and was subsequently successful in securing a post and their first ever job as a School Support Assistant with a local authority employer. They started work in their first ever employment in March 2022 and are now saving to gain citizenship for themself and their eldest daughter.

Parent A is a great example of the impact the Supporting Families Project can have on helping parents/families to improve their quality of life. Parent A has been clear in their feedback that gaining employment and their first ever job has improved both theirs and their family's life and stated that they could not be happier.

In a recent communication from Parent A they stated;

"So first time in my job I'm so excited to start work with kids. I'm so confident now and I learned new skills like listening and practice with kids really good job. I'm so proud of myself and my kids and my husband are very happy with this job my feedback is (I) recommended everyone to work as a volunteer work really helpful for everyone thanks."

