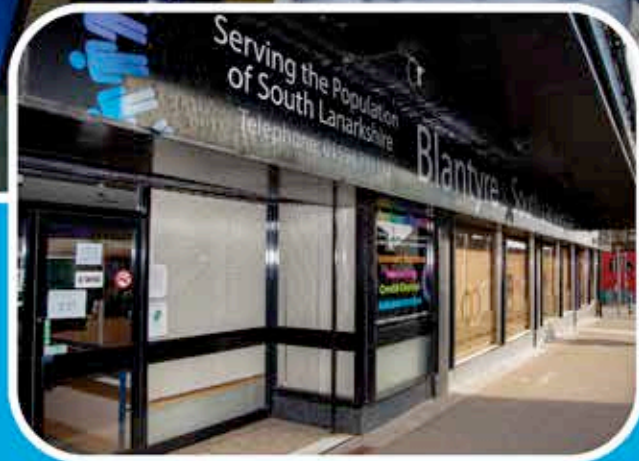


Tackling Poverty

in South Lanarkshire



**Tackling Poverty Programme
Summary Report 2014/15**

Tackling Poverty Programme Annual Report 2014-15

Contents

Chapter 1 Tackling Poverty Programme Annual Report

Chapter 2 Case Studies

Chapter 1

Tackling Poverty Programme Annual Report

1. Background

- 1.1 The Tackling Poverty Programme has been in place since April 2011. It was established by South Lanarkshire Council (SLC) following the removal of Scottish Government (SG) ring fenced funding to address the symptoms and root causes of poverty.
- 1.2 The programme has had an annual budget of almost £4.9m.
- 1.3 The programme is overseen by the Tackling Poverty and Inequalities Partnership Board and managed on its behalf by Regeneration Services within Community and Enterprise Resources.
- 1.4 This report provides an overview of performance of the various funded elements against targets, highlights particular strengths, and presents a number of case studies to provide a greater insight into the impact of the programme on South Lanarkshire residents.

2. Programme Focus

- 2.1 The programme provides a substantial contribution to the Councils 'Connect' priority 'Tackling disadvantage and deprivation' and to South Lanarkshire's Single Outcome Agreement (SOA) and associated Improvement Plan targets and outcomes.
- 2.2 The Tackling Poverty programme for 2014/15 focuses on the following priorities :
 - ◆ Early intervention and prevention
 - ◆ Employability
 - ◆ Support for vulnerable families
 - ◆ Financial inclusion
 - ◆ Health improvement
- 2.3 In addition, for the majority of programmes a tight focus on the worst 15% deprived areas and in particular on the worst 5% areas is driving activity.

3. Programme Components

- 3.1 The Tackling Poverty Programme for 2014/15 consists of 10 major components, namely:-
 - ◆ Transport links
 - ◆ Youth diversion
 - ◆ Vulnerable families
 - ◆ Raising attainment and early intervention
 - ◆ Early intervention – child health
 - ◆ Local health initiatives
 - ◆ Financial inclusion
 - ◆ Employability
 - ◆ Community engagement support and delivery
 - ◆ Programme support
- 3.2 Programme support relates to funding provided to support the management of the fund (Regeneration Services, Community and Enterprise Resources) and neighbourhood management activity (Housing and Technical Resources).

4. Leverage

4.1 As mainstream resources become tighter, all partners are seeking to draw in additional resources from a range of external funding sources.

4.2 The Tackling Poverty programme funding has enabled a number of partners to secure match funding from sources such as the Big Lottery, in turn increasing the level and range of services and supports available in South Lanarkshire which will improve outcomes – in particular for the most vulnerable individuals and groups. The external funding team within Regeneration Services in SLC has provided significant support to the development of many of the successful bids.

4.3 An analysis of the programme suggests that the Tackling Poverty programme levered in at least £3.5m additional funding for 2014-15 to the projects detailed below.

4.4 In considering the impacts of the Tackling Poverty programme it is important to consider the additional and significant benefits to the area, that this additional funding – reliant on the Tackling Poverty as match funding, will bring.

Partner	External funding confirmed	Programmes supported	Funder
			2014/15
HealthynHappy Community Development Trust	£230,196 (approx)	<ul style="list-style-type: none"> To extend assets based community capacity building work. To extend family focussed support work 	People and Communities Fund (SG); Big Lottery; Lloyds; ADP
Burnhill Action Group	£50,307	<ul style="list-style-type: none"> To extend assets based community capacity building work. 	Clyde Gateway; Community Benefit; Health Engage; Asda Community Fund
Blantyre and South Lanarkshire Credit Union	£40,000 (approx)	<ul style="list-style-type: none"> Savvy Savers (supporting school based credit union activity) 	Windfarm Funds/ People and Communities Fund (SG) 2014/15
Healthy Valleys	£224,000 (approx)	<ul style="list-style-type: none"> To extend Time Out youth mental health programme To support Grassroots programme 	Gannochy Trust, Self Management Impact Fund/Lottery Funding
Community Links South Lanarkshire	£391,000 (approx)	<ul style="list-style-type: none"> To extend SELECT ICT support ; to develop community led responses to food poverty; 	Lottery Support and Connect 14/15 People and Communities Fund; Big Lottery
RegenFX Youth Trust	£323,000 (approx)	<ul style="list-style-type: none"> To increase range/scale of youth diversion activities. 	Youthstart; National Health Service (NHS); Robertson Trust; Youth Link; CSP; Awards for All; BBC; STV ; First Direct; Education
Pride of Place	£103,192 (approx)	<ul style="list-style-type: none"> To support community led environmental improvements. 	Awards for All; School Modernisation Programme; Curriculum Innovation Fund; Glasgow City Council;

			Tollcross Housing Association; Fundraising efforts of individual groups/organisation.
Employability	£2,192,000	<ul style="list-style-type: none"> To extend range and scale of employability supports and opportunities available. 	European Social Fund (ESF)/ Department for Work and Pensions (DWP) /RobertsonTrust/SG/ Scottish Enterprise All 14/15
Total external funding	£3,553,695		

5. Performance

- 5.1 At the beginning of the financial year, targets were established for each of the programme components in conjunction with the programme managers.
- 5.2 Programme managers also provided a half yearly progress report detailing progress towards targets and any concerns relating to performance.
- 5.3 The programme fits well within the current local and national policy landscape and in particular the three Scottish Government social policies - Achieving our Potential; Equally Well and the Early Years Framework.
- 5.4 All projects apply preventative approaches – intervening as early as possible to reduce the likelihood of bigger issues developing. Many provide support to children and families and there is strong synergy with the three themes/priorities within the Scottish Government’s recently revised Child Poverty Strategy - Pockets, Prospects and Places.
- 5.5 There is a very strong focus on the Early Years – supporting parents and young children from pregnancy onwards to improve outcomes later in life.
- 5.6 As the momentum of the Early Years Collaborative in South Lanarkshire builds, it is clear that much of the work supported through the Tackling Poverty Programme, such as Grassroots (intensive parenting support) and the new Early Years Home Links programme and the further development of Breaking the Cycle will make a very strong contribution to the improvement work underway. One of the Financial Inclusion Programme supported services, a Money Matters telephone advice line for low income pregnant women has been selected as a Pioneer Site by the Scottish Government Early Years Collaborative team under the income maximisation priority and its outcomes and learning are being shared nationally.
- 5.7 As the rolling programme of Welfare Reforms continue, the financial inclusion services supported within the Tackling Poverty Programme are under significant pressure and are working very hard to try and meet the increasing demands for welfare/money advice, support and advocacy services. Research and development activity within Housing and Technical Resources has been supported, providing Housing and partners with a better understanding of the impacts of the reforms on residents and services, with a view to minimising the impact on homelessness and establishing new ways of working which reduce the risk of homelessness.
- 5.8 Food banks have reported significant numbers of users requiring support as a result of sanctions and slow decision making and the support to these groups has helped them to cope and also work in partnership with others to consider storage and other challenges. The SELECT hubs have also reported an increase in numbers attending, requiring support to avoid sanctions and to help them meet their claimant commitment.

- 5.9 The small development budget linked to the Financial Inclusion Network continues to support new activity and developments including food poverty programmes interventions to tackle digital exclusion, and research into the support needs of families with money worries. Small awards to start up or increase community services/supports such as food banks and community recycling schemes are helping to meet many residents' most basic needs.
- 5.10 Detailed information on the programme components can be obtained from the Tackling Poverty Team, Regeneration Services, Communitality and Enterprise Resources, South Lanarkshire Council (enterprisehq@southlanarkshire.gov.uk – or at 0303 123 1015), however, in summary, the following points can be noted:-
- The vast majority of programmes achieved and in many cases exceeded targets set for the year - **87% of targets set were achieved/exceeded**; 8% were within 75% of target and only 5% were less than 75% of target.
 - Thousands of South Lanarkshire residents, children, young people and adults have benefitted from the programme. Although there is a strong focus on the most disadvantaged communities, residents from across the local authority, including urban and rural areas have engaged with the wide range of services and supports made available.
 - Outcome reporting continues to improve and more projects are now applying Improvement Science methodology to enhance impact, as skills and confidence grow in this area through involvement in the Early Years Collaborative.
 - The Tackling Poverty programme continues to allow partners to test innovative approaches an example this year being the in work poverty pilot which has since been replicated in other areas.
 - As indicated above, there continues to be a high demand for financial inclusion services. With an increasing focus on tackling child poverty, a better understanding of families' support needs to tackle money worries is required and the Financial Inclusion Network is now undertaking research with low income families which will help to inform service provision. This work is funded through the Tackling Poverty Programme and will report late autumn.
 - Early Intervention and prevention continues to be a focus for all programme leads. Effective early links between themes such as employability and positive parenting helps to maximise the impacts of services on individuals and their families.
 - The Tackling Poverty Programme Leads continue to meet regularly throughout the year to consider shared challenges or opportunities and links between programme elements. Engaging with the hardest to reach clients continues to be a challenge, and something that the group has maintained a focus on. Training in the use of positive psychology approaches has been developed and delivered to staff and volunteers across the programme to help build skills to improve on engagement /sustained engagement.

6 Summary of Key Achievements

- Many of the Tackling Poverty interventions rely on volunteers to deliver supports to others. The benefits of supporting communities to enable them to 'do for themselves' is recognised, and evidence would suggest will bring cost effective and sustainable solutions to what are often long standing challenges that the public sector on their own cannot address. The benefits of involvement to individuals in communities is evident resulting in people giving their time and getting involved in volunteering providing those out of paid work with a purpose that will in turn create self confidence /esteem, improved wellbeing, and often, skills for work. SELECT is a perfect example of this where with limited financial input, nearly 100 volunteers have been trained and supported to help

over 700 residents to go online to apply for jobs; access information; contact friends and family and save money. In addition to tackling digital exclusion, the financial and wellbeing impacts of this work are considerable.

- Housing and Technical Resources' Intensive Family Support programme (Breaking the Cycle) continues to provide support to vulnerable families at risk of losing their tenancies as a result of anti social behaviour. Improvement work has been underway working closely with partners to ensure the programme is targeting those families in greatest need of intensive support and that effective information sharing processes are in place to maximise impact and streamline support.
- Through Council and CAB money/welfare advice and support, almost £2m in additional benefits and income has been realised for individuals and families supported and hundreds of services users have had debt issues dealt with. The positive impacts on people's mental health and wellbeing from this work are significant.
- 4187 residents were engaged on the South Lanarkshire Works 4U employability programme. Of those, 2532 have progressed into a positive outcome - the vast majority (1989 residents) of whom found employment. This is a significant achievement given the current economic climate.
- The new Early Years Home Links programme was launched this year. Following successful trials in the Cambuslang/Rutherglen area, vulnerable parents and young children in every locality are now being supported and although in its infancy, impacts can already be evidenced in relation to improved nursery attendance and a range of other indicators linked to child development and child and adult wellbeing.
- The Youth Diversion programme has engaged with over 9000 young people, the majority of whom live in areas where youth crime and disorder are key challenges. Volunteer recruitment and training is fundamental to ensuring a community-led and sustainable approach and over 300 youth and adult volunteers have been supported to deliver local services. Resources are directed at hot spot areas via local problem solving groups and as ASB issues are reduced/resolved, these are moved to other problematic areas. The supports are recognised as a key resource by the police and other community safety partners.
- The Money Matters telephone advice line for pregnant women/new parents provided advice and support to over 500 new low income families and as usage increases, additional staff resources have been allocated. Very effective joint working between Money Matters and NHS Midwifery Services, using Improvement Science methodology continues to increase midwifery referrals to the service; ensuring women get the right benefits and money advice at the right time. This success has been shared nationally and similar approaches have been adopted in other areas.
- Voluntary sector partners continue to play a critical role in delivering elements of the Tackling Poverty programme, recognising the close links they have with many communities and target groups. They are very often in a better position than the statutory services to build relationships with hard to reach client groups/vulnerable individuals and families. As highlighted previously, the voluntary sector has had considerable success in leveraging in additional external funding matched to their Tackling Poverty programme allocations.

7 Examples of Programme Impacts – Case Studies

- 7.1 A number of case studies have been included in chapter 2 to illustrate the impact that the Tackling Poverty Programme is having on individuals, families and communities. Whilst the case studies are real, the names of the people involved have been changed for confidentiality purposes.

8 Community Engagement

- 8.1 In 2014/15 £287,750 was committed to community engagement support and development activity. This level of investment was made in recognition of the importance of engaging communities in the process of regeneration, tackling poverty and inequality.
- 8.2 Targeted community capacity building is ongoing in eight of our most deprived neighbourhoods, which aims to improve community spirit and support residents to become more involved in their communities. An asset based, solution focused approach is being used to bring about the positive changes local people want to see.
- 8.3 This work is closely aligned to the priorities set out in the Scottish Governments Regeneration Strategy 'Building a Sustainable Future' and will be a key resource in relation to delivering the legislative requirements linked to the Community Empowerment Act.
- 8.4 Community Links South Lanarkshire and HealthynHappy Development Trust have facilitated this work in partnership with Council staff and partners.
- 8.5 Significant outcomes in 2014/15 include the continued development of community hubs providing co located support and services. Inputs at the Hubs were determined through community dialogue and local expressed need and include employability support via Routes to Work South(RTWS); money advice; digital inclusion support and food co-ops. The Community Hub model will be rolled out to all of the eight priority areas in 2015/16.
- 8.6 Over 2014/15, volunteering has increased in target area as community groups and activities have developed as a result of the capacity building support. 224 residents volunteered and participation in training and learning has also increased with 131 local people participating in 18 courses equipping themselves to lead or support emerging community activity.
- 8.7 In 2014/15 Springhall and Whitlawburn were selected and will benefit from Big Lottery 'Our Place' investment. This will bring five years community capacity building support aimed at supporting local people to determine priorities; develop a vision for their area and develop community led projects and improvements. This work compliments the targeted capacity building work underway in these communities outlined above. The Lottery have circa £1 million earmarked to support emerging priorities and their mainstream funding streams and other external funds will be available on top of this.
- 8.8 Community Links continue to produce two editions of the Community Matters newspaper. Published and distributed quarterly to all households in the top 15% datazones, the paper provides an effective way sharing and disseminating information across all stakeholders. The paper is used to promote a range of opportunities including, support and service and employability, training, learning as well as showcasing the achievements of community and voluntary sector.
- 8.9 Support was provided to Voluntary Action South Lanarkshire (VASLAN) to host and manage InfoBase and LOCATOR, databases providing ease of access to information on third sector activity and the community and voluntary sector infrastructure across South Lanarkshire. A priority for 2014/15 was the integration of broader based information on support and services providing assistance to mitigate poverty and it's the impact.

Chapter 2

Case Studies, Tackling Poverty Programme 2014/15

The following case studies have been provided to illustrate the impact of the Tackling Poverty Programme for individuals, families and communities.

Supporting Vulnerable Families, Breaking the Cycle, SLC Housing

Lauren and her three children (aged 18, 16 and 14) were referred to the service due to eviction from a private let, following persistent and repeated incidents of anti-social behaviour and homelessness over the years. Lauren had apparent problems with drug use and mental health, with very little ability to manage a home. She had a tendency to fly off the handle and was reluctant to engage with services. Her teenage son had some significant health problems that had never been diagnosed or treated. Lauren denied responsibility for any ASB or nuisance behaviour and was extremely reluctant to engage with Breaking the Cycle.

The Breaking the Cycle officer persevered and over time completed an assessment with Lauren and explained how the project could support her to achieve her goals. Lauren was able to talk much more openly about her experiences including domestic violence. When the Breaking the Cycle officer advised that she could advocate with the local housing office for the family to keep their dogs, communication improved still further, and following discussion with the housing officer, the support plan was reviewed to include the dogs, stating clearly what was expected of the family in terms of controlling them. Gym passes were arranged for the family and they all attended together. Lauren advised that it was the first time they had all had 'quality' time together as a family in years.

The family have now been suitably re-housed with enough space for each family member. The support plan is clear about what each member of the family needs to do to maintain the house and the Breaking the Cycle worker assists with this. The family are now accessing health and addiction services regularly. Lauren is considering voluntary work in preparation for future employment. She now acknowledges that her past experience of domestic abuse has affected her more than she first thought. She also acknowledges that this could have contributed to the alleged anti social behaviour in past accommodation, although she claims this is exaggerated. She also accepts that her parenting skills have been adversely affected in the past.

Family X with two parents, Sarah and John, and six children (aged three-17 years) were referred for intensive support. Both Sarah and John have learning difficulties and were subjected to intimidation and bullying in their previous community. They have difficulty understanding paperwork and processes so, for example, have been regularly sanctioned by the DWP for not complying with job seeking requirements, causing serious financial problems. John had problems with anger management and parenting skills. Four of the children also have learning difficulties of varying degrees and attend five different nurseries and schools.

The Breaking the Cycle officer supported John to engage with his GP and access the non job-seeking benefits that the family were entitled to. John was much less stressed and getting GP support enabled him to address his anger issues and improve his ability to parent appropriately and share parenting responsibilities.

Sarah was supported to attend a weekly slimming group which she enjoyed very much with positive results; not just in weight loss but also in her confidence. Leisure passes were secured for the family and the Breaking the Cycle officer provided support to the family to use them.

There are significant challenges in accessing suitable permanent housing for the family but the Breaking the Cycle officer ensures regular communication with the housing officer to reassure the

family that the Council is proactively looking for a solution for them. The Breaking the Cycle officer also supports Sarah and John in the challenge of communicating with five different schools.

At times, the family become overwhelmed with the daily demands of their lives but say that they appreciate the supports in place for each child and know that they will be housed at some point. Social Work has closed the case due to the improved stability and wellbeing in the family.

Financial Inclusion, Money Advice, East Kilbride Citizens Advice Bureau (CAB)

Client A is a single mum of a young baby and stays at home with her parents. She engaged with the East Kilbride CAB outreach service in Greenhills for help to deal with mounting debt and banking issues. She does not receive financial support from the child's father. CAB advised the client of the various options open to her. They supported her to open a new basic bank account and have been communicating with her creditors. She was eventually supported with the completion of debtors petition to allow self sequestration using the LILA process, which has allowed her the chance to start again financially, and in her words "Given her peace of mind to enjoy the early stages of her baby."

Financial Inclusion, Money Advice, Clydesdale CAB

Client B attended the Bureau for help with her debts. She is a pensioner who lives alone in a more deprived community in Clydesdale and has poor health including Parkinson's disease.

She has had difficulty in paying back an overpayment of benefits which accrued after she lost her entitlement to carer's allowance which she had received when caring for one of her grandchildren. She also has an overdraft which she advised she got to help her daughter out. The client had previously been sequestered.

Whilst drawing up her financial statement, it became apparent it was difficult for the client to meet all liabilities due to her having payments taken out of her account by companies selling natural medicines and vitamins. Over the space of one month there was more than £200 debited, with more than one payment coming out on the same day. CAB provided advice and guidance and budgeting support, the latter helping her to prioritise expenditure. She has a new bank account and can now make inroads to paying off her debts.

Financial Inclusion, Budgeting Advice, Money Matters, SLC

Client C lives on basic income related benefits and came to the Budget Advice Team as he was finding it difficult to manage his money. A benefit check was completed and found that he may be eligible for Personal Independence Payments (PIP).

His advisor requested the form on his behalf and when contacted to arrange an appointment to complete it he advised he was in hospital. The advisor visited him there, completed the form on his behalf and he was awarded PIP which increased his income by £82.30 a week. His income related benefits also increased by an additional £77.60 per week as a consequence of his being awarded PIP. Due to his circumstances, we applied for help with his gas bill and he received £85 as well as the Warm Home Discount of £140 credited to his electricity account.

He now has the money he needs to cope with the costs of his disability and as a result he can manage his money.

Financial Inclusion, Telephone Advice Line, Money Matters, SLC

Client D was referred to the Telephone Advice Line by her midwife. She was 17 years old, 11 weeks pregnant and was living with her mum and sister. Her mum was in receipt of Income Based Jobseeker's Allowance (IBJSA) and gets child benefit and tax credits for her youngest daughter but benefits for client D had stopped.

Client D was happy staying at home as they all get on very well together and she needed the support of her family. However, she needed advice and support to ensure she was getting all the benefits she was entitled to be able to make ends meet. As a result of the advice and support she received via the advice line she was awarded Job Seekers Allowance and then transferred to income support when she was 29 weeks pregnant. When her baby was born her income support increased to £72.40 per week. She claimed £500 grant for the baby and this was awarded and she claimed healthy start vouchers from her 11th week of pregnancy and again when in receipt of child tax credit to the value of £6.20 per week. Child benefit was awarded when the baby was born and was paid £20.50 per week. She also claimed child tax credit and was paid £63 per week. While waiting on her benefits to be paid she claimed two crisis grants from the Scottish Welfare Fund, one for herself of £45.00 and another while waiting on the baby's benefits being paid £80.00.

Community Health Initiatives, Time Out Young People's Mental Health and Wellbeing Support, Healthy Valleys

I am 23 years old and when I was 16 I was diagnosed with General Anxiety Disorder and Depression. However, this illness had been affecting me since the age of 12. Although I managed to get through school to college and university these times were very difficult and left me in a bad way physically and mentally. Anxiety and depression levels were sky high and I attempted suicide on several occasions and self harmed and eventually was advised to give up University.

Then my mum found out about Healthy Valleys. One of the projects was Time Out. It is a support group for young people aged 14-24 with mental health conditions. I was really scared in asking for help but my mum encouraged me.

Through Healthy Valleys, I did a course which was called 12 Weeks To Change Your Life. It was very informative, learning cognitive behavioural techniques to help with mental illness. Once a week I would go to stress management. I found it very relaxing having different complementary therapies each week and I learnt techniques which helped me calm down when feeling stressed/anxious. It also felt good to talk about my worries.

I went with other young people and Healthy Valleys volunteers to a Weigh to Go class where we got nutritional advice about our diets and then an aqua aerobics class. It was really good to get some group support and not go alone. I really enjoy going and it has helped me towards having a healthier lifestyle.

The first time I went to the Time Out Health and Wellbeing group I had a really bad panic attack. The volunteers were brilliant in helping me calm down. I have been going to the group for a few months now and love it. It is such a great place where we all support each other and everyone is included.

Through Healthy Valleys we do enjoyable things which also help other good charitable causes. We made loom bands and sock puppets to send to an Asian orphanage. We visited another community group and gave them facials, Indian head and arm and hand massages. Thanks to the support of Healthy Valleys I have become more confident and positive about my future. I now volunteer with Healthy Valleys and hope to help others who need some extra support like I did. I do still struggle with my depression and anxiety but have learnt how to cope with it and move forward with my life. My next step is to set up my own business and with the support of my friends at Healthy Valleys I am looking forward to the challenge.

Community Health Initiatives, Healthy Valleys, Grassroots Rural Cafe

Jack is 53 and is single with two grown up children. He married and had two children and worked hard for a living until 2002 when his life began to spiral out of control. His best friend was murdered, his volatile marriage ended in him being remanded for a month for domestic assault, and he lost his job through a mental and physical breakdown and subsequently lost his home. Jack found himself turning to alcohol to ease the pain he was suffering. He found himself without money after his benefits were stopped.

Jack was referred to the rural café through his alcohol rehabilitation worker. She felt the rural café would allow Jack the opportunity to have a hot meal and gain some much needed social interaction. Jack said "I was really apprehensive about coming along. I didn't know what to expect. I thought I'd be waiting for a fight to kick off over a piece of bread" but despite this he knew he had to attend because he was constantly struggling to feed himself despite accessing the local food bank. "I remember one time going for three days without food and feeling like I was going to pass out because I had to walk so far every day to ask for help. I was getting so frustrated with no one helping when I was so hungry. Three days isn't the longest I have gone without food. There have been times at night when I have lain on my stomach and pushed a pillow into it to close it off in order to stop the hunger pains so I could sleep".

When Jack first arrived at the café he was very reserved and kept himself to himself. However, as the weeks went on Jack's confidence grew and he began to interact more with the staff, volunteers and other service users. Jack says that he looks forward to a Thursday when the café is on. "It gives me an incentive to get up and out. There are times when I come with nothing in my stomach and that bowl of soup sets me up for the day". Jack says that café and the people he has met have given him something else to focus on. "It's a double sided coin; the soup is lovely and wholesome but the company is the best". "Some might think it's a soup kitchen but it's not it's like a wee community, a wee village within a town". I love coming but it would be better if it was on more than once a week".

Community Health Initiatives, HealthynHappy Community Development Trust, Parent Cafes

Burnhill

AA has been regularly attending The Parent Café engaging with her toddler sons. With limited family support she has been benefiting from the support of other parents and carers, participating fully in the practical activities or enjoying her baby through joining in with the craft, play@home, playtalkread and bookbug activities.

AA has been supported through understanding her toddlers' behaviour, with particular emphasis on repeating the activities from the group at home to manage behaviour. She has also been supported through the pregnancy and subsequent birth of her premature daughter. She continues to be supported through her child's ill health and frequent hospital visits and has engaged with the worker to ensure that support was in place during this time. Dad has also engaged with the group and reports benefiting from this experience in his relationship with his sons.

Whitlawburn

BB attended the Baby Group after moving to the area when baby was a few weeks old. Local to the area and with no transport, despite being motivated, accessing other activities was challenging over the winter months. Mum and baby benefited from the support of other parents and carers, particularly around the initiation and sustaining of breastfeeding through to weaning at six months.

Both participated fully in the practical activities on enjoying her baby through joining in with the group sessions. Having developed a good relationship with the parent café worker, mum felt able to share her concerns over a family situation and the impact this was having on her enjoyment of the baby. She was encouraged to contact her Health Visitor for support and has since

recognised some post natal depression symptoms. BB continues to attend and engage with the workers and although the situation has not resolved, she benefits from the continued support the parent café provides.

Community Engagement/Employability, Community Links SELECT hubs

Ian was referred to the SELECT Project by his Jobcentre Plus Advisor. He had been out of work for seven years after assuming a carer role for his ill father. Learning difficulties and memory retention problems necessitated a tailor-made one-to-one approach, and Ian gradually learned enough to apply for jobs online and record his activity history within his Universal Job match account. Ian is now able to search in libraries without support and has found a local voluntary position in order to add experience to his CV.

Tony, who has a chemistry degree, previously worked as a proof reader for technical documents. He left his job to become a full time carer for his mother for over five years. This time out of the job market resulted in low confidence and self-esteem, and Tony had very poor interpersonal skills.

He joined the SELECT hub in Blantyre and through the training and support he received his confidence and interpersonal skills improved significantly and was soon able to help many other people who were facing crisis in their lives.

As Tony developed his social skills he was given training in interview techniques and job applications and he revamped his CV. He has recently secured full time employment with Boots as a warehouse operative. We believe that his qualifications will mean this is a first step in employment from which he will continue to progress

John worked for 20 years in a local factory that has dramatically downsized over the last 3-4 years. He never had any access to IT previously as his job didn't require it. His lack of IT skills meant that he was at real risk of financial chaos as he was unable to meet the basic requirements to secure benefits, i.e. create a CV, apply for jobs online, and keep an online diary of job search.

With intensive support from the SELECT hub volunteers in Hillhouse, John was able to meet the minimum requirements for benefit application, which removed stress and afforded him the opportunity to develop his IT skills and confidently complete new job applications.

John has now secured full time employment with Sainsbury's and wrote to the volunteers in Hillhouse attributing his success to them.

Community Engagement, Neighbourhood Management, SLC, Housing Neighbourhood Management

Within the Fernhill area of Rutherglen, the capacity of the local community to effectively engage with the broad range of organisations involved in the regeneration and transformation of the area has been significantly influenced as a result of the local Neighbourhood Board. A key focus for the Board has been to engender greater accountability amongst organisations, communities and individuals alike and this has been a key factor in the successful transformation that has been achieved to date. Through active and effective participation and communication the needs of the Fernhill community have been identified and approaches developed which have sought to ensure long term sustainable change is achieved that contributes to improving the quality of resident's lives.

This partnership approach led the development of a regeneration masterplan which has set out a route map for what Fernhill would eventually look like. The physical transformation has included the provision of new build affordable housing by West of Scotland Housing Association and South Lanarkshire Council and this has also helped increase the supply of purpose built housing to meet

the needs of our ageing population. The high specification design features such as heat recovery systems has meant that it costs significantly less for individual residents to heat their homes. The development of a state of the art community and sports facility has provided a much needed resource for residents of all ages. Through the masterplanning process residents also influenced the level and type of retail provision in the area which has ensured that local shopping needs and demand are satisfied.

Recently embarking on the next phase of local authority new build social rented housing in Fernhill, the Neighbourhood Board and wider community have been very actively involved through a variety of consultation processes to inform and influence the shape of this development. Board members continually review progress and act as a key conduit between local residents and South Lanarkshire Council, helping to ensure that the completed development will satisfy the previously identified and agreed needs.

Community Engagement, HealthynHappy, Targeted Capacity Building Support

Whitlawburn

CA is a young person from Whitlawburn who over the years has developed into a community leader. He first became involved in his community through attending the local youth club, benefiting from the weekly support of local volunteers. This involvement soon developed into a supervisor role, where CA would assist with set up, tidy up, running the tuck shop and then eventually assisting with the facilitation of group activities.

CA along with one other young person (on a similar journey) approached HealthynHappy regarding accessing some kind of youth training to further their skills. They were referred to the RegenFX Youth Work Training Academy, where they signed up for the eight week course. As well as his involvement in the youth group, CA has now started to help out in his community in other ways (through encouragement and support from HealthynHappy). Volunteering at community events (gala days, HealthynHappy family info days) and helping with leaflet drops to inform the community about local services and opportunities.

Having an individual who can relate to and influence young people is an important asset to the community but the progress he has made from youth group member to youth group volunteer is one that will encourage others to follow in his footsteps too. The next step for his journey could be to identify and support the next set of young volunteers in Whitlawburn.

Springhall

AL has until recently been active in the community. She had an accident several months ago and as a result was unable to attend many of the group events. When her injury repaired, she found her confidence shaken and was reluctant to venture out on her own. Two of the members of the group suggested that they escort her to and from events, which they now do on a regular basis. AL has reported this has helped tremendously and she feels more confident and happier in general. She has started to venture further on her own which she attributes to her involvement in the group.

Burnhill

EC has been impacted by our community work in various ways. She took part in our 2010 consultation and then our re-visit dialogue in 2014. During this time she feels there has been a significant difference in her personally and the local community as a whole. Over the years she's been affected by issues including bad health, which has led to her and her partner (who has a disability) becoming isolated within the community. Her confidence in social settings also then suffered due to this isolation.

During these difficult periods EC has accessed the community hub for crucial welfare, money and housing advice. Through her engagement with us she also recently attended and completed the Burnhill Gateway to Health course (referred by HealthynHappy), where residents are informed

about physical/mental health and healthy eating habits. She was proud to receive her Gateway to Health certificate along with her fellow attendees, attend a celebration dinner and grateful for a free gym membership in the local centre. Through this engagement EC has made friends with neighbours and locals she had never spoken to before and therefore feels more confident and welcome in the community. She is keen to take part in future activities that provide support as well as volunteering.

Youth Diversion, RegenFX - Burnhill Youth Club

Young Person A is 13 and joined the Burnhill Youth Project early 2014. He had anger and aggression issues with a very short temper and had a history of ASB/gang fighting. He had previously been excluded from other clubs for his behaviour. He also had literacy issues. Whilst working with A, youth workers gained an insight into his home and personal life. It took him a while to open up fully and eventually, whilst at a residential club, and after an incident, he revealed both his parents had died recently, one a year ago and the other was just a few months after.

Since then youth workers have been helping him to manage his anger and deal with confrontation and they have also built a relationship with his brother and his partner to get a better insight into his home environment. A has shown a massive improvement in his behaviour in the club and in the community and can now deal with confrontation much better. He has even started disciplining within his peer group.

Youth Diversion, RegenFX, Springhall Youth Club

Young Person F is a young person who lives with his uncle and sister within Springhall and has been attending the local Youth Project for around seven months. Within the family home there are reports of serious substance misuse. F's father died due to this and his mother lost custody of him.

Due to his chaotic lifestyle F frequently presents himself in an unkempt and hungry manner. Over the past seven months there have been many incidents in the community and at school with the potential to cause harm to him and others. He gets very aggressive towards himself if any young person mentions his deceased father and self harms by hitting his head off toilet doors or sinks.

The workers and volunteers within Springhall Project have implemented an intensive support programme which as well as challenging beliefs and attitudes gives him the opportunity to reflect on his own behaviour.

F has shown tremendous dedication by attending the youth club every week and helping out with the junior club. He loves sport particularly football and gymnastics. He has been using his skills to mentor the younger. His confidence and self esteem have risen and every week he tries to deliver something new. Staff within the project has witnessed a huge change in F. He is not as angry, engages well with his peers and wants to ask questions and learn about the different activities so he can take part in the delivery of the sessions.

Since he has been actively engaged in the project there has been numerous reports of a dramatic change in Young Person A's behaviour within the local community and at school. He is now looking forward to taking part in personal development opportunities such as RegenFx youth work Training Academy and becoming a responsible volunteer within the project.

Youth Diversion – RegenFX – Radworx

Young Person P has been caring for his disabled mother since his dad left the family home. Due to his commitments with his mother he does not have a social circle. He started skateboarding because he could practice outside his house so he was still on hand to help his mother. P has

been skating for a couple of years now progressing well. Since joining the Radworx program he has come out of his shell making lots of new friends and is a lot happier and has more self esteem. He is also a lot fitter physically and mentally and has progressed to being a volunteer with the project proving to be a credit to him. He is always willing to help with the boring tasks as well as helping other young people progress in their sport.

P has also gained a first aid certificate, completed a child protection course, and will be receiving a Saltire Award this year for his participation. The Radworx youth worker comments " When I first met him all he mentioned was how hard things were at home since his father left. Feeling down with all the pressure and little hope for the future thinking this was the way things were going to be from now on. It's good to hear him now talk about the things he has been doing and planning. He seems to have a more positive outlook and is turning out to be a very pleasant and polite chap always grateful to help."

Employability, South Lanarkshire College, Social Care Inclusiveness Project

Linda had been unemployed for 20 years before being selected for the South Lanarkshire Works 4 U Inclusiveness Gateway to Social Care course at South Lanarkshire College. Her previous work history included working as a hairdresser and door step lender agent. Linda had a real interest in care and explained at her interview that she had spent many years of her life helping to care for other relatives so it was clear that she had lots of personal experience but needed help in gaining professional experience and skills.

"I was really nervous at the start of the course and didn't have much confidence but I pushed myself because I knew this was the career path I wanted to take. I completed five weeks at college which led onto a work placement in a local care home. After three weeks on the placement the manager said she was really pleased with my work and asked me to apply for a part time position. This boosted my confidence and I was delighted to have been approached but I really needed full time hours. I kept searching for work and in September 2014 started in the 3 Bridges Care Home. I really love the work and I'm enjoying new challenges every day."

Employability, Winter Leavers Programme, Ready 2 Work

Brian joined the Winter Leavers Programme (Ready 2 Work) in January 2014 as a shy and reserved young person who was not attending school. He had lost any routine and knew that he wasn't achieving his full potential because of his high level of absences. Brian knew that Ready 2 Work gave him opportunities to improve his chances to get the job he wanted. He achieved a 100% attendance rate, developed interview and work skills and developed his public speaking skills, helping his confidence to soar.

"I thoroughly enjoyed the Ready 2 Work project. It was great to be treated like an adult and get experience working. I'm a lot more confident now and in August 2014 I started a job as a Facilities Assistant in the CTEC Building, Cambuslang. Since I started work I have gained a certificate in Fire Safety and First Aid. The whole experience has helped me realise exactly what I want to do after this: I want to move into a craft apprenticeship."

Brian now acts as a mentor for the project, speaking to other young people who are starting the programme and acting as a role model.

Employability, Connect 2

Helen faced many challenges after her mother's death. She relied on her mother for support while working and after her bereavement she experienced depression where things spiralled out of control both emotionally and financially. Helen faced many personal challenges during this time

and as the sole provider for two young children she was forced to take low paid jobs during school hours to make ends meet.

Helen then found out about Connect 2 as she was interested in care work and in particular palliative care having looked after her mother before she died.

Her support worker managed to find her a 6 month work placement in a day care centre and following that she has since secured a job with St. Margaret's Hospice.

"I am very grateful for the opportunities afforded to me through being part of the Connect project. The qualifications and training I have gained gave me the confidence to apply for the post I now hold at the hospice. I had always thought that this type of job was out of my reach".

Child Development Early Intervention, Early Years Home Links, NHS/SLC Education

Young mum A lives at home with her partner who is at college Monday to Friday. She has a four year old at nursery, a two year old at home and is expecting her third child in August. She suffers from stress and anxiety on a daily basis when out and about in her local community. This was brought about as she was attacked by a group of young teenagers and was left severely beaten and bruised needing hospital attention. The Early Years Home Links worker was asked to support the mum as she went about her daily routine and to encourage her to engage in classes from other agencies so she could learn techniques to manage her issues and improve her well-being and confidence. The family live in a block of flats and the children don't get out much due to mums issues and feelings of being unsafe. She only goes out if she has an adult or her child with her, never alone. The nursery also confirmed that the child was missing an average of two nursery sessions per week.

Since engaging with her Home Links worker, mum has taken her children out and about in the community to the library, the core group and other various outings helping her to build confidence and manage her anxiety. She has joined the Managing Children's Behaviour classes as her sons behaviour isn't good on returning from visits with his father. She has also agreed to attend Stress Control classes starting in May.

After disclosing that she struggled financially to put flooring in the kitchen and children's bedroom she was supported to make a telephone claim to the Welfare Fund for linoleum and carpet and was successful. This helped to lift her mood as she wanted the children to be able to play in comfort in their room. Her child's attendance at nursery has also improved slightly (four afternoons per week) as she is now beginning to realise that he was missing out due to her stress and anxiety issues.

Dad is a mature single father who is battling ill health and has a three year old son. He recently became the sole carer for his son after his partner suddenly died. The child has had a very difficult start in life due to not having a stable home life until recently. Dad agreed to work with a Home Links worker to help him set boundaries and routines and to develop parenting skills more generally.

During the first home visit it became apparent that Dad needed support with eating and sleeping issues the child was having and that he would benefit from peer support. Since then he has been attending the Fathers group for peer support at the local Family Centre. He has followed the strategies agreed for improving his son's eating, has taken advice on board regarding sleeping issues which are improving and dad appears more relaxed with worker. He was also given the contact details for bereavement services should he wish to call them for support. During the short time working with the father, his Home Links worker has noticed him becoming more confident with his parenting skills and communication. His son is more settled in nursery and less distressed at snack time and outdoor play. Both worker and nursery are working together to ensure continuity between home and nursery thus ensuring the family are receiving the appropriate support.

Early Intervention Education, Back to Basics

Nicola resides in Whitehill with her husband whom she cares for and her four children. She has not been involved in any formal learning since leaving school and came along to the group hoping to gain some additional volunteer experience. At the start of the course Nicola was a member of her son's parent council.

As a result of the programme and Nicola's confidence and self-esteem increasing, she has gained her first accredited qualification since leaving school. She has joined the Whitehill Activity Group and took an active role in planning and organising the community Christmas event and has signed up to join the local group who are developing Bothwell Road Park. Nicola used her volunteer experience and volunteering qualification to apply to study community learning and development at the University of the West of Scotland was successful and starts in September 2015.

Laura left school with no qualifications. She is a single Mum of four children who is new to the Whitehill area. Laura is an ex heroin addict who is trying to get her life back on track. However, Laura faces a number of barriers.

This particular learning experience has made a huge difference to Laura and her family. Being new to the area Laura didn't know anyone or have any positive relationships within the community. Since coming to the group, Laura has built a positive peer group with other group members. This friendship group is helping her to integrate within the community.

As a result of the learning experience Laura has successfully gained her first qualification.

Since the group finished Laura has moved onto other learning programmes within the CLHSP team. These have included; family arts and crafts and a handling children's behaviour programme.

During her involvement with CLHSP Laura has gained confidence in her role as a parent and is adapting her parenting skills with her children having an appropriate balance of rules, consequences and praise and reward.

Towards the end of last year Laura became a member of the Whitehill Activity Group. The group is made up of local people who plan, organise, deliver and evaluate activities for local people/families. Through the group Laura helped plan and volunteered at the Community Christmas event 2014. She has continued to volunteer with the group and recently helped plan and organise a workshop and fundraising stall at an International Women's Day event.

To support Laura's new role as community volunteer Laura has undertaken an accredited first aid course. Laura plans to continue volunteering within a community setting. She also plans to undertake the steps to excellence course to help her set goals and plan for the future.

Early Intervention Education – Raising the Bar

Young person A identified as being in need of additional study support by Pupil Support staff. She was encouraged to attend study support sessions after school and on a Saturday morning. "I have been attending supported study and getting extra help from my teachers on parts of the courses I find challenging. I have developed study techniques, practiced exam style questions and have developed my exam preparation skills. It has been really useful for me to get extra one to one time with teachers and being able to ask extra questions. I have enjoyed the Saturday morning sessions the most as I feel you get more time with the teacher and are less tired than at the end of the day."

Early Intervention Education, Nurture Support

Pupil B is extremely shy and anxious. He lacks confidence and needs teacher support to complete tasks. He also finds it difficult to contribute to class discussions. At times, Pupil B has had toileting issues, most likely caused by stress. In class, Pupil B's targets have been to 'recognise his talents and realise that he is good at things' and 'work with others in an appropriate manner'. These targets are as a result of the Boxall profile completed in December.

Since attending the Butterfly group there has been a noticeable difference in Pupil B. His class teacher and other adults working with him have commented on this. Pupil B is much more outgoing and generally much happier.

He is happy, outgoing and content within the Butterfly group and is happy to discuss feelings, work with others and contribute to group discussions. These behaviours have transferred to class. Pupil B's mum has attended three Butterfly group parent sessions and has been very involved. She has also expressed an interest in attending further parent group sessions organised by the home/school partnership.

Education Early Intervention, Work It Out

Declan left school in the summer of 2015 and had been in care since a very young age. He attended Ridgepark and then Kear Campus Schools. He had poor literacy/numeracy skills and this affected his behaviour and caused frustration and issues of self belief.

Through Tackling Poverty funding, Declan attended First Steps Future Training where he got tasters in construction and this served to raise his confidence and motivation. He left school and started South Lanarkshire College and has now moved on to an Employability Fund programme with Street League.



www.southlanarkshre.gov.uk

If you need this information in another language or format, please contact us to discuss how we can best meet your needs.

Phone: 0303 123 1015

Email: equalities@southlanarkshire.gov.uk