

Tackling Poverty Programme

Annual Report 2015-16

Chapter 1

Tackling Poverty Programme Annual Report

1. Background

The Tackling Poverty Programme has been in place since April 2011. It was established by South Lanarkshire Council following the removal of Scottish Government ring fenced funding to address the symptoms and root causes of poverty.

The programme budget for 2015/16 was £4,624,869.

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.

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

The programme provides a substantial contribution to the Councils 'Connect' priority 'Tackling disadvantage and deprivation' and to South Lanarkshire's Single Outcome Agreement and associated Improvement Plan targets and outcomes.

The Tackling Poverty programme for 2015/16 focuses on the following priorities:

- ◆ Early intervention and prevention
- ◆ Employability
- ◆ Support for vulnerable individuals and families
- ◆ Financial Inclusion
- ◆ Health improvement
- ◆ Community engagement

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

The Tackling Poverty Programme for 2015/16 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

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

As mainstream resources become tighter, all partners are seeking to draw in additional resources from a range of external funding sources. Tackling Poverty programme delivery partners have been encouraged and supported to use their allocations to lever in additional external funding to maximise the impacts of their respective programmes in South Lanarkshire.

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. Alongside the Tackling Poverty team's support, the External Funding team within Regeneration Services in SLC has provided assistance in the development of many of the successful bids.

The monitoring process undertaken each year includes analysis of leverage and in 2015/16 at least £1,656,305 of additional funding has been reported. Although this is lower than the year before (£3,553,695m) it represents an additional 36% of the Tackling Poverty Programme value.

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
			2015/16
Healthy n Happy Community Development Trust	£254,198	To extend assets based community capacity building work; family focussed support work and parent cafes.	People and Communities Fund (SG); Big lottery Our Place; Lloyds; ADP; Catternach
Burnhill Action Group	£32,326	To extend assets based community capacity building work.	Lottery Investing in Idea, Pride Of Place, Health Engage, Asda Foundation, Participatory Budgeting
Healthy Valleys	£68,500 (approx)	To extend Time Out youth mental health programme	Henry Duncan Fund and Scottish Government People and Communities
Cambuslang and Rutherglen CAB	£74,000	To extend outreach advice services.	Scottish Government People and Communities.
Community Links South Lanarkshire	£250,000 (approx)	To extend SELECT ICT support; to develop community led responses to food poverty; to support anti sectarian activity and capacity building.	Scottish Gov People and Communities; Big Lottery; NHS Lanarkshire; STV appeal.
RegenFX Youth Trust	£105,300	To increase range/scale of youth diversion activities.	Youthstart; Youth Link; CSP; STV.
Pride of Place	£71,910	To support community led environmental /physical	Scottish Government; Tesco; range of small scale

		/community improvements. Included a Participatory Budgeting programme and a wide range of local small scale projects.	grant programmes and fundraising.
SLC Housing - Welfare Reform/Tackling Homelessness programme.	£1450	To provide families affected by benefit cap reductions with support at Christmas	Cash For Kids
Employability	£830,947	To extend range and scale of employability supports and opportunities available.	Scottish Government/ESF
Total external funding	£1,656,305		

5. Performance

At the beginning of the financial year, targets were established for each of the programme components in conjunction with the programme managers.

Programme managers also provided a half yearly progress report detailing progress towards targets and any concerns relating to performance.

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 as well as its Regeneration Strategy 'Building a Sustainable Future'. It also contributes to the local and national Economic Growth strategies given its focus on supporting employability and in work progression and tackling inequalities. The interventions delivered via the Tackling Poverty programme contribute to the delivery of the SOA/Improvement Plan outcomes for South Lanarkshire.

The Community Empowerment Act places a responsibility on Community Planning Partnerships and individual members to tackle local inequalities and engage communities in shaping and delivering services. Activity supported within the programme, in particular targeted capacity building activity in the 5% most deprived communities provides good evidence of the Councils commitment to engage communities and reduce inequalities between our most and least deprived neighbourhoods.

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 3 themes/priorities within the Scottish Government's Child Poverty Strategy - Pockets, Prospects and Places.

There is a very strong focus on the Early Years – supporting parents and young children from pregnancy onwards to improve outcomes later in life.

As the Early Years and Raising Attainment for All collaborative continue nationally and in South Lanarkshire, it is clear that much of the work supported through the Tackling Poverty Programme, such as Parent Cafes; the Early Years Home Links programme; and further development of Breaking the Cycle will make a very strong contribution to the delivery of these programmes. 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 have been shared nationally.

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.

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. Work is ongoing to ensure that all food bank users are directed to Money Matters and CAB services and to the Scottish Welfare Fund to ensure they are receiving their appropriate entitlements; are supported to appeal sanctions where appropriate and are given the necessary financial wellbeing advice and support to try and find sustainable solutions beyond food bank use.

The small development budget linked to the Financial Inclusion Network continues to support new activity and developments including interventions to tackle digital exclusion; a financial wellbeing support hub and 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.

Detailed information on the programme components follows the case studies section of this report 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 - **89% of targets set were achieved/exceeded; 10% were within 75% of target and only 1% 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.
- 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.
- The Tackling Poverty Programme Leads continue to meet regularly throughout the year to consider shared challenges or opportunities and encourage and support links between programme elements. External funding opportunities are regularly reported as are updates on key issues such as Welfare Reform.

6. Summary of key achievements

- Many of the Tackling Poverty interventions rely on the goodwill of volunteers who are recruited and supported to provide services and support 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 individual volunteers is also evident as volunteering can provide those out of paid work with a purpose that

will in turn build 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.

- 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.
- 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 and ensure that when families achieve their outcomes and are signed off the programme, partner agencies continue to track progress and provide the necessary support to sustain the improvements.
- Through Council and CAB money/welfare advice and support, over £1m 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.
- 3189 residents were engaged on the South Lanarkshire Works 4U employability programme. Of those, 1417 residents progressed into employment with the remainder building skills and confidence through training and educational programmes.

The Early Years Home Links programme launched last year aims to work with targeted vulnerable families from nursery stage to and through transition to primary school to improve nursery attendance and a range of other indicators linked to child development and child and adult wellbeing. Early reports suggest the support offered is making a positive difference to families with improved home learning environments and improvements in child development.

- The Youth Diversion programme has engaged with almost 9000 young people, the majority of whom live in areas where youth crime and disorder have been key challenges. Volunteer recruitment and training is fundamental to ensuring a community-led and sustainable approach and over 400 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 almost 800 new low income families (dealing

with 4442 issues) 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.

7. Examples of programme impacts – case studies

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

In 2015/16 £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.

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.

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.

Community Links South Lanarkshire and HealthynHappy Development Trust have facilitated this work in partnership with Council staff and partners.

Significant outcomes in 2015/16 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; money advice provided by CAB; Digital inclusion support by SELECT and community run cafes, cooking and budgeting activity and food co-ops. The Community Hub model will continue to be rolled out to all of the eight priority areas in 2016/17.

Over 2015/16, volunteering has increased in target areas as community groups and activities have developed as a result of the capacity building support. 124 residents volunteered and participation levels increased with 49 community led activities taking place and participation level reaching almost 10,000.

In 2014/15 Springhall and Whitlawburn were selected to benefit from Big Lottery “Our Place” investment. This brings 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. The Lottery has earmarked circa £1million to support emerging priorities and their mainstream funding streams are still accessible to add value to this as are other external funds. In 2015/2016 a “community vision” has been developed and agreed, residents are beginning to mobilise around a number of locally determined priorities resulting in 7 discreet working groups being formed to take forward local ambitions. Partners are involved via a stakeholders group.

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 of sharing and disseminating information across all stakeholders.

The paper is used to promote a range of opportunities including, support and service, employability, training and learning as well as showcasing the achievements of community and voluntary sector.

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 in 2015/2016 was the continued integration of broader based information on support and services providing assistance to mitigate poverty and it's the impact.

9 Tackling Poverty Programme 2016-17

Given the significant financial challenges faced by South Lanarkshire Council, the Tackling Poverty Programme budget has been subject to savings totalling £455k reducing the budget available to £4,169,869 for 2016/17. This has impacted on a number of the interventions supported however delivery partners are making every effort to minimise the impact of these savings on outputs and outcomes, wherever possible looking at efficiency measures to reduce costs.

Chapter 2

Case studies – Tackling Poverty Programme 2015/16

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

Employability

South Lanarkshire Jobs Fund

Cameron, aged 24 was long term unemployed with multiple barriers to finding work including several criminal convictions, very little work experience and no qualifications. Resident in Halfway, he had low motivation and confidence when it came to the trying to pursue any employment opportunities because of his barriers. Cameron felt that for the most part it was a waste of his time even to apply for jobs.

Cameron registered for the additional support provided by South Lanarkshire Works 4U and was more hopeful of opportunities available to him. Over time Cameron's confidence increased greatly and he was applying for vacancies. A local engineering business who works regularly with SLW4U agreed to interview Cameron thanks to the offer of a 50% wage subsidy for six months. The employer offered Cameron a full time contract on the condition of him obtaining his counterbalance forklift licence.

As a result of this condition to his job offer, Cameron was referred to Skills Development Scotland's Employability Fund where he was put through the training and certification for the required licence.

The support of South Lanarkshire Jobs Fund helped to ensure that Cameron's employer is more open to recruiting young people with barriers from South Lanarkshire. The company MD told us "I have been really impressed by the commitment of the young people who come to work for me. The financial incentive means we can spend more time with the young people ensuring that they fit into the world of work well and none of them have let me down".

Cameron's wage subsidy ended in November 2015 but he continues in his employment and is going from strength to strength in his position. He feels 'like a new man' and could not imagine a time that he was not employed.

Activity Agreements

N was 16 years old. Bullying in school culminating in an unprovoked attack had caused her to disengage from Secondary education. As a result N became socially isolated; her confidence was significantly affected as was her ability to communicate. To help to address these issues and difficulties with literacy and numeracy, she was referred to Activity Agreements.

Following discussions with her Activity Agreements advisor, N attended a weekly local literacy /numeracy class. She also successfully completed the H20+ personal and social development programme and in a bid to address her past experiences, she was connected with a Health 4 Employability counsellor with whom she still meets for support.

N then felt ready to take on further training and was accepted onto the FLOURISH programme that allowed her to build experience and confidence in working with flowers. This programme ended in January 2016, and to continue to enhance her work experience, communication skills and ability to relate to others, N also volunteers two days per week in a local charity shop.

Her Activity Agreement Officer is now working with her to find appropriate paid employment and ensure further and sustained progress.

Job Brokerage

John is currently claiming Employment Support Allowance and hasn't worked for a long time. He was in a coma four months ago and had to spend some time in the addictions unit at Gartnavel hospital. He has just got back into a mental state where he feels capable of getting back into work.

It was recommended to John that he speak to someone at Routes to Work South (RTWS) for some advice about finding a job. His Advisor at RTWS recommended that he would benefit from the You Matter course.

The You Matter Course is delivered two days a week for 10 weeks. The aim of the course is to equip participants with the life tools they require to confidently move towards their work goals.

During his time on the You Matter Course John picked up a first aid qualification and thinks this achievement will help him in whatever he does in the future. The You Matter course helped John to start socialising again. He firmly believes it is the start of a whole new life for him and plans to move onto another course.

He understands that he has made a lot of wrong choices in life but the You Matter course and support he has received has started him on the journey to get back to work. The program has given him hope.

John would strongly recommend RTWS to anyone, especially if they suffer with confidence issues or have faced the kind of problems that he has.

Rebuilding

Paul had been unemployed since leaving school, was low skilled and also had a criminal record. He did however have a positive attitude and was keen to sort his life out. Myself and another colleague who works with young offenders during their sentence and on release worked together in order to allow Paul to achieve his goal of working in the construction industry.

He was provided with interview coaching for future job interviews and was soon offered a job with a local construction company if he was able to gain a dumper truck ticket. My colleague also worked closely with him in order to ensure he continued to stay on the right path and supported him in preparing for his driving theory and practical test as Paul knew that this would also open up other opportunities for him in the future.

I contacted training providers to arrange dumper truck course. This was arranged the same day that Paul was registered and a course date agreed for the following week.

Paul is extremely grateful for receiving funding and the support provided and is very positive about his future. He has started work with the company who offered him employment and is doing well. The company have mentioned that they will continue to look at ways of progressing Paul within the company and provide continuous training to improve his prospects of sustaining employment with them.

Rebuilding

Gordon had been unemployed for four years due to his young daughter having a serious illness. He had been supporting his partner by attending regular hospital appointments and assisting with his daughter's care during this time. His partner was also out of work and they

had been finding it difficult to cope financially for the last few years. Gordon had no qualification and was keen to learn new skills so that he could build a lasting career and support his family.

When his daughter's health had stabilised, Gordon was keen to secure employment. He heard about the Rebuilding Project and contacted the team for advice.

The Rebuilding Team spent some time getting to know Gordon and his requirements and researched the possibility of him gaining his asbestos removal qualification and helped him search current vacancies so he would be able to secure employment in the asbestos removal industry, once he gained the relevant qualification.

Within days of Gordon registering with Rebuilding; researching opportunities with staff and deciding to focus on asbestos removal as an area of work, RTWS had organised the Asbestos Removal Course, medical, and had also identified funding for necessary safety equipment.

Once Gordon had completed his training, the Rebuilding Team contacted a prospective employer, advised him that Gordon was now fully qualified and arranged an interview. Following interview coaching, he gave a very good account of himself and was offered employment starting the next day.

Gordon is over the moon that he is now back in work and earning a good salary after being unemployed for so long, and within only 4 weeks of registering with RTWS.

Youth Diversion Programme Burnhill Youth Club

Young Person A is 15 and has been a member of the Burnhill Youth Project for a number of years. When attending, in discussions with youth workers she shared that she had a very negative attitude towards school and had a very low attendance rate. A comes from a family where drugs and alcohol are a part of the daily routine.

A and her friends have now started openly discussing their use of illegal drugs at weekends including ecstasy, marijuana and MDMA. The youth workers at the project have been using a harm reduction method when speaking to the young people about this behaviour and have tried to give advice on how to stay safe.

Youth workers at the project have referred A onto a couple of different programmes to try to address the issues she has shown in the youth project. Firstly RegenFx's Youth Work Training Academy (YWTA) programme as she enjoys working with young people and helping out with the younger youth club. This programme has taken this A out of her comfort zone and her peer group and has encouraged her to make new friends.

She now attends the YWTA programme and volunteers at the youth project for a few hours per week. After attending the programme for a couple of months she has expressed an interest in applying for college to pursue youth work as a career. This has given A the encouragement and incentive to stay on at school and try to pass some of her exams in order to strengthen her college application.

During the YWTA programme the young person has also attended The Street Project and seen scenes about the risks involved with drug taking and took part in a workshop afterwards to discuss these issues and she really seemed to take it in and wants to make positive changes in her life. She also has expressed an interest in becoming a cast member in The Street Project next year.

Youth workers will continue to work with her and encourage her to pursue her career goals and make some positive changes in her life along the way.

Streetbase

While the focus is on the young person sometimes staff engage with the parents in order to signpost or support the parents to aid the wellbeing of the children or young person. One example of this is when over a six month period they engaged with the family of two young people.

Staff noticed that one of the parents was drinking a considerable amount and they also suspected there were substance misuse issues. While gathering in consent forms for an activity, they spoke with the parents and said they were going to organise a game of rounders with some young people and that they were free to attend. Both parents of the two young people attended and appeared to enjoy it; this initial meeting allowed staff to slowly build a relationship and they regularly popped by the house; stopping for a chat at the door to see how they were getting on.

During these times they spoke about alcohol and related issues, using this brief intervention method allowed a wider discussion to develop. It turned out that both parents actually wanted to cut down their alcohol intake but said that boredom was a factor, staff spoke about alcohol services and left leaflets and contact numbers but the parents said they didn't feel they needed it. Staff then suggested ways of relieving the boredom including returning to education and using their spare time more constructively with their two kids. They suggested courses Lanarkshire college, but both parents felt that they were not ready for this due to them not having a good grasp of English and Maths. They were instead signposted to the Big Plus and after six weeks staff noticed a marked difference in the parents and both young people reported that their parents were now helping them with their homework.

Staff still felt that there was an element of alcohol misuse and through their conversations spoke about the benefits of swimming for not only their children but for them also. They encouraged the parents to make it a family activity; which they did and fed back that it was really enjoyable and at the same time felt it was really relaxing and helped them cope better; the main outcome is that this has stopped the parents drinking on a Friday night as they have their swimming on Saturday Morning.

Staff are still supporting the family, one parent is looking at painting and decorating courses, the other parent is looking at college courses in hairdressing for next term intake. Staff report a marked difference in the two young people and they appear to be doing much better, being more settled and not engaging in some of the behaviours that previously were problematic.

Local Youth Project

Young person A is a young person who lives with his mum. He has been attending the local youth project for around 12 months. A currently volunteers within the project.

He is autistic has learning support needs and medical conditions. He has been very isolated growing up and heard from friends/teachers at his school about the youth project and came along and asked if he could get involved. He was a very agitated young man with little social skills. His parents are separated and young person A is the main carer for his dad.

Because of his lifestyle and learning needs he would present himself in an unkempt manner and stressed about school work and general living. When stressed, he would at times get aggressive towards himself and other young people.

The workers and volunteers within the youth Project have implemented a support programme for A that include dealing with his challenging behaviour. A has shown tremendous dedication by attending the youth club every week and helping out in both junior and senior sessions. He loves sport particularly Rugby and uses his skills now to mentor the younger age group. He has also successfully completed his Youth Work Training Academy and Advanced Youth Work Training both delivered by RegenFx Youth Trust which has had a huge impact on his confidence, making new friends and helping him engage better with his peer group.

Since he has been actively engaged in the project there has been numerous reports of a dramatic change in young person A's confidence and communication skills, self belief and his school work. He is now looking forward to taking part in more personal development opportunities through the new Additional Support Needs Group that RegenFx are organizing.

Local Youth Project

Young person B is deaf and lives with mum and sister. She has been attending the youth project for regularly for two years.

Within the family home there is substance and alcohol misuse. She had stopped attending school due to her appearance and lack of confidence.

Because of her chaotic lifestyle young person B presents herself in an unkempt manner and is often hungry. Over the past year or so she has become very distant and detached from day to day life and although mum is trying to overcome her own issues she is very concerned about young person B.

The workers and volunteers within the youth project have built a great relationship with young person B and have implemented a programme that will help and challenge her issues.

She attends the youth club every week and helps deliver beauty nights, which has given her the opportunity to take pride in herself. She also runs the tuck shop and helps in the kitchen and at the end of the evening she can take food home and have this with her family. Since being actively engaged in the project there has been a massive change in young person B, her confidence has grown and she takes pride in herself. Her attendance at school is better and she has put herself forward for an educational trip to France.

She is looking forward to taking part in other personal development opportunities like the RegenFx Youth Work Training Academy and becoming a responsible volunteer within the project.

Terminal One

C attended the centre with her Mother using the café facility. Workers noted that she was rarely at school and knew her two younger siblings from attending youth clubs. Workers started getting to know C and let her use the internet facilities when her family were in the café. After a few weeks C came along to a youth club and was very shy and reserved, she said very little but still got involved in activities. C shared that she did not have friends at school which was why she did not like it. She was involved in lots of workshops including

confidence building, communication, team building etc and she made friends with her peers (some of which went to her school). C started to attend school and left after her exams.

She completed the Youth Work Training Academy and Advanced Youth Work Training with RegenFX and started volunteering in junior groups in Terminal One. She also started a dance group and performed in a show with an audience of 300. C was supported in writing her application to study community work at college and completed her NQ successfully.

She is now studying dance at college and is still volunteering in three youth groups.

Basic Youth Work Training

Young person A, a participant on the Basic Youth Work Training course is a 19 year old female who has had a very unsettled family life and due to this ended up homeless for almost a year. She was put into supported accommodation within the Blue Triangle Housing Association. She now has her own tenancy and has sustained that for over two years. This young person is attending college doing a social care course.

She came along to our Basic Youth Work Training course and was initially quite shy and introvert. She did not have experience of working directly with young people but wanted to pursue this as a career path. As the weeks progressed her confidence grew and she started to stand out amongst the group as being extremely keen and willing to learn. As part of the course, the attendee's organise a session within a youth work setting, this particular young person managed to take a lead role in organising the session and was particularly natural when it came to delivering the youth work session. The change in confidence levels was very apparent. She then came forward and asked if we could provide her with volunteering opportunities as she was keen to do further work with young people. We helped organise a placement in a local youth club within her own community. She has since been volunteering there and has also gone on, with our support to secure part-time work with the Richmond Fellowship supporting young people with additional support needs and behavioural issues.

I kept in regular contact with the young person to help support her and see how she was progressing. Young person A then attended our Advanced Youth Work training course, which is delivered over a weekend. The young person again showed a further lift in confidence and delivered an issue based session to 20 other adults and young people who were part of her peer group. Her confidence and self-esteem has changed dramatically over the time she has been working with us.

Junior Youth Club - HIPY

Young person A is aged 10 and has been a member of the group for over a year now. Throughout the past year he has experienced a number of bereavements within close family members, including his mum and grandfather within a short space of time. He has also had a number of changes in his life, and he now lives with his older sister who has kinship care of him.

He has continued to attend the group throughout the year, although he finds it hard to concentrate and regularly got into arguments with other group members over simple issues. Due to his personal circumstances, workers were keen to encourage him to continue attending the group and have been working with him to recognise his trigger points and defuse situations before they happen, and to help him focus for longer periods of time. They have built up a closer relationship with him and through adapting activities and providing additional or alternative activities they have managed to keep him engaged. They have also given him responsibility for helping with games and organising snacks to give him a sense of involvement and responsibility within the group.

Slowly over the past few months his behaviour has improved and he has been fighting less with other group members. Hopefully his behaviour will continue to improve within all areas of his life as he now has stability and a secure home environment.

Breaking the Cycle

Family M consisting of mum, dad and five children were referred to Breaking the Cycle as they were facing eviction for rent arrears; had a history of anti social behaviour and were not engaging with services.

BTC staff had initial difficulties in getting access to the property/family.

There were major issues around DWP benefits. Due to multiple changes in circumstances in the family housing benefit was stopped and there was a decrease in income for the household. Daily visits were required to try to resolve finances and to get housing benefit reinstated. Further involvement with the family and assessment of their needs identified that the family needed help with a wide range of challenges including, mental health issues for mum and oldest son; domestic violence; substance misuse; offending; issues around parenting and ongoing financial/budgeting issues.

During this period, Mum decided that she had to leave the family home due to further incidents of domestic violence and left with the three younger children. Support from BTC continued and she was accommodated in emergency B&B accommodation until a temporary furnished flat was identified for her. She is still residing in this property but has accepted a permanent offer of housing and is waiting for repairs to be carried out in order for them to move.

In addition to supporting the mum and family to resolve housing issues, the BTC case worker has linked mum to psychiatric services due to issues around her mental health. Mum was also referred to Women's Aid; Money Matters support; and GP and dental services. The caseworker is liaising closely with Social Work and Education to ensure an effective and joined up approach to supporting the family to improve their outcomes. This has included supporting the children to move schools and to identify local clubs and activities to enable the family to integrate into a new area. Parenting support and guidance has also been provided.

BTC has also helped the two older sons to access suitable accommodation for their needs and both are residing in supported accommodation. Staff were however unable to support dad following the relationship breakdown as he refused input from our service and further incidents of ASB and breach of his ASBO resulted in a custodial sentence.

Breaking the Cycle

Dad and one child (Family X) were referred to BTC following reports of anti social behaviour at their tenancy. They were also facing eviction as a result of rent arrears. Partner agencies also reported parenting issues as the child was not attending school, and was involved in serious criminal behaviour in the community and daily substance misuse. She had been placed in a secure unit for a short period of time, on her release from which she was placed on a movement restriction order (this was breached 10 times prior to BTC becoming involved). At point of referral there were five other services involved with the family.

The BTC support worker focussed on building a positive relationship with all family members as there were older brothers who lived elsewhere frequenting and influencing the dynamics of the family. Once this was established the key areas addressed with the family were: Dealing with critical rent arrears and looming eviction; supporting budgeting; parenting/boundaries; ASB in the house and in the community; lack of furnishings/poor

decoration in house; poor engagement with services; Substance Misuse and establishing an education Plan.

Dad was supported to engage with the Legal Services Agency to seek legal representation at court for the looming eviction resulting in this being suspended to allow him to sustain an agreed payment plan. Additionally – he was supported to maximise his benefits and a Discretionary Housing Payment was awarded reducing the arrears significantly.

Daughter enrolled and completed the Street League programme and then attended a college placement at Cardonald College. She returned to boxing twice per week, which was something that she was always passionate about, but had been barred by the coach due to her behaviours. She is now training with the female Scottish team with a positive placement in her category. Her substance misuse of drugs and alcohol has ceased as she must keep her fitness at a peak for her training and competitions.

There have been no new incidents of reported ASB in seven months or criminal charges in 10 months.

BTC staff are now supporting the family to ensuring that payment agreement is being kept/updated Housing Benefit claim; that positive improvements in parenting/boundaries are sustained; build budgeting skills; consider further education/employability progression and upgrade their accommodation. BTC are now the only remaining service involved with the family.

Early Years Home Links Workers

Mary is a single mum who lives in Cambuslang with her four year old daughter. Initial contact and an assessment of needs highlighted that Mary lacked confidence in herself and more generally in her parenting skills. She didn't know how to react to her daughter's behaviour, feeling unable to deal with her child's outbursts which often led to Mary "giving in" particularly when they were out. Mary also found it difficult to make time for herself and admitted to feeling quite tense.

The Early Years Home Links worker worked with Mary to develop an action plan to help deal with these challenges. This included improving her parenting skills using the early years FAIAR to put routines and strategies in place (such as using a behaviour and sleep reward chart, with very positive outcomes). Over time Mary got involved in local groups and this helped build her confidence and provided her with the opportunity to socialise with other mums. She also attended a Managing Children's Behaviour Group.

Mary and child now have a more positive relationship, and Mary feels more confident and together they are more engaged in activities and groups.

The child's behaviour has improved and outbursts and aggression have reduced. Attendance at nursery has also improved and the child is now more focused on learning and much more sociable at nursery. Mary is less stressed and more able to manage her child. Although engagement with the FAIAR programme was not always consistent, Mary is eager to deal with the situation at hand to improve family life and the well being of everyone at home. Progress has been slow but the family are making positive changes and the child's behaviour has improved making family life much better.

Early Years Home Links Workers

Barbara and Rick live in Cambuslang with their three year old. They are struggling to cope as their child won't settle at bed time and they are exhausted. Barbara regularly sits up through the night trying to settle her child and often goes to bed at 5.00am and she then

struggles with her child's behaviour during the day as she can be grumpy and struggles to settle.

Rick has recently moved back into the family home and this has impacted on their income. They are also struggling to cope with council tax arrears.

After an initial assessment of their circumstances with the Early Years Home Links worker, Barbara and Rick agreed that a Sleep Scotland individual sleep programme would be introduced and a detailed interview helped identify issues and ways of addressing the child's behaviour. This was then monitored as part to highlight improvements. At the same time the family were signposted to Money Matters concerning their arrears and financial situation more generally. Outcomes for the family have been very positive. Barbara and Rick continue to use sleep diaries to identify problem areas, however their child is now keen to sleep in her own bed and encourages her parents to leave the room while she settles to sleep. She is now more alert daytime, enjoying a full day and plays well with her peers and her concentration levels have improved. Mum and dad have time to spend together, are more relaxed and their relationship has improved. Mum is getting a full and restful night's sleep and is thinking about taking up part time employment. Through Money Matters support the family are feeling more financially secure with council tax arrears now being paid off in small manageable sums.

Early Years Home Links Workers

Tom and Fiona live in East Kilbride with their five children ranging from 1-15 years old in a very over crowded property. This is further compromised as their eldest child has a medical condition requiring a stair lift. His mobility issues and personal needs means he would greatly benefit from a wet room.

The younger children are not able to move within the home freely. At the initial point of contact with the Home Links worker the family said they had previously contacted Housing Resources and had been informed that suitable alternative accommodation was not available at that time. The parents were feeling very low about their housing situation and said they had "given up". This was in turn having a negative impact on the whole family. After discussion it was agreed that housing would be contacted again at the same time consideration would be given to assess possible ways of adapting the space within the current property.

Local activities would be identified for the younger children to take part in through the day and possible support for the parents to access would also be identified. The parent's mood lifted knowing that they had someone there to support them. Having contacted housing they have reevaluated the family situation and looked at other options. The family have been informed that they are getting a new home next year – due to a new housing development and they will be getting a wet room and a bedroom on ground level for their eldest child. Mum has arranged play dates, with the younger children during school and nursery time, the children are having more experiences and more space to explore. All of this has helped to lift mums mood.

Financial inclusion

Citizens Advice Bureau Scotland (CABs)

Client came into the bureau as her husband had recently died and she had received a letter from Recovery of Estates for an overpayment of income support from January 1997 to April 1997 for £1405.99. Client was upset about this and queried why the debt had not been recovered when he was alive.

Client was very distressed. The adviser phoned the DWP and was informed their computer system had been upgraded in 2005 and the overpayment had been passed on to them. The husband had originally owed £1879 as he had claimed income support while in full time work.

The adviser asked the client if her husband had any property or assets and the answer was no. DWP Adviser recommended the client complete page three of the letter she received and state that there were no assets and return the form and the debt would be written off.

CABs

Client is a retired widower and lives alone in a Housing Association rented home. He has been paying his estimated electricity bills and has now had his meter read and owes SSE £754. Client is only receiving his state pension and retirement pension. He said he would not be able to pay this full demand and asked what help we could give.

The adviser contacted DIBS charity to see if they were able to help the client, the client was awarded a cheque of £100 towards his arrears, we then completed an income and expenditure plan so we could set him up on a repayment plan which would allow him to pay this debt without having his supply cut off or without him getting into further financial hardship.

CABs

Client called into the CAB Money Outreach service based in his children's local school. He and his wife are home owners and he was in full time employment until being involved in an accident at work which left him unable to work for some time.

The clients had not been in this position before so it was very stressful for them. Given the new outreach service was based in the school meant that critical advice on benefits and support available were accessible to the family.

“We were able to offer the clients a full benefit check to ensure they were receiving all their benefit entitlement maximising their income. It also came to light the client was in debt, but had been managing to pay the minimum amount every month but due to the events of the client not working, they were unable to deal with their debts. We offered an appointment to seek specialist advice from our debt advice service, which was accepted. We were then able to discuss with the clients their income, expenditure and budgeting. The Bureau was then able to make offers to the client's creditors, to help them deal with their debts. Greatly reducing the stress for the family “

CABs

Anne is in her early 40s and lives with her two dependent children in an owner occupied property. She works full-time and has a monthly income of about £1300 including tax credits and child maintenance payment. When she approached the service, she had debts totalling £40,000 almost £30,000 of which was incurred by a friend for whom she agreed to act as Guarantor. As her friend has not met payments, Anne was liable for these debts and being pursued by creditors. A wage arrestment was also in place.

Over a four month period, the money adviser stopped one creditor inappropriately harassing Anne; gathered detailed information on her income, expenditure and debts; carried out a benefit check; identified disposable income; explored all options for debt remedies considered legal action against the original debtor, diligence options and potential outcomes; negotiated with creditors and AIB.

Anne was assisted to successfully negotiate with her ex partner for an increase in child support payments each month; she decided to opt for the Debt Arrangement Scheme and

this was submitted and approved. She will repay debts at £300 per month over 130 months. The Wage Arrestment has been lifted. Creditors will continue to pursue the original debtor. Anne's home, car and everyday expenses have been protected.

CABs

Client and partner accessed the Greenhills outreach service. Client is self employed and partner works part time, they have two children, they are owner occupiers, and their debt is (credit card) is circa £30,000. Client advised that this situation had arisen due to the downturn in business, and the fact the credit cards have been used for day to day living expenses. Initially holding letters were sent to the creditors, clients were giving a benefit check, in this instance there was no further benefit entitlement. The clients were assisted to deal with creditors, and are now repaying the debt at an affordable level to them, and acceptable level to the creditors. Clients also reduced packages for TV/phone and also fuel debt.

Money Matters budgeting advice

Client is a single male, living in a three bedroom Local Authority property with his sister. They are joint tenants of the property. Their parents are recently deceased and he has never had to deal with paying bills or running a home. He met with a budget adviser at a local community event and an appointment was arranged.

Client is in receipt of Disability Living Allowance, as he has a slight learning difficulty and suffers from severe mental health problems. He was also in receipt of Carers allowance (with a top up of Income Support) for caring for his sister who was also in receipt of Disability Living Allowance. However, she recently lost her DLA when she made an application for Personal Independence Payment. This meant that he was no longer entitled to Carers Allowance or Income Support. When he came to us, he was very anxious as he had debts as well as bills to pay.

A benefit check was completed and he was helped to claim Employment and Support Allowances. This gave him a basic income of £73.10 per week. He was also assisted to complete a questionnaire about his ill health (ESA 50) which resulted in him being placed in the support group and entitled him to an enhanced disability premium. This gave him a further £51.95 per week, increasing his weekly income to £125.05 per week.

We also helped him to deal with his debts and a reduced repayment plan was agreed with his creditors, this gave him peace of mind and repayments that he could afford.

Both the client and his sister were entitled to full housing benefit and council tax reduction. However, because of the under occupancy charge their housing benefit was reduced by 14% each. A discretionary housing payment was applied for and awarded to cover the shortfall.

His sister has been referred to the local Money Matters team to help her challenge the Personal Independence payment decision.

Money Matters budgeting advice

We had a referral from the telephone advice line team for a client who was struggling to budget. We met her in her local Q and A office and discussed her circumstances. She is a lone parent, her daughter was born in January 2016 and they both live with her parents. She receives Income Support only, and a benefit check revealed that she had entitlement to Child Tax Credit (CTC) and Child Benefit (CHB) which she was assisted to claim.

She had been at university and had to leave half way through due to her grandfather being terminally ill. She suffers from severe mental health problems. Due to her grandfather's

illness, she felt she had to return home and as a result she accrued debt for her university accommodation and had received court letters for £2981.74 causing her great distress. She had no other debt and her parents have been helping her care for her daughter. We contacted the university and negotiated on her behalf to have the debt written off.

£2420.48 was written off leaving her with £604.97 to pay. Due to her circumstances, the university also gave her a six months payment break to allow her to get on her feet with regards to being a mum.

She has now received her child benefit of £20.70 wkly with arrears of £207.00 and Child Tax Credit of £63.63 wkly and £636.30 arrears. Her case has been kept open and carried forward for 6 months to arrange a payment plan between the university and the client.

Money Matters telephone advice line

Client is a 23 year old female who was 20 weeks pregnant and in good health. She lives in a two bedroom private let. Client's rent charge works out at £102 per week and she only gets Housing Benefit to cover one bedroom at £80.77 per week. This is due to being treated as a single person under the age of 35, as per the "Shared Accommodation" rule. Due to this, client has a shortfall of £21.24 per week to pay. Client gets full Council Tax Reduction and a 25% single person's Council Tax Discount. In addition, client was in receipt of Income Related Job Seekers Allowance at £57.90 per week paid fortnightly. Client also gets one Healthy Start Voucher at £3.10 per week (client gets vitamin vouchers every eight weeks). The client stated that she finds it difficult to budget and has small debts. Client also said she needed a new bed and bedding as the one she had was second hand, the bed springs were protruding and the bedclothes were worn.

We discussed debts and problems with budgeting and she was referred to the Budget Advice Team for face to face assistance with debts and budgeting. She was also advised about a range of benefits/entitlements the outcomes being that her debts are being dealt with and repayments are on hold for six months. One debt was written off. Client now has a budget plan put in place. She was awarded a DHP for the second bedroom up until the baby's due date and this covered her £21.23 per week shortfall. It was backdated eight weeks = £138.56. She was provided with a new double bed and bedding via the Scottish Welfare Fund and was migrated from Job Seekers Allowance to Income Support without a waiting period for her new benefit. She claimed the £500 Sure Start Maternity Grant when she reached the 29th week of her pregnancy and this was paid in to her account four weeks later. She notified Income Support when the baby was born and her income increased by £15.20 per week to £73.10 per week and backdated accordingly. She also successfully claimed child benefit and child tax credits and has received an additional Healthy Start voucher for the baby. The case is now closed as all relevant benefits are in payment.

Community engagement

Pride of Place – Holmhills Park

Pride of Place has enabled Friends of Holmhills Wood Community Park to put the identity and pride back into what was once a very beautiful community Woodland Park. The bulbs placed around the park entrance posts add a splash of colour and a warm welcome to fantastic woodland in the very heart of Cambuslang. There are nine entrance posts in total north, south east and west of the park. The new welcome sign; posts and notice board have further enhanced the identification of the woodland "We are delighted with these new additions which have put this park firmly back on the map. We are extremely grateful for the funding and support we received from all the members of the Pride of Place group and we strive to continue to make positive changes to this fantastic community asset."

Pride of Place - Holy Cross Eco Group

“Some of my S4 pupils do not get study leave this year. The garden project has given them a focus to attend school at this time. They have designed the garden layout and are project managing the whole process with enthusiasm. Every pupil involved has a chosen task to complete. The interest and commitment from these pupils has been outstanding. The relationships within the group have improved as they work together in harmony (most of the time). Their respect for others and for the staff has greatly improved, giving these pupils an experience most would never have in their home life.

So far the project has been successful in engaging some of our less able (academically) pupils by giving them the chance to show the rest of the school what they are capable of achieving.”

Targeted community capacity building

A is a woman in her 40's. She is a very active and respected member of the community and has recently become a member of the Springhall Community Resource Group. She has considerable contacts within the community which she has put to good use, encouraging more people to get involved and in doing so building the capacity of the group. She has significant committee skills which she is keen to share and to support her peers to increase their own skills and knowledge. As a result of her participation the group has strengthened in numbers and experience and they are at present in the process of becoming a constituted group who will then be in a position to access funds on behalf of the community. A has shown herself to be a real asset to the group and we look forward to continuing to support her in the year ahead.

G is a lone parent of three children. She became involved with the local Action Group through networking and visits to the community hub. She was experiencing some isolation due to being a new resident with no family or friends locally and this was having a significant impact on her mental health. She was referred to Healthy n Happy to work with the Mental Health Awareness team, accessing various activities and support through Confident Kids Healthy Choices.

One of her daughters (who suffers from cerebral palsy) has recently joined the local Children's Action Group. This was a massive step for both G and her daughter as her disability has prevented her from previously making friends in the community. The young people of the group were quick to welcome and support her which has increased her confidence and reduced the social isolation she was feeling in the community. G has now attended group meetings and committed to being more involved in volunteering in her community, informing the action group that she is available to help out and assist when necessary.

T is a young person who has taken part in youth group projects. Her first interaction with capacity builders was during a youth consultation at the youth club where they discussed their hopes for the local area. T was noticeably shy within a large group and struggled to express herself, she was also apprehensive about meeting young people from another community, but was still keen to take part in the group. Through strong encouragement and support T agreed to visit another area as part of the project and participate in team building activities. Her confidence grew during arranged training, all participants were inexperienced and learning together. By the end of the project she had completed the training and helped the group produce a radio show on Camglen Radio, broadcast to Cambuslang, Rutherglen and beyond. We now see a distinct difference in T's personality; she is more confident and is now taking the lead and supporting new members of the group.

Local health initiatives

Healthy Valleys – Rural Cafe

Amy lives in rural South Lanarkshire she is in her 30s and has four children, Amy recently separated from her husband as their relationship had turned violent. Resulting in her fleeing the family home with her children supported by Women's Aid, the family are currently living in supported accommodation. It has been a very distressing and emotional time for everyone.

Amy was referred to Healthy Valleys Rural Café by Women's Aid in October 2015 as she was really struggling financially. She attended the café with her two youngest children and fitted in well with other families attending the café, some of whom she had met through another support group for women who had suffered from domestic violence.

Amy "The Rural Café has been a great support. It's a friendly welcoming place where I feel safe and I've also made some new friends. I've been struggling to make ends meet so having meals there and also being able to take prepared meals home has been a god send".

Amy has also been getting support from the local CAB and from Money Matters to help get her back on her feet. In March she took part in the REHIS Practical Cooking Skills course offered at the Rural Cafe learning how to prepare healthy meals, cooking on a tight budget and receiving her 1st certificate.

"The course was great – I don't particularly enjoying cooking but the course showed me how easy it is to cook and I really can do it! I made really tasty food and my kids enjoyed eating it too! I'm definitely better at cooking now and quite enjoying it which I never thought I'd say! – it was good to meet everyone and switch off from everything else that's been going on in my life". Amy has also recently been referred into the LDAR (Lanarkshire Domestic Abuse Response) project for complementary therapies and support.

A volunteers view

It's been great to see Amy doing so well after having such a difficult time. She is getting great support from Healthy Valleys and from other agencies and she appears to be getting everything sorted which is great. I've seen her emotional a few times but on the whole she is doing really well. She seems to be much happier and relaxed.

Healthy Valleys - Time Out

Amy (23) was referred to Healthy Valleys by SLC Housing when she was forced to leave the family home. She was poorly treated by her family, has a mild learning difficulty, poor health, very low confidence and self esteem, limited life skills and was isolated within the community. Amy experienced verbal abuse, resulting in charges being made on the grounds of a hate crime towards people with disabilities.

Amy was offered intensive housing support, but did not engage with the service. She did engage with Time Out Young Persons Mental Health and Wellbeing project and soon disclosed regular self harm to cope with her feelings and thoughts of suicide. Amy received regular support including counselling and stress management. She was supported to visit her GP and ask for help with her mental and physical health, attended an optician for the first time and had regular appointments with a dentist. This made a significant difference to her health and wellbeing.

A volunteer Buddy helped her to engage in community activities and soon she had a 5 day a week itinerary including a social group, arts and crafts activities, walking, rural café and Zumba. She made friends and enjoyed social activities with them out-with the project. She learned coping skills, built her confidence and self esteem and reduced her incidences of self harm.

However Amy struggled living alone and gave up her tenancy after six months to move in with a family member. She slept on the couch for six months and her health deteriorated significantly. Healthy Valleys made an Adult at Risk Referral to Social Work. Tension rose within the house and she decided she could no longer live there. With the support of Healthy Valleys she declared herself homeless.

Since becoming homeless, Amy has received excellent support from another agency as well as Time Out, working in partnership we have been able to rebuild her confidence and skills helping her to work towards gaining and maintaining a tenancy in the near future, including sorting out her benefits and identifying appropriate treatment and support.

Amy said "Being part of Healthy Valleys and going to the groups makes me feel good about myself and I couldn't have asked for nicer people, everyone at Healthy Valleys means a lot to me, couldn't have coped with things without them, helping me through things. You are all my favourite people in the world".

HealthynHappy - Looking Up

Looking Up is a young people's mental health programme, exploring healthy choices, confidence and emotions, teambuilding, relationships, and media. One young woman, aged 15 at the time, began the course having been referred by her mum who was highly concerned for her wellbeing. The young woman refused to go to school and stayed in her bedroom. She had been treated and discharged by CAMHS, was self-harming through cutting, spoken of suicide and during her first two weeks on the course said little beyond her name during icebreakers. However, 10 weeks later, she had made new friends, interacted well with the group and her end-of-course feedback included the comment "It was fun, loads better than sitting in my room". That may seem a small step, however for this young woman it was a transformative experience.

Parent Café

Mum and her daughter engaged with the Parent Cafe when her daughter was a few weeks old. Although reporting having support when she needed it, her ability to cope with day to day stresses and a new baby, her outlook on life and and enjoyment was low.

Regularly attending the group, Mum's participation in discussions and embracing the parenting experiences of the other parents has improved her confidence, in particular parenting skills. She also reports it has improved the bond she has with her baby and her ability to cope with her.

She values the social aspect of the Parent Cafes and has developed networks and been directed to activities out-with the group. It was this perspective that encouraged her to access additional solution based support which she reports has improved her outlook, confidence and ability to cope with stresses.

Education - Raising attainment /Early intervention Back to Basics.

Peter resides in Hamilton with his wife and son. He decided he would like to be better placed to help his son with homework and would like to increase his knowledge and awareness of the Curriculum for Excellence. He had previously had very little engagement with his son's school but through the support available from Education staff (Home school Partnership Community Learning team) he completed a Join *In With English* programme which provided him with an opportunity to meet new parents and engage with his child in a positive way. As a result of the programme Peter has built relationships with other local mums, dads and other adults. He has since engaged with other programmes that will help him to further enhance his parenting skills and support his sons learning and wellbeing including maths

homework refreshers ;parent and child woodwork, Family ICT, and Parent and Child Study Skills.

Flexible packages of support

David was 16 years old and homeless and had been offered temporary accommodation in Hamilton. His clothing had been stolen leaving whilst he had been sofa surfing for a period leaving him with very little.

He had no money and was in a desperate situation. The local Integrated Children's Services team provided David with funding to enable him to eat healthy meals and purchase clean, smart clothing. They also provided him with support including learning the skills required for independent living, including how to budget and cook healthy meals.

"David seems much more settled and wears his new clothes with pride. He is now able to be clean shaven and has also had his hair cut. He has been attending meetings with his careers worker so he can look at his options for training and/or employment."

Flexible packages of support

Family X consists of mum and five children with ages ranging from two to 12. They are living in poverty and struggling financially due to debt and fines. Mum is struggling to purchase food, appropriate winter clothing, bills and meeting the additional costs of Christmas.

Education staff referred mum to Money Matters for support and advice on budgeting and managing money and debt. They also referred her to the local Credit Union.

Mum was determined to stick to a new budget plan and to avoid further debt situations and enable the family to enjoy Christmas; a support package was agreed providing a £25 Christmas gift for each child and a healthy Christmas meal.

Mum continues to work with support staff to continue to improve her and her children's wellbeing and financial situation.

Work it Out

K entered care when he was around 12 years old. He attended school until halfway through 2nd year when his attendance dropped and at this time he also started to pick up some charges.

As a result he was moved out of care in South Lanarkshire to secure accommodation.

I first met with K a couple of months before he was discharged. At this point he was 15 and still had a few months until his school leave date. As part of his "mobility" training, I arranged for K to join a horticultural programme (GrassRoutes) which operated two days per week. This was partly to do with his career choice as well as providing him with some structure to his week when he returned to South Lanarkshire.

Following on from this K returned to South Lanarkshire to stay with his family. As he had done particularly well on GrassRoutes he was offered a place on their next level course Prospects which he joined and also completed. This programme lasted for some four months and K was funded through monies made available from Integrated Children's Services.

This funding and the programme together helped support K to settle back in to the local area and to sustain the programme. He is now staying in supported accommodation and has been referred for an Activity Agreement.

Work It Out

Brian was referred to the Work it Out programme by his high school in his final year as it was identified that he would benefit from support in his transition from school. Brian had attended the Additional Support Needs unit from 1st year due to mild to moderate learning difficulties. Work it Out ran a pilot program E2E (Education to Employment) where pupils participated in a community based employability programme. Students attended the program for a full school year, three days a week with the opportunity to attend up to three internships within local businesses. The community hub provided access to an on-site classroom where employability skills were delivered at the start and end of the day with pupils working towards an SQA Certificate of Work Readiness.

From the start Brian stated that he wanted to achieve employment and was interested in woodwork and gardening. With this in mind Brian was also offered the opportunity to attend The WIO horticulture program run in partnership with Clyde College where students work towards an SVQ 1 in Horticulture. Brian fully participated in this and achieved his qualification.

An internship at McLaren Landscapes was sourced and Brian from the start was highly motivated to make this a success. His attendance and timekeeping were excellent and he also agreed to work during his school holidays. Brian very soon was seen as part of the team and on leaving school he continued this placement through the Employability Fund where he also completed SQA's Certificate of Work Readiness.

On completion McLaren Landscapes offered Brian part-time employment through the winter months and is now employed full time by the company.

