

# Tackling Poverty Programme 2016/17 Annual Report



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# Tackling Poverty Programme 2016/17 Annual Report

## 1. Introduction

### 1.1 Background

Poverty levels in South Lanarkshire are rising as a result of Welfare Reform, low and stagnating wages and the increased cost of living. 22% of our children are now living in poverty and the projections suggest this figure will rise further. In some of our communities the proportions of children in poverty rise significantly.

Poverty affects residents of all ages and those in and out of work. Across Scotland it is estimated that over half of those living in poverty are in work.

South Lanarkshire Council recognises its role and the role of the Community Planning Partnership in tackling poverty and inequality and established the Tackling Poverty Programme back in 2011. This followed, the removal of Scottish Government ring fenced funding to address the symptoms and root causes of poverty.

The programme budget provided by South Lanarkshire Council for 2016/17 was £4,169,869. This supports a range of targeted interventions delivered by both Council and partner organisations and compliments additional mainstream activity in tackling the causes and effects of poverty and reducing local inequalities.

Over the years it has enabled innovative, early intervention approaches to be developed, working closely with those experiencing poverty to ensure it has maximum impact. A number of these interventions have been recognised nationally through major award programmes and/or have generated interest from across Scotland.

The programme is overseen by the Tackling Poverty and Inequalities Partnership Board and managed on its behalf by Planning and Economic Development Services within Community and Enterprise Resources.

This report provides an overview of performance of the various funded elements against targets highlights particular achievements and presents a number of case studies to provide a greater insight into the impact of the programme on South Lanarkshire residents and communities.

### 1.2 Programme fit with local and national policy

The programme fits well within the current local and national policy landscape and in particular the Scottish Governments recently published Fairer Scotland Action Plan and Child Poverty Strategy and its three 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 (TP) programme contribute to the delivery of the SOA/Improvement Plan outcomes for South Lanarkshire and the soon to be published South Lanarkshire Local Outcome Improvement Plan (LOIP).

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 Council's and Community Planning Partnership's 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 three 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 Children and Young Peoples' collaborative continues 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 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 run in partnership with NHS Lanarkshire was a finalist in a recent Scottish Government Improvement Awards programme. It is now being scaled up beyond pregnancy to support the financial wellbeing of families with young children.

### **1.3 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 2016/17 focused on the following priorities:

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

In addition, there was a strong focus on activity tackling the causes and effects of child poverty. A focus on the 15% most deprived areas and in particular on the 5% areas is also driving activity.

### **1.4 Programme components**

The Tackling Poverty Programme for 2016/17 consists of 10 major components, namely:-

- ◆ Transport links
- ◆ Youth diversion
- ◆ Vulnerable families
- ◆ Raising attainment and early intervention
- ◆ Early intervention – child development
- ◆ Local health initiatives
- ◆ Financial inclusion
- ◆ Employability
- ◆ Community engagement support and delivery

### **1.5 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 monitoring process undertaken each year includes analysis of leverage, in particular via voluntary sector delivery partners who in 2016/17 used their Tackling Poverty programme funding as match to a range of funding sources to the value of £445k (over 50% of the TP allocation of £819k).

The contribution to employability provision of £1,596,097 was also used as match to European and other external funding, bringing in an additional £1,969,312 to South Lanarkshire to help residents including young people progress into and within work, more than doubling the TP allocation.

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 Programme as match funding, will bring.

<b>Group/organisation</b>	<b>Funding source</b>	<b>Award amount</b>
Burnhill Action Group (targeted community engagement programme)	Lottery Awards for All Health Engage Year 2	£29,007
Springhall Community Resource Group (targeted community engagement programme)	Big Lottery Medium Grant	£10,000
Healthy n Happy	Lloyds (TP investment forms match) Children in Need, Infant Nutrition NHS, Community Chest Fund associated with Making a Difference	£48,698
Community Links	People and Communities, Community Safety Unit, NHS PPF,STV Children's Appeal	£99,146
Healthy Valleys	People and Communities, Integrated Social Care Fund	£93,590
RegenFX	Community Safety Partnership, Young Start, Private Donations, Awards for All, Cashback for Communities, Our Place Community Chest	£137,085
SLC Supported Participatory Budgeting	Various funding sources and fund raising effort of groups and beneficiaries	£15,000
SLC facilitated PB activity Burnhill	Clyde Gateway	£12,000
<b>Total</b>		<b>£444,526</b>

## 2. Performance

### 2.1 Impact/performance

At the beginning of the financial year, output and outcome 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.

Given many of the interventions have been funded over a number of years, every year programme managers are asked to identify improvement actions to ensure there is continued need/demand and that impacts are maximised.

### 2.2 Datazone penetration

This year, additional information to map and assess datazone penetration was introduced. Given this was the first time post code information was requested, we did not get a full data return and will be working with delivery partners to build on this, this year and beyond.

Analysis (summarised in the table below) shows that the levels of penetration within the 15% datazones vary across the programme and that improvements are required to ensure the Tackling Poverty programme contributes to improving outcomes in the most deprived neighbourhoods, in turn reducing local inequalities.

<b>Programme</b>	<b>Number of households/individuals in DZ's ranked in the worst 1-15%</b>	<b>Penetration rate:- household's/individuals in the worst 1-15% DZ's as % of total household's</b>
Early Years - Home Links	82/235	35%
Education- Early Intervention	64/102	63%
Healthy & Happy (excluding Community Engagement)	44/67	66%
Healthy Valleys	1/25	4%
Social Work Early Interventions - PACT Referrals	9/21	43%
Vulnerable Families - Breaking The Cycle	14/22	64%
Community Engagement - Community Links programmes and Healthy and Happy Community Engagement	933/1,582	59%
Money Matters - BAT & TAL	130/371	35%
Youth Diversion Programmes	1,543/3,192	48%
<b>TOTAL</b>	<b>2,820/5,617</b>	<b>50%</b>

Detailed information on individual programme/project performance 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 - **87% of targets set were achieved / exceeded; 10% were within 70% of target and only 5% were less than 70% 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 Participatory Budgeting activity 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.

### 2.3 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, the project supported 31 volunteers in 2016/17 to help 232 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. The outcomes are detailed in the performance report.
- 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.
- The Tackling Poverty programme support to Council and CAB money/welfare advice has resulted in over £2m financial gain to those receiving advice and support. This includes additional benefits and income which have been realised for individuals and families supported and hundreds of services users' debt issues being dealt with. The positive impacts on people's mental health and wellbeing from this work are significant.

- 3691 residents were engaged on the South Lanarkshire Works 4U employability programme. Of those, 2144 residents progressed into employment, education or training.
- The Early Years Home Links programme continues to evidence positive impacts for the vulnerable families engaged. Staff work closely with 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. 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 7,166 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 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 720 new low income families. Very effective joint working between Money Matters and NHS Midwifery Services, using Improvement Science methodology continues and the work has been scaled up to include families with children engaging with health staff (health visitors) at the child's 27/30 month review. This success has been recognised and shared nationally and similar approaches have been adopted in other areas.
- Participatory Budgeting activity linked to the targeted community capacity building work engaged 801 residents in local decision making activity resulting in 37 community led projects supporting children's, young peoples' and community involvement and wellbeing.

#### **2.4 Examples of programme impacts – Case studies**

A number of case studies have been included under point 6. 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.

## **3. Community Engagement**

### **3.1 Background**

In 2016/17 £255,750 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 reducing local inequalities.

### **3.2 Activity**

Targeted community capacity building in eight of our most deprived neighbourhood was supported, aiming to improve community spirit and support residents to become more involved in their communities and in local priority setting and decision making. 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 Healthy n Happy Development Trust have facilitated this work in partnership with council staff and partners.

Significant outcomes in 2016/17 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.

Over 2016/17, volunteering has increased in target areas as community groups and activities have developed as a result of the capacity building support. 181 residents volunteered and participation levels increased with 60 local events and 32 community led activities taking place.

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 2016/17 a number of locally determined priorities were progressed including the successful submission of a funding application for £79k to develop a play facility, and extensive community consultation to support the development of 2 substantial community led project proposals, and £10k has also been secured to carry out feasibility work. Established working groups are progressing activity around local community facilities, environmental improvements and safer routes to school – a walking bus is currently being piloted and a youth development team serving Springhall and Whitlawburn. Partners are involved via a stakeholders group.

Community Links produced 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. Due to a reduction in the level of Tackling Poverty programme funding for 2017/18, the newsletter is no longer being produced however work is ongoing to establish other more cost effective ways of communicating to and within communities. Community based face book pages and community notice boards continue to be used to promote information flow at a



neighbourhood level, including the promotion of training/ learning/employment and volunteering opportunities and the promotion of group events and activities

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. In 2016/17, the website received 674,000 hits.

## **4. Tackling Poverty Programme 2017/18**

### **4.1 Impacts of savings**

Given the significant financial challenges faced by South Lanarkshire Council, the Tackling Poverty Programme budget has been subject to savings totalling £383k reducing the budget available to £3,786,869 in 2017/18. 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 their work wherever possible looking at efficiency measures to reduce costs and to securing external funding to enable continued development/delivery.

### **4.2 Links to the Local Outcome Improvement Plan.**

The new Local Outcome Improvements Plan (LOIP) for South Lanarkshire is in development with an overarching aim to reduce poverty, deprivation and local inequalities. A review of the current Tackling Poverty programme to ensure a clear fit with the LOIP priority outcomes and priority areas will be undertaken once the LOIP has been finalised.

## **5. Case Studies**

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

### **5.1 Employability Support - Working Matters**

Despite being an extremely well qualified graduate, K had been unable to secure employment or voluntary work within his chosen field and had been unemployed for 9 years. He suffered very badly from anxiety, due the levels of debt he had and felt this limited his opportunities. He had become dependent on his benefits and was initially fearful of securing employment and the impact this could have on his housing situation (private let). He was removed from ESA for a short term due to a work capability assessment which increased his anxiety level dramatically however, on appeal he returned to this required benefit support.

Once K had agreed to participate on the Working Matters project he attended a three day employability training course, was supported to update his CV and was extremely diligent in his job search attending job clubs on a regular basis.

K received additional specialist support from (NHS) SALUS to help him deal with his mental health concerns and learned to cope better with his anxiety using relaxation techniques.

With continued support from project staff, K secured full time employment, and has taken steps to address his debt and housing issues and is currently enjoying his role within a company where there is room for advancement.

### **5.2 Employability Support - Working Matters**

E had suffered sexual and mental abuse in a previous relationship. She presented with anxiety and depression and was under extreme financial pressure to keep up with her mortgage payments. She had received support in the past, however, her anxiety and social

isolation were still prevalent She did not want to lose her house and this was her biggest motivation for wanting to get back into employment.

E had no gas heating in her property; she was using old electric heaters and struggled financially to pay her bills and buy food.

When she joined the Working Matters Project she was insistent that she did not want to be referred to the food bank because she 'didn't want to accept any charity'.

Her case worker referred her to Shelter regarding her unmanageable utility bills and they confirmed she was eligible for government funding for gas central heating and completed an application on her behalf.

E was also referred to (NHS) SALUS for support with her anxiety.

During discussion with her case worker E repeatedly stated that she did not feel she was ready to go back into full time employment and did not want to return to her previous employer, so they opted to look at part time work under 16 hours as this would allow her to top up her income, assist with her mortgage payments and to give her some routine and structure back and a sense of purpose.

E updated her CV and sent in an application for a 12 hour cleaning post. She attended a work trial so she and her prospective employer could see if the arrangement suited both of them and was offered the position. The additional income available under permitted work has meant that E is able to pay her mortgage and she hopes that at some point in the future she will be able to return to full-time work.

### **5.3 Employability Support - Connect 2**

F was 23 years old when referred to the Connect 2 project by the local Job Centre. She had been unemployed since 2012, had no qualifications and was looking for help to get into work.

Through discussions with F, she had explained that she had once been a confident young woman and enjoyed being around new people. However after leaving school with no qualifications and being socially isolated she has lost her confidence.

In 2015 F fell pregnant and without any family members to support her she found this period of her life very difficult to deal with. As a young mum who had not worked in a long time, the thought of working made her feel anxious, worrying about the financial costs of childcare and how she would cope with being a working mum.

When F heard about the Connect 2 programme she felt this was exactly what she needed. It would help her get back into work, gain the qualifications she lacked and allow her to meet new people in a supportive environment.

During the three weeks pre-recruitment course F found it difficult at the start to mix with others as she had become extremely shy in new environments. The Connect 2 staff worked with her closely on a daily basis to help build her confidence and self esteem. As she progressed through the pre-recruitment training, her confidence grew. At the end of the training F had a more positive outlook on life, and started to make goals and take action on how to make a better future for herself and her son.

F was successful in progressing onto the next stage of the Connect 2 programme which included a 26 week wage subsidy position with a local employer whilst working towards a SVQ 3 in Health and Social Care. The Connect 2 team was able to secure an interview with

a local care home. F was coached on what to expect and performed well enough at interview to be offered temporary employment as a Care Assistant.

It did not take long for her hard work to pay off. Her supervisor reported how well she was doing as a Care Assistant. She completed her SVQ 3 in Health and Social care and was offered a full-time position with the employer following her 26 week Connect 2 work placement.

F thoroughly enjoys her job. She has made new friends and built up great relationships with the staff and residents. Kirsty is now looking to develop her career within social care and as a result of achieving her SVQ has set her sights on becoming a Senior Care Assistant in the future.

#### **5.4 Employability Support - Job Brokerage**

When S initially engaged with the Job Brokerage service he demonstrated a lack of confidence and self-esteem brought about by a bad experience with his previous employer. He was keen to move into work as soon as possible but was nervous about explaining why he left his last job; along with not thinking he was good enough.

S attended employability support sessions, updated his CV and received help with completing application forms and interview preparation along with supported job search.

With the encouragement and support from his Job Broker and from an Employer Services Consultant S attended supported job search sessions and applied for every suitable job.

He was invited to attend an interview with Adecco in SkyPark. Before his interview he attended a mock interview with an Employer Services Consultant which paid off and he was offered a permanent, full time contact centre agent position.

S is grateful to RTWS for the support he received and is delighted to be back in work.

#### **5.5 Employability Support - Rebuilding**

M was referred to RTWS Job Brokerage Service by his advisor at Cambuslang Job Centre. The Job Broker then referred him to Rebuilding as he was interested in gaining his CSCS Card to aid progression into construction related employment.

M had been unemployed for 2 months prior to registering with Routes to Work South. His Rebuilding Advisor arranged his CSCS Training and Test. Upon successful completion M was put forward to Luddon Construction and invited for interview. Following 1-2-1 interview preparation M was successful and offered work. M felt that the support he had received had helped to build his confidence, in particular, the pre interview support and guidance.

#### **5.6 Employability Support - Rebuilding**

H registered with RTWS Rebuilding in June. He is a time served electrician and had been self-employed; however he had been out of work for some time.

H is 56 years old and homeless. He had been staying with friends and family and had no permanent place to stay. He has applied for social housing but may have to wait some time to be offered a tenancy.

To secure employment he would require the Electrical Inspection and Testing qualification. He also needed to refresh other industry certificates which had expired several years ago.

His Rebuilding Advisor arranged all the required training within 2 days and advised him of dates, times, locations. H was also provided with travelling expenses to attend the training.

While waiting for the training H's advisor helped him to design a new CV to ensure that he would be ready to job search as soon as his training was completed.

Housing solutions were also discussed and budgeting, to help him identify the best, affordable housing options.

H was very grateful for the support he has received and delighted with the speed in which his training was arranged. He has since secured employment and is currently trying to find permanent accommodation. *"I have been offered a job starting Monday. Routes to Work South are without doubt the sole reason this outcome has been achieved. Thank you all"*.

### **5.7 Employability Support – Youth Employment Initiative (YEI) - Second Chance**

M was referred to the Youth Employment Initiative (YEI) via the Aspire Programme. He had multiple barriers to employment; coming from a workless household, being a young carer and having dyslexia. Due to this he was identified as being a suitable participant for the Second Chance Programme.

M commenced the Second Chance programme in August 2016 and attended the four week intensive employability sessions. His confidence initially was very low, his communication skills needed improvement and he struggled to interact with his peers. His various trainers commented on his development over the duration of the course and his confidence and morale improved significantly and it was after only a few weeks that he started showing a keen interest in pursuing a placement in butchery.

An interview was secured with a butchers firm in Lanark. The employer was really impressed with the passion that M expressed and he was offered a fully subsidised placement in September 2016.

Throughout the placement his confidence continually improved. He stays in contact with the YEI team, drops off his timesheet every Friday and reviews the ups and downs of his week at work. Every week he explains the new tasks and responsibilities that he has taken on. When speaking to his employer they are quick to comment on his positive development and how much progress he has made. He is learning every day and approaches his position with enthusiasm and dedication.

M has been very flexible in his working week and offers to work any over time or cover extremely busy periods. As a result of all this hard work and dedication he has now secured an apprenticeship within the butchers and the other staff are delighted to have him as part of their team.

M is now progressing well with the completion of his SVQ and is working towards being a qualified butcher. He has been diligently saving part of his wages to buy his first car and has purchased several gifts for his mum.

### **5.8 Employability Support, YEI – South Lanarkshire Jobs Fund**

The YEI Employer Services Team contacted a local employer who was considering taking on new staff due to business growth to discuss the South Lanarkshire Jobs Fund programme, advising them of the support that could be provided to help them take on new staff and the assistance that can be given once a client is in work. The employer was encouraged to advertise a vacancy for a Trainee Sheet Metal Worker and willing to consider YEI clients.

P was a young father of two children who had been out of work for three months and was finding it difficult to find employment. He had completed employability skills training as well as interview preparation with his local Employment Development Officer who recommended him to the employer.

P impressed at the interview, and was offered an immediate start and he has now been working there for almost two months, making great progress in his new role.

The impact of employment on P and his young family has been positive. He had been experiencing financial difficulties during his period of unemployment, but now with his regular salary he has confirmed that his financial difficulties are under control.

The employer who benefitted from free advertising and short listing of candidates, is very happy with P's progress, and is delighted with the support they received and would definitely use YEI again to recruit more staff.

### **5.9 Employability Support - YEI**

In August 2016 J came into her local Jobspot office looking for help to find work. She had recently moved into the area seeking a new start after overcoming a number of barriers such as homelessness and drug and alcohol addiction, which had caused her to run up a number of debts.

J made the difficult decision to relocate to change the way she had been living and start a new life. She was living in homeless accommodation and claiming benefits. Being alcohol and drug free now for two years she felt she was ready to take the next step to get a job to help her get rid of her debts.

Whilst on the YEI Programme, J was supported to put together a CV and realised that some employers would be reluctant to employ her due to the 'gap' in her CV. She had not worked for a number of years and felt she had no up to date skills to offer any potential employer. Her Employment Development Officer (EDO) suggested doing voluntary work and sourced a voluntary placement to increase her confidence but also give her up to date skills and also relevant references when she required them. She volunteered three days a week, which was added to her CV and she attended YEI employability provision the other two days to carry out job search activities. This commitment proved to her and her EDO that she was ready to move into full time employment and she began accessing the job brokerage services.

J received support to work on her interview technique to ensure she was prepared for attending interviews and could deal with challenging questions about the gap in her employment history. She was then put forward for a couple of the wage subsidy employment opportunities which successfully led to her gaining a permanent contract with a large company as an Administration Assistant

J is delighted with her new job, as it has allowed her to put her life back on track. Since finding employment, J has managed to get her own home and has cleared all of the debt that she had accumulated.

### **5.10 Employability Support - YEI**

G attended the office for the first time in April 2016, after being referred to YEI by her Jobcentre Plus Work Coach. During her initial appointment she was barely able to make eye contact and looked down at the ground when she was talking to you. After a while she opened up and admitted that she lacked confidence due to being bullied all the way through

secondary school. Further discussions revealed that G comes from a chaotic workless family background where there was domestic violence as well as drugs and alcohol issues.

G attended a couple of appointments within the office to discuss her job interests and get help with interview skills, however she then failed to attend several appointments after this, due to issues within the family home and her own mental health.

After several attempts and some gentle coaxing G was encouraged to re-engage with the YEI programme, and was supported to make a detailed action plan of what she wanted to achieve and how she was going to do this.

She signed up for the Steps to Excellence course as well as a variety of other training opportunities. This helped her boost her confidence and self-esteem and her belief in her skills and qualities, and encouraged her to interact with other people in a group setting. She worked on her interview skills, attending a number of mock interviews and getting feedback at the end. With each mock interview, G's answers improved and she started to believe in herself more and more.

Having been provided with new clothes for interview, G attended an interview for a subsidised job and secured this.

At the end of each week G continued to meet with Jobspot staff to discuss how she was getting on. She was thoroughly enjoying her work and being able to make financial plans.

Her mental health and wellbeing have improved. Due to the help and support of her colleagues, She has given up smoking. She is much more confident and has a new network of friends that she met through her job. She is now able to make eye contact when she is having a conversation and presents herself well.

G's plans for the future are to save enough money so she is able to move out of her mother's house, find a place of her own and become more independent.

### **5.11 Financial Wellbeing - Citizens Advice Bureaux Outreach Activity**

M is a 56 year old man who is a home owner, separated from his wife and unable to work due to illness. His health conditions limit his everyday day life a lot and in particular have an impact on his memory and mood.

M was referred by his solicitor, following a consultation regarding his wife raising divorce proceedings and division of assets, to query social security benefit and legal aid entitlement.

His wife had dealt with all of their financial affairs until separation and it became clear that he was now struggling to manage on his own. His debts included personal loans, credit card and Council Tax all dating prior to his separation from his wife. Payments were being made regularly but he thought this was unsustainable.

The Generalist Adviser supported M over three visits within a week to gather information on income, outgoings and debts. He also assisted with renewal of his Blue Badge and redirection of family mail. M is receiving ESA and DLA high level care and mobility payments and is being transferred to PIP so an appointment was arranged with a social security adviser to complete the PIP form with him. This helped to build up confidence in our service and M was introduced to the money advice caseworker to diagnosis the issues and put an action plan in place. M does have sufficient income to meet his commitments but is not managing due to memory loss, depression and anxiety.

The caseworker has so far helped him to understand his financial position; renegotiate payments and ensure arrangements are in place for regular payment; help him consider his options for use of the mobility element of DLA and this resulted in him deciding to give up the motability car and use the income instead. He has also been avoiding use of his oil central heating as he doesn't understand the controls, so a referral has been made to Home Energy Scotland for support with this. In addition, concern was raised by the social security adviser that, due to memory loss, M may be overdosing on his medication, so we arranged for his medication to be dispensed in a dosette box.

We have worked with M over the past four months and continue to do so. We hope that firstly we have gained Martin's confidence and he now knows that we can help with any future financial or other concern; secondly if his wife decides to pursue division of assets his affairs are up-to-date and in good order; thirdly we may have prevented a more serious situation arising.

### **5.12 Financial Wellbeing - Citizens Advice Bureaux Outreach Activity**

X attended our Outreach base for support in relation to a range of debt and money worries. She lives in rented accommodation, works part time (20 hrs) and has three children (one studying in Dundee, one working for an agency but does not earn much so unable to contribute to household income and a younger child in full time education).

Her advisor fully assessed X's financial situation and this highlighted that she was in fuel poverty as well as not receiving all the welfare benefits to which she was entitled. X and family are now receiving support from the CAB. We are supporting her to deal with her debt; have assisted with the fuel poverty issue, managing to get a cheaper fuel tariff and have assisted in maximising income.

X now feels far more able to cope with the situation and other areas of her life.

### **5.13 Financial Wellbeing - Citizens Advice Bureaux Outreach Activity**

Client attended outreach as they had recently moved property and had called Scottish Power to give them an up to date electricity meter reading. Client requested monthly cash payment bills and set up a monthly payment of £23. But when she received her first bill there was no pay slip and was unable to pay her bill. Client also noted her figures on her electricity meter weren't moving. She reported all this to Scottish power and they said an engineer would require another meter and they arranged this – but subsequently never turned up. Client called to enquire about this and they said they had no record of her needing a new meter and she asked for another date. Then heard nothing back from them and is still receiving bills.

Client wished help to negotiate with Scottish Power. Adviser called Scottish power and was informed that someone would be out the next day to fix meter and that client would receive a call from the complaint department. Client telephoned a week later to say she has not had anyone from Scottish Power out to fix meter or a call from complaints department. Adviser then wrote to the energy ombudsman and raised the complaint with them which resulted in the client receiving an award of £60 for two guaranteed service fails, the account being billed up to date, and a refund of any credit by direct payment and a £75 gesture of goodwill and an apology in writing. Client was happy with this outcome and thankful for the bureau's help. Our intervention helped the client avoid getting into debt and her situation getting much worse.

### **5.14 Financial Wellbeing - Citizens Advice Bureaux Outreach Activity**

Client called into outreach. She is a single parent, caring for two children and works part time. When the client initially visited the Bureau she was living with her mother awaiting a housing allocation from the local council.

The client approached the outreach for assistance with a charge for payment for council tax arrears which had developed after the client's benefits had been stopped. The client was disputing the cut to her benefits but now faced enforcement action such as a wage arrestment or bank arrestment and was facing a lot of stress.

The client was able to make it into the outreach whilst her children attended school and we were able to negotiate with the Sheriff Officers to arrange a repayment plan that the client felt she would be able to cope with and the client was offered a full benefit check to help maximise income.

The client has since moved out of her mother's home into her own council rented property and is continuing to pay off the arrears developed from a chaotic time in the client's life. The client has sought further advice and assistance from the outreach clinic.

### **5.15 Financial Wellbeing – Money Matters Telephone Advice Line (TAL)**

Mum referred to TAL by her midwife as her twins were born 12 weeks early. They were still in intensive care in Wishaw Hospital and mum and dad were spending their days travelling up and down from the hospital.

Discussed travel costs and how to claim the cost of fares from the hospital.

Mum, aged 31, and dad live in a two bedroom property and further assessment of finances highlighted that housing benefit was reduced by 14% due to under occupancy (bedroom tax). They were in receipt of housing benefit and council tax reduction and also received discretionary housing payment to meet the shortfall (due to under occupancy) and will remain in receipt of this until babies come home.

Mum and Dad both have significant health issues and are in receipt of ESA (Support Group) and Disability Living Allowance/Personal Independence Payments. A benefit check revealed that they were in receipt of all relevant income related premiums.

Due to issues with Child Tax credits, an appointment was made for face to face advice. We telephoned tax credits on her behalf and completed an application over the phone as she suffers from severe anxiety added to which she was exhausted. She has recently had a text from Tax credits to say they are dealing with her claim.

Mum was clearly stressed and as a consequence unable to deal with making applications. We completed applications for healthy start vouchers and Sure Start maternity grant and left it with her for her midwife to sign before sending off. We also completed claims for child benefit.

The financial outcome of the service amounted to £163 per week in additional entitlements and a one of payment of £1000 Sure Start Maternity Grant as well as repayment of hospital fares. A positive impact on wellbeing more generally was evident as the stress of making applications was taken from the couple at a time when they really needed this help.

### **5.16 Youth Diversion - HIPY**

A is aged 11 years old and started attending the youth group this year. A had changed schools due to bullying and parents were keen for A to get involved in groups local to the new school, to help make friends and increase confidence.

A was apprehensive to attend the group however the other members were very welcoming and a few members encouraged A to join in activities with them. Over a few weeks A began to relax and join in the activities and began staying for the full duration of the group. Over the last few months, A has attended the group on a regular basis, has increased greatly in



confidence and has settled well into school. A has a new group of friends and youth workers have observed a transformation from the shy, quiet person who started the group to A becoming far more independent and confident to try new activities and meet new people.

### **5.17 Youth Diversion - Tuesday Troopers**

A is a young person who lives with his mum, dad and brother and attends the Tuesday group every week since we set up eight months ago.

Within the family home there has been a lot of tension due to A having autism and ADHD. His older brother is very embarrassed by him as his behaviour has been very erratic and has caused him not to attend school. The only person whom he has a good relationship with is his mum who suffers from ill health and the strain of his behaviour has not helped as she does not get any time out from him.

Since Tuesday Troopers has started the change in A has been great. At first his mum had to attend with him as he would not come without her, now he is picked up and travels with other kids with autism to the club and has not been using his headphones at all (using these made him feel very safe and he didn't need to communicate). He has come on trips without mum now and has made some great new friends who he speaks to online when away from the group.

A's mum and dad now have peace of mind that moving on to high school will not be as much an issue as they first thought and the relationship with his brother is mending as they both go ice skating together without young person A kicking off.

Since being engaged with the project, A has grown in confidence and has learned techniques to suppress his anger and attends school regularly and also attends after school activities that he could not have done before.

### **5.18 Youth Diversion – Local Youth Project**

Family A have lived local to the youth centre and have six children who are service users. The staff developed a good relationship with the mother (no partner) and grandmother (who also cares for the children) and became familiar with the hardships that they are experiencing while trying to provide for so many children.

The grandfather of the family was suffering from a life-threatening illness and this impacted on the family as he had to give up work. Terminal One was able to secure spaces for three of the children in the family to attend Hopscotch Holiday which provided a week of respite for the children, giving them a positive distraction away from what was going on at home. The young people who were attending the Hopscotch holiday, volunteered over several weekends, participating in a number of fundraising activities to pay for the groceries to take on the trip.

This also encouraged the family to volunteer on several of the activities including the Christmas Breakfast Club where local families attended Terminal One on Christmas Eve and local food shops donated breakfasts. The workers assisted the volunteers in organising some Christmas games for the families that attended and helped distribute selection boxes that had been donated.

Since then the mother is volunteering in the centre and is assisting in programme planning and trips. She is trying to build her confidence to attend more formal training. The four of the children have been awarded Youth Voice funds allowing them to attend school residential experiences and music lessons and the older children have also started volunteering and have removed themselves from participating in behaviour that may impact negatively on themselves and their local community.

### **5.19 Youth Diversion - Neighbourhood Youth Project**

B lived between his aunt's house and with his Dad. He has been attending the youth project for the last 18 months and attends every week.

Over the past year it has been very apparent that B has had a lot to deal with including alcohol and substance misuse which led to the death of his mum ten months ago. He would attend the project very angry and be involved in lots of separate incidents whether it violence or verbal abuse either to himself or other young people. Most of this would happen at any mention of his mum or dad as other young people knew how to provoke him. It would be hard to involve him in any trips or activities as his behaviour would let him down.

The workers and volunteers within the youth project have become very attached and have implemented a support network with his peers and staff so that he can chat about anything when he feels he is struggling.

We are now a good six months down the line and the change with young person B has been great. He attends school every day and lives full time with dad. They both have gone to counselling and have a great attitude towards one another, dad also comes to youth club to pick up B which is new and the response dad gets is good to watch as they have a great bond and dad watches him play football and engage with other young people. The change has been overwhelming but he still has a way to go. B attends all activities, trips and discos and is a credit to himself for trying to move on and change. He is not angry, engages well with his peers and likes to deliver sports activities to the other young people.

B is looking forward to further personal development and can't wait to join the Youth Work Training Academy which is run by RegenFX youth Trust enabling him to become a responsible volunteer within the project.

### **5.20 Youth Diversion- Hyper Cyber**

A attends the Hyper Cyber facility and on joining lacked confidence, in particular around her peers. She was shy and timid. We worked with A in a group work setting allowing her and the other young people involved to focus on issues that affected them. Of particular interest for all were health, fitness and wellbeing.

A has since participated in our summer boot camp which gave her the opportunity to let her guard down and not be under pressure from peers to engage in problematic behaviour. She is now taking part in sport and fitness activities within and out with club time. This has allowed her to shed weight which has made a visible difference to her appearance.

The benefits of engaging with Hyper Cyber go beyond impacting on her leisure time. A is now more settled in school, more active, eating healthily and maintaining a healthy mind. She is happier and more confident which is evident in how she approaches things and there is a marked difference to her outlook.

### **5.21 Youth Diversion – Neighbourhood Youth Project**

C is a young person who lives with his mum, brother and sister and has been a regular attendee at the youth project for two years. Due to C's challenging home situation he struggled with school and often didn't attend. His mum lost custody of his eldest sibling who went to live with his gran under a care order and C's behaviour was spiralling out of control. When he first attended the club with his brother he was disruptive causing mayhem whenever he could or hitting anyone who was close to him.

Over the past year C's mum has turned a corner and currently volunteers at the youth project and has gone on to do an HND at college (working in communities). C has recently been diagnosed with autism and ADHD, and his family understand him more and with support his sister has also moved back home with the family.

The workers and volunteers within the youth project have built a great relationship with C and his family and implemented programmes which help support him deal with his outbursts. He attends skate park events, the roller disco and now silent discos and takes part every time and enjoys his mum being part of the club. He also attends Larkfield Tuesday group which is a youth group for young people with any additional support needs especially autism where he has made new friends and is happy to travel independently without mum.

Since being engaged in the project there has been a massive change in C's behaviour and confidence, he accepts himself and understands his autism and has learned techniques to suppress his anger when it's inappropriate. He also attends school every day and enjoys being involved in outdoor activities and drama. Mum has recently put him into a drama group where he is thriving with confidence.

### **5.22 Youth Diversion – Hyper Cyber**

D has attended Hyper Cyber for three years. When he first became known to us he was engaging in risk-taking behaviours at home, in school and in the community. Working with his school, youth club and parental support D worked his way through his issues and used the opportunity as a learning experience.

He has attended the youth club regularly even at times where his peer group withdrew. This has allowed him to take part in boot camp sessions as well as residential and camping experiences with the youth project where he began to show an interest in helping others and guiding them in a peer support role.

D quickly demonstrated that because of his past experiences, he could reflect on them and help others who found themselves in similar positions think about the choices they made. He has been exceptional in helping to engage some of the more difficult to reach young people in the junior youth club often using his love of sport and football as a hook to engage and develop relationships.

D has since completed the youth work training academy and was invited to attend the advanced session. His endeavours were recognised at a local award ceremony where he was part of a small group who collected an award on behalf of the youth project

### **5.23 Youth Diversion – Youth Work Training Academy**

E is 16 years old and was referred to the Youth Work Training Academy (YWTA) Course by her youth worker from the local Youth Project. On the first night B openly spoke about her drink and drug use at weekends. The staff at the YWTA thought she would fall away from the course but she proved them wrong and continued to attend.

During the course she was referred onto become a member of the street cast as part of her placement and attends religiously. She has become a great asset as she is very reliable and confident to act as part of the cast.

Young Person B went on to achieve a platinum award for the YWTA and still continues to volunteer at The Street Project two evenings per week. Also she has gone on to achieve her Advanced Youth Work Training award and has become a peer educator to the new youth work trainees who have just started there course.

### **5.24 Youth Diversion- Neighbourhood Youth Project**

Given the fact that families in the neighbourhood are affected by food poverty, the cooking group was established aiming to give local young people some basic cooking skills whilst developing their numeracy and literacy as they follow recipes, having to make adjustments for the group size.

The young people learn about cooking healthy meals on a budget and are given the chance to prepare fresh meals from scratch using some standard cupboard ingredients such as shortbread from flour, sugar and butter, to pasta sauces from tinned tomatoes and onions to make a basic sauce that is also the start of chilli, bolognaise and other recipes. This process gives the young people independence in the kitchen and the ability to cater for themselves. Not only are the participants learning how to cook on a budget, they are also learning about nutrition including how to interpret nutritional information on packaging to help make healthy choices. Calorie intake and portion sizes are also covered.

To develop social skills the young people cook meals and enjoy socializing and discussing their efforts and have planned an event which will take place during the summer programme where they have to cater for 30 young people and calculate everything for the event from cash to ingredients.

#### **5.25 Youth Diversion - StreetBase**

Staff have been engaging with a group of girls who are very hard to reach. One in particular, X, is 16 and regularly abusing alcohol and other substances and on two separate occasions last month she was brought home by the police for anti-social behaviour.

Her mother has approached staff to ask if we could help as she feels that she can no longer control her. The mum has other young children and has several issues of her own. We began to engage with X advising her on how best to stay safe. She is now approaching staff and confiding some of her worries to them. This will be a slow process but staff feel we are making a breakthrough with her and possibly her family too. Staff have informed her about the Kickstart Project and asked if she be interested in learning more about this. She said that she would consider this but is wary of getting involved with social work as she has had a bad experience. We will continue to engage with X and provide some support to her Mum.

#### **5.26 Youth Diversion – Streetbase**

M is part of a large group of boys we have worked with over the past few months. In this time we have known of M abusing alcohol and engaging in antisocial behaviour which has resulted in him being brought to the attention of the police.

On one particular occasion, one of the parents alerted us that the boys needed help and asked if we could provide assistance. We went to the property where the boys had been drinking and noticed that M had split his head open, there was a fair amount of blood loss probably in part due to the amount of alcohol he had consumed. Staff phoned an ambulance and then called the parents of the boys. The house the boys consumed the alcohol in is well known to the staff and others in the area; this is where the boys gather to drink and it has been said they take other substances. M's dad was visibly upset and disclosed that M was getting out of control.

Since that night staff have engaged weekly with M and his family and M is now taking part in activities. Through discussions with staff M has since gained part time employment in the local shop. His family feel that the staff have been a positive influence on M and while he still has many issues, they believe he has a better outlook for the future. Staff have recently signposted M to Skills Development Scotland where he is engaging and staff are keeping up to date with his progress.

#### **5.27 Education – Flexible Packages of Support**

D is 16, had recently been made homeless and is living in the Blue Triangle accommodation in Hamilton. This situation will continue for approximately nine months before he will be moved on to other accommodation. He was sofa surfing for a while and during this period, his clothing was stolen leaving him with very little to wear. What he does have is now worn and/or torn.

The Flexible Package of Support budget has enabled us to provide money to help support D on a daily basis to enable him to eat healthy meals and purchase clean, smart clothing. We will also help him to learn the skills required for independent living, including how to budget and cook healthy meals.

D was taken shopping by a member of staff and was able to buy essential clothing and toiletries. He also purchased some food essentials to keep him going. D 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.

### **5.28 Education – flexible packages of support**

J's family are struggling financially and required support to purchase school clothing for J. She already receives free school meals and although she has a school shirt and tie the family have been unable to afford to buy a blazer or PE kit for her a blazer has been provided from our lost property initiative.

J is dyslexic and also receives support from Active Breaks counsellors and our Nurture base in school. She has very low self-esteem and can be very defensive about not bringing the correct equipment or uniform to school.

J has to borrow a school PE kit which is causing a great deal of tension and stress as she is very concerned about what others think of her. Occasionally she was truanting to avoid PE and most recently she refused to wear the borrowed kit as she claims it irritates her skin.

In order to ensure that J fully participates in her health and wellbeing education she needed to feel comfortable and motivated to participate and we felt this could be achieved by purchasing her own PE kit.

Pupil Support continue to monitor attendance and stay in communication with PE staff regarding level of engagement. The financial support has helped to improve health and wellbeing outcomes for J who is now able to continue her Physical Education and feel included and respected by her peers by wearing the same school uniform and PE kit. It has also led to less confrontation in PE regarding her refusal to wear borrowed kit.

“J has attended every PE lesson since receiving her new kit and has participated willingly. Her outlook is much more positive and she is regularly checking in with me in Pupil Support when she does become unhappy in school because she trusts that I will help her following this.”

### **5.29 Education – Early Years Nursery Places**

Two siblings A and B attend nursery over two and half days. This is a vulnerable family with a history of mental health issues and previously the children had been removed into care. The children exhibit challenging behaviour and lack of communication.

Nursery has provided signposting for financial support, home link support and support for Additional Support Needs which has resulted in the older of the two children making clear progress in his communication and understanding. Mum who was always been reluctant to

engage now engages fully with the family centre and we have seen a marked improvement in parenting.

There continues to be ongoing family issues regarding caring for two vulnerable children, however, the children have a safe and clean environment to attend and are beginning to access a full range of experiences.

The staged intervention process has supported mum in attending appointments and managing play and safety at home. Mum is always happy to work with the nursery and her confidence in resolving family issues has been greatly addressed through receiving on-going support.

### **5.30 Education - Early Years Nursery Places**

Child C started nursery last August and took several weeks to settle into the placement. With lots of work and Mum's support he now accesses a range of play experiences. Mum lacks confidence, has a history of alcohol and substance misuse and has been exposed to previous domestic abuse and her vulnerability is apparent.

Having attended personal development opportunities and parenting workshops her confidence has grown considerably and her children are deemed no longer at risk. Child C is making good progress and mum now has full support of her family. She is also a regular volunteer at our community café and is gaining life experience that will help her back into the work place when all of her children go back to school.

The improved parenting and stability at home has been a contributory factor in the general wellbeing of her children in particular Child C. She continues to be supported with home link worker and the Family Centre and we are confident that C will continue to meet all milestones being settled and happy at nursery.

### **5.31 Education- Work it Out**

J was referred to the Work it Out (WIO) Programme at the age of 15 by the school Additional Support Needs Unit (ASN) in his final year at school as it was identified that he would benefit from support in his transition from school. C had attended the ASN unit from 1<sup>st</sup> year as he required additional support due to mild to moderate learning difficulties. Being on the autistic spectrum, C has difficulties coping with change and new situations. His attendance at school had been poor in the previous year partly due to his mother's and a younger sibling's poor health (with C taking on the role of young carer) and disengagement from school subjects.

Due to this lack of engagement with a classroom based environment C was offered the opportunity to attend the WIO horticulture program run in partnership with Clyde College where students work towards an SVQ 1 in Horticulture. C participated fully in the program attending two days a week; his attendance although not 100% was much improved compared to school attendance. C fully participated in this and achieved his qualification. His confidence increased and he found that he enjoyed practical work and working outdoors. C was supported to travel independently to his placement.

In preparation for leaving school C was supported with looking at college options, however he again preferred not to select a classroom based environment and it was decided that although he would eventually look for employment opportunities he was not quite ready for this. C was offered a work placement opportunity at the David Livingstone Centre maintaining the grounds and he is working towards a Construction Skills Certificate. Alongside this he is receiving job search support all with the aim of achieving his goal of gaining employment.

### **5.32 Education- Work it Out**

M was referred to the Work it Out (WIO) program at the age of 17 in his final year at school by the Additional Support Needs Unit as it was identified that he would benefit from support in his transition from school. M had attended the ASN unit from 1<sup>st</sup> year as he required additional support due to mild to moderate learning difficulties and being on the Autistic Spectrum, which has led to difficulties with anxiety and a lack of confidence and belief in his own abilities.

The WIO Programme had decided to introduce a community based internship programme as a pilot scheme. This involved a community based classroom where pupils would be involved in learning employability skills and three twelve week work placements attending three days per week. M was offered a place on this and was involved in three very successful placements within B&M Bargains, ASDA and Glengowan Primary School kitchen.

On leaving school M very much wanted to pursue employment but in discussion it was felt that he really needed to increase his self-confidence and gain more work experience first. He was referred to the WIO Project SEARCH programme based at Hairmyres Hospital which is based on a partnership that includes a business, a training organisation and a supported employment organisation. In South Lanarkshire's case this is ISS Facilities Management at Hairmyres Hospital, NHS Lanarkshire and New College Lanarkshire and WIO. The goal is to provide on-site internship experiences in order for young adults with significant additional support needs to acquire necessary skills leading to competitive employment.

M completed two internships firstly in Labs and then as a ward assistant. While undertaking these roles he was also supported to apply for job vacancies and eventually gained employment with South Lanarkshire Council as a housekeeper in a care home. M has settled well into his role and is a valued member of staff and has been awarded a Special Achievers Award at the WIO 2017 awards ceremony.

### **5.33 Community Engagement - Community Links - Targeted Capacity Building Work**

Volunteer A is a single mother with health and anxiety issues. Through our community engagement activity in A's neighbourhood, we had made contact with her and she had increased her volunteering time in the local community. She stays alone with her 12 year-old child who often takes on a carer's role. The child began to have behavioural issues and her attendance at primary school became irregular.

Volunteer A confided in our community connector that she had concerns and didn't know how to cope anymore. They discussed the situation and as a result, the development worker – with Volunteer A's permission – was able to refer both mother and child to relevant agencies for appropriate specialist support. The support was introduced relatively quickly by partner agencies and since the first sessions, there has been a marked improvement in both volunteer A's mental health and anxiety levels and the child's behaviour and attendance.

Volunteer A has since gone on to complete several training courses and now has an escalated list of duties which she is enjoying - this includes taking on an office bearers role in a newly constituted local group. She feels her outlook is more positive and the relationship with her child has been strengthened thanks to the support that she received.

### **5.34 Community Engagement - Community Links - Targeted Capacity Building.**

Volunteer B is a mature single man who has dyslexia and short term memory loss. Prior to volunteering, he had been isolating himself and not going out of the house unless for shopping or attending the local SELECT Hub where he searched for jobs. He met a development worker whilst conducting his job search one day and they suggested that he

volunteer. Although not keen at first, because of his ill health, he later changed his mind after chatting to the worker again at the Hub.

Volunteer B now helps in food co-ops in two areas and although he is restricted due to his health issues, his confidence has grown and he has built up great relationships with service users and other volunteers.

He is also keen to learn and following encouragement from the development worker has learned new skills like stock control, postcode recording and cashing up. Due to his Dyslexia, it took a while for him to feel comfortable to be able to learn these new skills, however now, not only does he do these activities every week, but he also helps other volunteers to learn. He has a lot of patience and enjoys helping others. He has said that volunteering has allowed him to feel more confident and helps him get out of the house and fill his days with positive activities.

### **5.35 Community Engagement – Healthy N Happy - Targeted Community Capacity Building.**

M is a Burnhill resident who has become involved in our capacity building work through her daughter's attendance at the Wee Adventure Club. M has expressed in the past that the Wee Adventure Club is really positive for her daughter's development and social skills.

After engaging with youth group staff she began spending some weeks helping out at the youth club, tidying up and assisting staff or taking part in activities. This allowed staff to chat about the wider role we play in the community and encourage her to be involved in any way she could. Once she was aware of the new family hub and showed an interest in its development, we saw this as the perfect opportunity for her to be more involved as a volunteer.

From attending planning meetings and supporting the running of the hub, she now plays a key role in the development of the weekly activity. This in itself was a major achievement for M who lacked the confidence to talk in a group scenario and would normally avoid meetings. She is now keen to be involved in organising events and general volunteering and is looking forward to gaining more experience.

X is one of our newest volunteers who was initially involved in other roles as a volunteer but began to show an interest in the Springhall Resource Group and came along where she showed huge enthusiasm and commitment. X is now an active member who has enlisted onto various training courses and has helped organise events, groups and activities, even participating in an entertainment slot at the Christmas event!

She has since joined further working groups where her confidence has increased so much so that she has represented the area at meetings with partners and funders. X has reported how she now feels like part of a community with renewed enthusiasm and hope and looks forward to working with her fellow residents to make improvements to her area.

A is an East Whitlawburn resident who became isolated through ill health and developed a lack of confidence as a result. A senior resident, keen to be involved in her community more but unsure of how to reconnect, she has benefited hugely from our capacity building work. Her first engagement with HnH was with staff on the street. At first she thought she had nothing to contribute to her community, but her knowledge of the area and the people within it was clearly a major asset.

Joining us as an informal volunteer has now enabled her to reconnect with people she had lost touch with and created the chance to meet new people too. She now recognises that she is in fact a very popular member of her community and highly thought of. A also recently



attended a social event for older residents where she again re-ignited old friendships and met new people too.

### **5.36 Social Work Early Intervention - Parenting Assessment Capacity Team (PACT).**

The PACT team offers a comprehensive assessment in all cases where the plan is for a baby to be accommodated at birth.

S was referred to the team. She was 16 years old, pregnant, and due the following month. S had had social work intervention herself as a child, on account of her mother's alcohol problems and neglect. Her partner P was in his twenties, had been adopted as a child, having also had very difficult early experiences.

The couple's relationship was very volatile and they were given two weeks to establish who was being put forward to parent the baby. They concluded, having been encouraged to take legal advice, that they wanted to be assessed as a couple.

The assessment process starts with a working agreement at which it is made clear what the concerns that have been identified are, what needs to change and what support the couple will be given in order to make and sustain changes to their lifestyle that would demonstrate their commitment to providing long term care, stability and nurture to their child not just through childhood but across the lifespan.

The team aims to make recommendations for permanence on a time limited basis, generally within 12 weeks after the birth of the baby. For the PACT team, permanence refers either to a return home to the birth parents, placement with kin, or adoption and these three possible outcomes are made explicit at the start of the assessment.

The assessment format is comprised of three assessed parenting sessions (ASP's) per week, for two hours at a time, and individual sessions with each parent separately. Given S and partner P were first time parents, there was opportunity for teaching and modelling and for the parents to be supported to develop their parenting skills by being provided with appropriate reading materials. The individual sessions cover a range of topics but aim to help reflection on the person's own life experiences, those of being parented and what external factors might influence their capacity to be good parents themselves.

There were other factors impacting this case, the most dangerous being a high level of domestic violence throughout the course of the assessment and mental health problems on the part of the mother.

Given the very high level of contact and intensity of the assessment, the level of domestic violence in the case was exposed early on and supports were identified for this and for specialist mental health services for S. This information was helpful in shaping future support plans.

In this case, S withdrew from contact with her baby in the second month of assessment. Whilst she experienced deteriorating mental health as a result of the familial, environmental and relational pressure she was under, in addition to suffering escalating domestic violence, the process of engagement in the early stages of the assessment helped her explore her feelings in relation to the baby and the responsibilities associated with parenting as was able to acknowledge that she was simply unable to meet the baby's needs either now or in the future.

The assessment continued for a further six weeks with the baby's father, giving him sufficient time to evidence that he did not have capacity to meet the baby's needs either and was ended finally when he was jailed in relation to charges of domestic violence.

The recommendation of the PACT team was for adoption to be pursued, to secure the child's future. Prospective adopters were identified at an early stage and the baby's legal plan and matching were considered by the permanence panel when the baby was only five months old. The baby will be in a permanent placement from where she can grow and develop over her lifespan by the age of six months, which developmentally is very significant, giving her the opportunity to develop strong attachment relationships at a crucial time with people who are going to be her lifelong carers.

Because of the intensive work done at the early stages of the assessment with S, she was able to understand why she was unable to parent her baby. She also understood the risk the baby's father posed. In light of this, she was able to give informed consent to the plans for the baby and support the adoption plan. She still sees her Family Support Worker to provide help with practical and budgeting matters and with other areas of difficulty in her life. She has been given contraceptive advice and has an understanding of why now is not the time for her to be a mother and her feelings of grief and loss are balanced by her understanding of the process and awareness of why decisions have been made. Being able to go on that journey and feel sufficiently empowered to give her consent to the adoption was a huge step for someone who has little agency in other aspect of her life.

### **5.37 Local Health Initiatives – Healthy Valleys**

R, aged 20, had experienced mental health issues since age ten, including an eating disorder, depression and self harm. She lived in an abusive home and her mum had died two years earlier. Following an attempted suicide she was referred to Healthy Valleys Community Health Matters project.

R received intensive 1:1 support, including stress management therapies. She was covertly assisted in seeking alternative accommodation away from her abusive father, maintaining her college place, seeking part time employment and helped through relationship difficulties including a pregnancy termination.

Eight months after first engaging with Healthy Valleys, R reports her mental health is more stable. She feels less anxious, is more able to talk about her problems, and has learned coping and self management skills. She is taking better care of herself, including addressing her eating disorder and has increased self belief and confidence in her abilities. She has now secured full time employment. *"The support I received from Healthy Valleys is amazing, and I'm forever grateful. They helped me reach a place in my life where I'm truly content. They boosted my confidence and felt more like a friend to me than an organisation. I can't thank them enough for everything they have done for me. It truly helped me through a really difficult, challenging time in my life."*

### **5.38 Local Health Initiatives – Healthy Valleys**

D, age 18, lived with social anxiety and depression and had regular thoughts of suicide. He struggled to cope when around strangers, being in public or even spending time out in public with his family. His goals included working on his social anxiety - he wanted to be able to relax when with family and be able to walk down the street without having to look at the ground all the time. He also wanted to work on his low mood and be able to say good things about himself.

D worked with a Volunteer Cognitive Behaviour Therapist to help him change his thinking and take positive action. Over 15 sessions a variety of different CBT tools were used for example, cost/benefit analysis's were used to challenge D's rules of living ('If I isolate myself then I feel safe' – this was costing him time, new friendships and family time). Exposure and behavioural experiments were used to help with exposing himself to social events and challenging his old behaviours.

By the end of therapy, D felt much more confident, able to see the good things about himself, stopped playing console games so much and started to look forward to social events with friends and family. He has also taken part in various group social activities with other young people and secured a part time job.

### **5.39 Local Health Initiatives – Healthy N Happy – Parent Cafes**

Z is a single mother who gave birth in 2016. She has a good relationship with her baby's father but they do not live together so she felt she had become very isolated after her baby was born, having previously not been tied or obligated to anyone. She heard of The Parent Café through a colleague and attended very early in her daughter's life and reports to staff that Parent Café has helped her become the mother she is today, in particular the support she received from staff but also from other parents who have much more parenting experience and also being in a position to support newer mothers as her confidence in parenting and bonding grew. The family of 3 continue to have an excellent relationship, the baby has grown into a happy and confident toddler and Z is enjoying every day with her child.

### **5.40 Local Health Initiatives – Healthy N Happy**

T is a 14 year old young person who participated in the Looking Up course. He demonstrated a huge growth in confidence and self-esteem from the beginning to the end of the course. On the first night T was extremely uncomfortable and completely shut down all communication resulting in his mum having to come and collect him.

It was slow steps for T but he made steady progress. By the end of the course he was excited to come to the group, was able to walk to and from the venue by himself, take part in the majority of activities, have conversations with his peers and express his likes/dislikes and feelings confidently in front of the group.

His mum also reported big changes in T's behaviour, They were now planning more family activities, and T is taking on more responsibilities within the home and is able to have discussions about compromise rather than shutting down all communication as he had done previously.

### **5.41 Supporting Vulnerable Families – Breaking the Cycle (BTC)**

Family consisted of two adults (mother/ father), and two children (1 unborn at the time of first referral). Initially BTC found it difficult to engage with the family, due to the family's mistrust of the authorities and previous poor communications. The main reason for referral to BTC was homelessness (the family was living in a hostel at the time of the first referral), due to the family fleeing their old accommodation because of the threat of external violence. This was associated with the family being involved in anti-social behaviour in their local community (which has resulted in the issue of an ASBO), and a history of offending behaviour. The father also received a Community Payback Order.

Underlying the family's housing problems, both parents had a history of substance misuse, and mental health problems (the mother suffered from depression), which contributed to their behaviour. The issue of substance misuse also led to their young children being placed on the CP register. There was an additional history of physical health problems (the father has asthma and was hospitalised a couple of times.)

BTC supported the couple to engage with all services, attend housing/social work appointments and to take on the responsibility of a new tenancy (in July 2016 they accepted to offer of permanent housing.) BTC also supported the family on how to sustain their tenancy by arranging and encouraging them to take regular financial advice (from Money

Matters). BTC supported them to reflect on past anti social behaviours and to deal with conflict in a more positive way, through counselling and advice.

In March/May 2016 both children were removed from the CP register, due to the parents making significant changes to their lifestyle. BTC helped secure a nursery place for one of the children, close to their new home. Following their BTC case review, it was agreed by all agencies to take the family to exit phase in December 2016. The family are now (March 2017) working with social work on a voluntary basis only. To date the family continue to do well, with no agency having concerns about them and the father having recently secured a permanent job.

#### **5.42 Supporting Vulnerable Families – Breaking the Cycle**

Mother (32) and three daughters (16, 10 and 1) were referred to BTC in March 2015. The primary reason for the referral was that the family had experienced repeat homelessness and had lived in five different tenancies since 2012. Among the underlying reasons for the families housing situation was that the mother had experienced multiple relationship break downs, some of which involved fleeing domestic violence.

There were also other issues around the mother rejecting accommodation which she thought was unsuitable, and a poor relationship (hostility) between the family and public agencies, such as housing/ social work. An example of this was at the time of the first referral (March 2015), the family were staying with the maternal grandmother in one bedroom of her house, the mother had refused to put a homeless application due to her lack of trust in the statutory agencies.

In addition to the families housing problems, the mother had underlying mental / physical health issues, as well as problems associated with substance misuse. The youngest child of the family was on the CP register, due to the fact that while she was in the care of her father, he was found to be under the influence (this occurred during an access visit).

As a priority BTC helped the family by initially providing them with suitable temporary accommodation, and then with a permanent tenancy suitable for their needs .BTC assisted the mother with applications for grants for furnishings. BTC also assisted with accessing a nursery for the youngest child and provided the older children with bus passes to travel to/ from school.

BTC has provided additional assistance to the mother in a number of other respects. The BTC team have provided her with counselling/ support to improve her self esteem, make her less reliant on illegal substances, which in turn has improved her physical health and appearance.

Through the support of the BTC team the mother has also accessed counselling around issues such as relationships and anger management which has improved the families' dealings with public bodies. The mother's situation has now improved to the point where she is currently in further education, doing a photography course, with a view to gaining permanent employment.

#### **5.43 Early Years, Early Intervention Programme - Early Years Home Links Workers**

During the first few home visits Mum's attitude was quite poor and she seemed disinterested. Over time this changed and I established a very good working relationship with her. Mum is a single parent of a two year old child who has very little to no input from her child's father. She is not from this area and has little support around her.

Mum admits that her own childhood and upbringing were quite poor and she seeks to give her child a better childhood than her own.

During my time working with mum, she lapsed and began to use drugs. Social Work were also involved for a brief period, at the start of my involvement.

I supported mum to identify a set of aims that I could support her with including building her confidence to parent and to establish routines and to go out into the community and eventually get involved in local groups i.e. toddler groups. This included working together to apply for a nursery place. Mum's longer term aim was to find work.

Through using Play@home and the play and share boxes mum was able to build on her confidence to get down on the floor and play with her little one. Mum has commented on how she didn't know how to play as she had never had that experience as a child.

Her child got a two year old place in a local nursery centre and has now transferred to his local nursery to continue his pre-school education. This has given him an opportunity to develop his social skills amongst his peers as well as give opportunities mum admittedly struggled to provide on her own to bring on his overall development.

Mum sought employment through Remploy and now has a permanent part time job. She feels that she has achieved a great deal and is proud that she is building a positive future for herself and her little one.

#### **5.44 Early Years, Early Intervention Programme - Early Years Home Links Workers**

It was felt that mum would benefit from the support of a Home Links Worker as she needed help with strategies to support her children's' development, in particular social interaction, concentration and language skills. Nursery attendance levels were poor and mum didn't have a particularly positive relationship with nursery staff. She has two children, aged 2 and 3 years.

Over the five months I have been working with mum we have developed a good relationship and she has engaged very positively. She has completed Early Years FAIAR goals and outcomes and is continuing to work on some outcomes and this has encouraged her and boosted her confidence.

The children are responding well to the Bookbug sessions mum is doing at home as demonstrated by myself. Their language skills are improving, as is their concentration and learning through play.

Mum is also doing play@home indoor and outdoor activities and I can see an improvement in the children's' interaction, and social skills at nursery.

I continue to work very closely with mum, building her confidence, self esteem and parenting capacity. She feels more confident in approaching the nursery with any concerns and is also linking in with the other professionals in a very positive and confident way. Mum has also attended the Sleep workshop and Stay and Play workshop at the nursery which before she would never have done. Attendance has improved from 62% to 92%.