



## **Glasgow Community Learning and Development Strategic Partnership Glasgow CLD Action Plan 2021-22 Summary Progress Report**

### **Introduction**

This progress report highlights key work delivered by Community Learning and Development services against the Glasgow Community Learning and Development (CLD) Plan 2021-24, covering the period September 2021 – June 2022.

The CLD Plan aligns to the Glasgow City Plan priorities of Inclusive Economic Recovery and Growth for a Wellbeing Economy; Resilient Communities; and a Fairer More Equal Glasgow and is being implemented effectively through Community Based Adult Learning; Working with Young People, Children & Families; Community Engagement & Development and Digital Participation & Inclusion.

The Glasgow CLD Strategic Partnership (GCLDSP) is charged with the leadership of CLD. The partnership benefits from cross-sector membership including Glasgow City Council (GCC) and Family, the Voluntary Sector, Education, Health and Colleges. Chaired by Glasgow Life (GL), it is the Partnership's responsibility to ensure that statutory requirements are met and the CLD Plan is effectively delivered.

Community Learning and Development (CLD) programmes and activities have engaged young people through innovative youth work, supported adults to develop skills and confidence, developed opportunities for families to learn together and facilitated community engagement & development. A range of programmes, activities and services have supported communities during the pandemic and continue to be delivered through recovery stages.

Key areas of focus are skills development; improving mental health and well-being; supporting employability; tackling social isolation; supporting integration and targeted programmes for those experiencing poverty. The pandemic has highlighted the essential role CLD plays in supporting social connections and linking people to services.

In this first reporting period, there is strong evidence that the CLD plan 2021-24 is being implemented effectively, contributing to the city's priorities. As people and services recover from the impacts of the pandemic, Community Learning and Development has continued to adapt and respond to individual and collective needs and challenges, including the growing cost of living crisis.

*September 2022*

## **Inclusive Economic Recovery and Growth for a Wellbeing Economy**

### **Introduction**

CLD makes a significant contribution to the economic growth of the city, providing opportunities for both young people and adults to develop their skills for the future.

The implementation of the CLD plan is providing evidence that learners are improving their economic opportunities through CLD.

### **1.A Targeting Lifelong Learning to develop the skills, confidence, wellbeing, and aspirations for inclusive growth and active participation.**

Community Learning and Development providers continue to design programmes and engage with participants in ways that support those facing barriers to employment and active participation. This is demonstrated through a range of programmes and activities including the development of digital skills, ESOL, literacy and numeracy programmes, and support to individuals with convictions.

Delivery of learning programmes during the pandemic was a challenge for some learners, confirming that teaching essential digital skills and lower-level literacy and ESOL must be done face-to-face, while hybrid delivery worked best for more advanced learners.

Adults developed digital skills and confidence by being supported to access online programmes during restrictions and, more recently, a combination of remote and face to face learning. Digital programmes continue to be delivered at a range of levels from beginner to more advanced coding skills. In 2021/22, Glasgow Life, delivering **2,267 hours** of learning across **340 sessions**, engaging **349 adults**. In addition, the **Glasgow Code Learning** programme delivered SQA accredited courses, with **464 registrations** across **5 courses**. A total of **117 qualifications** were achieved.

Glasgow Clyde College delivered digital learning to **104** Community learners and Employability courses to **405** learners.

**English for Speakers of Other Languages (ESOL)** providers continue to support adults to develop language skills through conversation cafes, SQA accredited courses and informal programmes at different language levels. During restrictions, providers engaged with learners, adapting their learning programmes to deliver sessions online and directing learners to accessible learn at home resources. The recovery of in-person learning is particularly benefiting adults with lower levels of English and is supporting integration. In 21/22, Glasgow Life delivered **10,557 hours** of ESOL learning across **1,375 sessions**, engaging **800 adults** in courses.

**Adult Literacy and Numeracy (ALN)** providers supported learners during restrictions through video platforms, phone support and by mailing activities. While many learners continued to engage with their ALN learning, others struggled with remote support, preferring to re-engage in programmes once face to face was re-introduced. In 21/22, Glasgow Life delivered **4,747 hours** of Adult Literacy and Numeracy learning across **1,079 sessions**, engaging **111 adults** in courses.

Demand remains high for Glasgow Life adult **Gaelic** classes, which continue to be delivered online. Feedback surveys from learners confirm knowledge is improving with learners progressing in their language development through participation in classes and conversation and additional support sessions for Beginners. In 2021/22, Glasgow Life delivered **5,100 hours** of Gaelic across **677 sessions**, supporting **327 learners**.

Glasgow Clyde College delivered digital learning to **104 Community learners** and Employability courses to **405 learners**.

Community Justice Glasgow worked with Glasgow Social Enterprise Network, to raise awareness and produce a Social Enterprise/Prison Action Plan, targeting opportunities for individuals in custody or leaving custody. Community Justice Glasgow continues to support and expand specific Social Enterprises and their Boards who are providing services for individuals with convictions. An area impacted by the pandemic was unpaid work, a requirement of the Community Payback Order. Commissioned by Community Justice Glasgow, third sector providers were creative in designing and delivering their digital community justice provision, with the sessions perceived as safe spaces that had positive impacts.

### **1.B Young people engage in programmes and activities that support their wellbeing and develops skills that enhance their employability, raise aspirations and support them into employment.**

CLD partners are playing a significant part in raising attainment and providing opportunities for young people to thrive.

COVID-19 restrictions resulted in most venues being closed and programmes significantly disrupted. Despite this there were a total of **47** Glasgow Life youth work programmes delivered, supporting **582 young people**.

Young people are benefitting from Glasgow Young People's Guarantee, which includes delivery of a range of CLD programmes and support. This includes Glasgow Code Learning supporting unemployed young people between 16 - 24 years to obtain the necessary qualifications for an accelerated route into employment. In 2021-22, Glasgow Code Learning programme had **31 approved new Young Person's Guarantee starts** across its courses. Young people are also being supported through Volunteering Placements with Glasgow Life and Glasgow Council for Voluntary Sector. By April 2022, **53 referrals** had been made.

Glasgow Life school-related STEM and CoderDojo programmes included projects delivered through the Glasgow Life School Library Service which engaged young people from under-represented groups and Senior Phase pupils. This included the "See Yourself in STEM" project which involved **120 S1/S2 pupils** in three Glasgow schools exploring ideas, resources, and practical activities around Climate Change and the Knightswood Secondary Pupil Mentor training and delivery programme with **6 training sessions** delivered to senior pupils on being a CoderDojo Mentor.

PEF-funded CLD workers at both Rosshall Academy and a joint worker funded across Hillpark, Lourdes and St Pauls High Schools support a range of programmes supporting young people and their families. Other secondary schools fund youth workers including St Margaret Mary's Secondary School in Castlemilk and St Paul's High School in Pollok. This is strengthening support for vulnerable young people unlikely to secure a positive destination post school. The MCR pathways mentoring programme across the city has been supplemented by more expansive in-school mentoring programmes in schools including Hillpark Secondary School and Bellahouston Academy. In addition, A Developing the Young Workforce Co-ordinator is now in every secondary school in Glasgow, including 2 ASN schools. In 2021, 38 of 39 secondary schools and ASN secondary schools engaged in the **Duke of Edinburgh Award** programme. In total **433 awards** were achieved with 56% participants from SIMD 1 to 3. The **John Muir Award programme** through Education Services has seen engagement numbers recover from the impact of the pandemic, rising from 503 in 2021-22 to 1099 booked in for 2022-23.

### **1.C Supporting recovery from Covid-19 by fostering digital inclusion and participation.**

CLD played a key role in supporting digital inclusion and participation throughout the pandemic and in recovery, assisting individuals, families and communities to get online and stay connected.

CLD providers secured devices and data packages through Connecting Scotland and other schemes to support individuals, families and groups. While this included supporting target groups through national and local device and data schemes, data poverty remains a barrier to digital access in Glasgow.

Glasgow Life were the main hub for the Connecting Scotland programme in the city, with over **7,000 Chromebooks/iPads and Mi-fi connectivity distributed**. Glasgow City Council Education Services Connected Learning Programme has distributed in the region of **60,000 iPads** across the school estate.

Glasgow Science Centre delivered programmes supporting digital participation including Digital & STEM learning for all ages in the Newton Rooms utilising the Boeing simulators and the Earth Allies online course for young people aged 16 – 24 years from underserved communities, equipping them with the tools to be advocates for climate action.

## **Resilient Communities**

### **Introduction**

Community groups, organisations and social enterprises have demonstrated their resilience and flexibility in the face of challenges presented by the pandemic and increasing cost of living crisis. Support to these groups has reflected identified needs, including the allocation of additional funds to support recovery, participatory democracy and developing volunteering.

### **2A. Developing community capital and resilience**

Glasgow City Council and third sector partners have demonstrated a real flexibility and agility to work together. Partnership working has been stronger than ever in many ways, but the more procedural aspects now need attention.

TSI (Third Sector Interface) partners coordinated the grants programme and support requirements that came from the Scottish Governments' **Mental Health and Wellbeing Fund** that brought over **£2m** into Glasgow targeted at smaller community groups. A programme of targeted support sessions was delivered to successful applicants. GCVS and Glasgow Life coordinated the grants programme that came from the Scottish Government's CBAL (Community-based Adult Learning) Recovery Fund. The Glasgow CBAL Recovery Fund Investment Plan was developed in line with the CLD Strategy 2021-24, detailing allocations against the award of £298,000. Local procedures were devised, and funds distributed to adult learning providers to support the delivery of a range of programmes and support. The Glasgow Youthwork sector was awarded **£360k** from the **Youthwork Education Recovery Fund** to support Young People's educational, social, and emotional recovery in the wake of the pandemic.

We now need to ensure that we maintain the more flexible way of working while improving our long-term approach to planning and impact measurement. The Capacity Building Strategic Group, Glasgow Youth Work Providers Group and GCLDSP Adult Learning Group will play a key role here.

Research provided by the Academic Advisory Group of the Social Recovery Taskforce highlighted that the pandemic had exacerbated existing inequalities for disadvantaged communities – the disabled, BME groups, older people, children and young people, women and those experiencing violence or homelessness. The 1% Framework Agreement agreed between Scottish Government and COSLA in 2017 was reviewed in the context of COVID recovery and it was agreed to give local authorities flexibility in meeting this target for mainstreaming participatory budgeting. In the light of COVID and recovery work, there has been a shift in language across local authorities from

Participatory Budgeting to “Participatory Democracy”, including a desire to go beyond a small grants process towards embedding participatory democracy in service (re)design and delivery, supporting and empowering communities to make decisions and building on existing good practice which, for Glasgow, could include the Pupil Equity Fund, the Parks and Greenspace Participatory Budgeting Panel and the Pollok Social Innovation District.

Organisations are working their way through the People Make Glasgow Communities (PMGC) process. Challenges have included managing the volume of initial interests, the time taken for the process to bed in and for all staff to become familiar with each other to support organisations most fully. There are currently 5 organisations at stage 4.

The pandemic presented all Community Councils with various challenges, particularly as their ability to physically meet was removed. There have been strong signs of those challenges being overcome and greater use of ICT and technology has been a positive outcome. Community Councils from across Glasgow have opportunities to engage with each other as well as a wide range of public and private agencies and service providers through Community Council Development Sessions.

## **2B. Engaging with individuals, enabling and building their skills and confidence to identify need, shape services, influence spend**

The recently formed, Community Engagement Working Group brings together a wide range of public sector, Third Sector and Community sector partners to develop a shared vision for community engagement; develop joint community engagement projects to support shared plans; build a supportive space for community engagement and development practitioners; share training and resources

and develop a shared understanding and examples of practices of embedding an equalities-led approach to community engagement. The group is co-facilitated by GCC CES, the community engagement manager in GCPH and the director of a Third sector organisation. The lack of resources for community engagement and development is proving to be a challenge, as demand within the public sector for co-designed services increases.

In developing the new model for Area Partnerships, consideration was given to the significant refocussing of priorities and approach, resulting from the pandemic. This includes having delivery models that foster collaboration, transparency and citizen participation in priority setting and resource allocation at an area-based level. This also dovetails with the city’s Open Government vision and proposals.

The model also provides a mechanism for the rollout of participatory democracy through Citizens’ Panels, informed by learning from the recent Citizens’ Assembly on Climate Change and co-developed with communities, at electoral ward level. It was agreed to carry out three pilot Citizens’ Panels in: Pollok, Calton and Canal. Following input at the Area Partnerships in early 2022, this shifted to an agreement to co-produce the development of the panels with the local community in those areas, using a Service Design approach. This is being led by the Centre for Civic Innovation, in partnership with local Third Sector and Communities.

The Glasgow Youthwork sector is developing an understanding of how providers can engage with and deliver the city’s Children & Young People Integrated Services Plan at a local level. Strategic and delivery links between Glasgow Life and Social Work services are improving, bringing together the relevant strands within the Children’s Services Plan that directly relate to youthwork with local and citywide links and opportunities. Further work is required to ensure that the delivery matches the needs and aspirations of those involved.

Glasgow Youth Council made an early proactive decision for both executive and Full Council Meetings to continue to meet online throughout lockdown and continued to actively campaign on issues including the impact of COVID and lockdown restrictions. The Future After Lockdown research consulted with over **200** young Glaswegians, seeking their views and concerns post lockdown. The consultation has provided an insight into how young people felt about the impacts the pandemic has had, and the support they require. This research complimented the Lockdown survey's undertaken by the Scottish Youth Parliament and Young Scot.

## **2C. Building skills and confidence and increasing opportunities for volunteering to widen participation and improve wellbeing.**

Volunteers have continued to make a key contribution to CLD in Glasgow. In June, the contribution of volunteers in Glasgow was marked during the national Volunteers' Week. This included a Civic Reception within the City Chambers to acknowledge the remarkable contribution Glasgow Life volunteers have made to the city in the past year. The event saw **150 volunteers and support staff** gather as the Lord Provost and Glasgow Life's Chair thanked the volunteers, who collectively donated nearly **15,000 hours** to support people and communities across the city. During that time, Glasgow Life's near-**900-strong team of volunteers** have lent a helping hand across services, helped people to get active, supported those affected by cancer via the Macmillan @ Glasgow Libraries service and played a part in high-profile events like Euro 2020, Dynamic New Athletics and our Aye Write! and Wee Write! book festivals.

Since October 2021, Volunteer Glasgow has advertised a total of **41 volunteering opportunities in CLD** - 16 categorised as 'Community/Economic Development' opportunities, 10 'Tutoring/Supporting Learners' and 15 within 'Youth Work'.

A new Glasgow Volunteering Strategy Board is to be established to govern the full refresh of the five-year Volunteering Strategy, endorsed by the Community Planning Partnership in March 2019. This will be a stand-alone strategy, and the aim in the CLD plan is to focus on volunteering issues directly relevant to CLD provision. CLD providers will be able to inform the refresh process.

Community Justice Glasgow have supported Volunteer Glasgow to develop specific volunteering opportunities for individuals with convictions, increasing knowledge and understanding of community justice amongst partners. Work will be undertaken to develop a specific volunteering project. An example of volunteering good practice in Glasgow is the Recreate Service which has helped inform ways forward.

## **Fairer More Equal**

### **Introduction**

Working collaboratively to ensure resources support those most in need is at the heart of CLD services. Through this approach, providers have been able to work together to co-ordinate responses to the demand for adult learning and deliver programmes that tackle inequalities.

### **3A. Working collaboratively to coordinate resources and identify solutions to better meet the increasing demand for ESOL in the city.**

The overall picture of ESOL in Glasgow reflects a wealth of diverse language learning programmes and activities being delivered in communities across the city, supported by partnership working. ESOL provision has been planned, co-ordinated and resourced through different sources of funding, involving providers in city and local planning arrangements. Providers of ESOL learning programmes, language assessment and guidance services have accessed core budgets, which are aligned to

service plans, and secured external grants to deliver programmes, develop capacity and support access. This was in response to resource gaps identified in the Glasgow ESOL Business Case, highlighting the ongoing pressure on services to respond to demand for ESOL learning.

An ongoing challenge is the short-term nature of funding not supporting a sustainable expansion of responsive ESOL services at scale to meet evidenced and unanticipated demand, including ESOL learning for adults fleeing the war in Ukraine. While any additional investment is welcome, small grants often give ESOL providers opportunities to only bolt on short-term, additional programmes, often without being able to offer learner progression when the funding period comes to an end.

Decisions on resource allocations on external funding involve partnership working. In 2021/22, additional resources to support the delivery of ESOL included:

ESOL Partnership Funds of **£76,319** - Awarded to Glasgow ESOL providers to for learning programmes and the Glasgow ESOL Register. The ESOL Partnership Group meets quarterly to collaborate on the planning, delivery and reporting against activities delivered through Scottish Funding Council ESOL funds allocated by Glasgow Colleges Regional Board.

ESOL resources were supplemented in 21/22 through the Glasgow CLD Strategy Partnership utilising funding from Glasgow City Council (**£30,000**) and HSCP Health Improvement (**£30,000**). In total **11 projects** were funded to deliver activities including ESOL groups and conversation cafes; targeted programmes for asylum seekers and refugees, Polish adults and Kurdish women; initial assessments and translation of digital skills course material. This funding has also supported the establishment of Glasgow ESOL Providers Network.

An investment of **£93,226.36** was allocated to ESOL from the Scottish government CBAL Recovery Fund, supporting **14 projects**.

Partners continue to work together to plan and support ESOL level assessment services. However, community-based ESOL assessments have not returned to pre-pandemic levels. This is partly due to a gap in secure funding and the impact of restricted access to some community venues. Glasgow Clyde College manages the EASE Project which has delivered **31 language assessment sessions** involving **203 Learners** from **44 countries** resulting in **160 Student support appointments**. The WEA offered initial language assessments between November 2021 and January 2022, resulting in over **290 adults receiving an assessment report**, the majority of which were offered places on short WEA ESOL courses.

The Glasgow ESOL Register changed function and, from January 2022, was no longer recording enquiries for those wishing to secure a college ESOL place and now has a community-based ESOL learning focus. Data from the Register reflects this change with total registrations decreasing from **17,989** in January 2022 to **6,870** in July 2022. However, a significant number of adults continue to register with **625** new registrations recorded in July 2022. The Register also continues to be used to send invites out to learners. While the ESOL Register supplies a source of data on ESOL demand, an ongoing concern is that adults who join the Register can often wait a considerable time before accessing a learning programme.

### **3B. Working collaboratively to improve reading, writing and numbers for children, young people, adults and families.**

Adult Literacies providers continued to adapt their learning programmes and models of delivery, including remote and online learning and adult learning walking programmes, however some ALN learners chose to suspend their learning until face-to-face provision was re-established.

While comprehensive data on adult literacies learning programmes is not yet available, additional short-term grants have supported providers to expand delivery. This includes the **CBAL Recovery Fund** allocations to **6** adult literacy learning providers. Glasgow Colleges also continued to support adults to access ALN programmes with City of Glasgow College working with **477 learners** and Glasgow Clyde College supporting **22**.

School Libraries have supported a range of programmes in literacy hotspot areas including: **EAL Book Group and Glasgow Guide for New Scots** SLIF project supported EAL secondary school students through book groups, author/illustrator workshops and collaborating on a multi-school creative writing project. This supported the development of student's EAL and literacy skills, as well as their confidence, contributing positively to their health and well-being and expanding their knowledge of their new home.

**Comics and Manga clubs** - School Librarians deliver comics and manga clubs for young people. This enables students to be creative and develop their reading choices, in a safe nurturing environment. Groups are available at a variety of schools within literacy hot spots.

**S1-3 learners requiring additional support with reading & writing**, (mostly EAL students) - School Librarian supports the PT Primary Specialist (Literacy) who works with S1-3 with additional reading and writing needs. The librarian works closely with this member of staff in advising on student's reading levels, supporting activities and sources titles that meet the needs of this group.

### **3C. Delivering a wide range of targeted opportunities to reduce inequalities, tackle child and family poverty, improve mental wellbeing and boost achievement and attainment**

**Youth Health Service** venues target child poverty hotspots across the city. The nursing wrap around team refer appropriate families to Financial Inclusion and liaison with relevant housing association to minimise impact of poverty. The YHS model now has an employability coach embedded within, to reduce barriers to employment. The expansion of the YHS is now complete and is operational across 9 venues within the city. Glasgow Life is an active member of the Delivery Group and have commenced reintroduction/expansion of the youth worker role (Apr 2022) within the YHS model to all 9 venues. As part of the Youth Worker role, young people are signposted / linked to opportunities within their local communities e.g., Literacy & Numeracy or Duke of Edinburgh. In 21/22 **1080** young people accessed the Youth Health Service.

**The Emergency Response Fund** provided essential lifeline items to people in financial hardship who were ill or self-isolating. Support through The Wheatley Group included help with mobile phone and fuel top-ups, white goods such as cookers, activity packs for children, baby milk, nappies, pet food and more.

**The Health and Social Care Partnership** is a key funding partner, with Glasgow City Council, of Financial Inclusion Partnership services, which support community- based NHS staff to refer patients to a range of dedicated Money Advice providers. From February 2022, Scottish Government investment in the Welfare Advice & Health Partnerships (WAHPs) programme enabled this service to be expanded to an additional 54 GP Practices (**84 in total**) for a two-year period. During 2021/22, there was a 10% increase in referrals from NHS staff to the Financial Inclusion Partnership service resulting in a financial gain of **£5,264,800**. From April to December 2021, GP Practice staff made **566 referrals** to the Deep End Money Advice Project. The total financial gain generated for patients in Q1-3 of 2021/22 was **£1,663k**. An ongoing challenge is lack of long-term funding for financial inclusion services, no service cost increases and cost of living increases, loss of skilled staff leaving posts for more secure contracts, results in lack of continuity of service and inefficiencies such as recruitment and training of new staff.



**Glasgow Life Universal Credit Hubs** programme brings together Financial Inclusion, Digital Inclusion and Employability services specifically for Universal Credit customers. It assists customers to make their initial claim and will crucially assist them to maintain their claim while working to become employment ready and moving into employment. The Universal Credit Support Service provides a safety net for all Universal Credit applicants, providing one-to-one support (including translations services where appropriate) in making a UC claim and offering a range of support and advice to enable applicants to successfully maintain their claim, connect to relevant local support services and move on to employment or training which will enhance their employability. Evaluation of the initial phase of the Universal Credit Support Service (funded by Glasgow City Council's 'Invest to Improve' Fund) has shown that over **90% of the clients** we have supported had their claims accepted, compared to the **national average of 70%**. In 2021/22, the service dealt with **1837** customer enquiries; **922** people supported over the telephone and **915** booked in for intensive face to face support.

The **Glasgow Life Family Finances Approach** is a citywide service which takes a multi-agency partnership approach, supporting eligible parents to achieve an increase in income through employment and improved financial capability. It achieves this through the provision of an intensive 1-1 mentoring approach which supports parents to access services and address barriers to progression. This includes supporting them to access and sustain learning opportunities which lead to employability. Between April 2021 and March 2022, the Family Finances received **186 new referrals**, increasing the total client caseload to **310**. The service delivered **1536 appointments**. 75% of these appointments were face to face and 25% were over the telephone. **100** of these parents progressed onto learning opportunities, **57** progressed along the employability pipeline and **28** into employment.

In recognition of the potential to have a positive impact on population health in Glasgow, the Glasgow Life **Live Well Community Referral** model has been developed over recent years in close consultation with key partners. The model will empower a wide range of organisations to refer people struggling with their physical or mental wellbeing to the team, who can then support the referred individual to create a wellbeing plan and to access culture, sport and learning activities that can assist them to achieve their wellbeing goals. In addition, Live Well Community Referral will engage trained volunteers who can be linked with individuals. The model is being piloted from end June 2022 in Glasgow's Calton Ward (Ward 9).

**Glasgow Life Family Learning Team (FLT)**, funded through Glasgow's Improvement Challenge, National Poverty Related Attainment Strategy supports effective engagement in services enabling families in almost all target settings to access high quality universal and targeted support that meets their needs. Participants attended Family Learning CPD sessions, drawn from primary, early years, secondary, and newly qualified teachers. In addition to the core offer, bespoke training was also delivered, including a session launching a learning pack for ASN transitions, and a session on Evaluative Writing. From August 21- June 22 the team delivered a total of **56 sessions** either online or face to face, with **994 staff attendances**. All participants report a better understanding of the principles of parental engagement and family learning. The Team manage the 'Families in Partnership' Education Budget which supports Early Years establishments to develop and deliver quality family learning programmes. This year the team provided training, support and resources to every Early Years establishment in Glasgow, increasing levels of meaningful family engagement around making the transition to primary school. During August 21-June 22 Families Connect training was delivered to 20 primary schools and early years establishments. A dedicated Family Learning Officer now has an enhanced role in helping schools with the quality assurance of family learning activity. From August 21-June 22 Officers worked with **72 individual establishments**. Evidence suggests that involvement with a Family Learning Officer is having a positive impact in almost all

schools targeted. Data demonstrates that the involvement of Family Learning Officers and Family Support and Engagement Workers leads to a higher number of parent participants on college courses who gain qualifications, and a higher number of sustained referrals to appropriate support.

## **Strengthening the Value of and Embedding CLD In the City**

### **2.4.1 Articulating CLD's contributions to wider strategies and policies and aligning with Social Renewal Planning.**

The Glasgow CLD Strategy Partnership renewed its structure through the establishment of sub-groups which are responsible for identifying, sourcing and reviewing reports and data relevant to the actions under each City Priority. In addition, the Performance and Governance sub-group oversees the implementation of the Cross-Cutting Priorities of Strengthening & Embedding, Continuous Improvement and Communications relating to the Glasgow CLD Strategy Partnership and CLD Plan, ensuring that activities are captured and reported.

CLD has been actively promoted and contributions recognised within sectors and key partnerships in the city. Communication has been supported through the production of a Pocket Guide and presentation for use by partners to disseminate information on the CLD Plan priorities.

CLD features prominently in the Glasgow UNESCO Learning City Development Plan. Key indicators have been identified and reporting is being captured. Glasgow Life is representing the CLD Partnership on a working group preparing to apply for a UNESCO Learning City Award in 2023.

### **2.4.2 Embedding CLD in City Planning**

Glasgow Life is working closely with Glasgow City Council to embed CLD planning and reporting in the 2022-25 Glasgow Community Action Plan (CAP) and Performance Framework. To date, a summary narrative on CLD has been developed and incorporated into the CAP website; linkages with the Social Recovery Task Force (SRTF) workstreams and potential CAP themes, priorities and projects have been identified, and initial work has begun on determining CLD outcomes in relation to the developing CAP performance management framework.

Education Scotland carried out a continuing engagement visit with Glasgow in June 2022, recognising that Glasgow Life and its partners responded well to the challenges posed by the pandemic. Feedback also noted that partnership working continues to ensure resources reach those most in need and that partners recognise the added value of sharing evidence to demonstrate the positive impact on learners and communities. Govan remained the local area of focus where HMI noted that Thriving Places continues to be a key driver for planning and that the coordination of the learning offer is improving. Partners are now progressing work on identified areas for further development including baselines and targets to ensure progress is more measurable at a city level, and updating local action plans, including Govan Thriving Places and the South Adult Learning Partnership.

## **Continuous Development and Improvement of the CLD Offer**

### **5A. Tackling barriers to access and participation.**

The Glasgow's Learning Promise to Learners has been included in the CLD plan 2021-24 Pocket Guide to encourage and promote quality in delivery of services. As CLD services have emerged from the pandemic, evidence has been shared reflecting the redesign of some services, including retention of online delivery and the ongoing development of health and well-being support. Information on provision is being updated and shared through networks and websites.

**5.B. Working collaboratively to develop blended CLD models.**

Adults, young people and community groups have continued to develop digital skills through participation in programmes that have continued to be delivered online by staff and volunteers. This has been further supported through the allocation of devices and data packages to targeted groups.

**5C. Developing highly skilled, digitally agile and confident volunteers and workforce.**

Staff and volunteers have accessed training and support sessions to improve the quality of community learning and development opportunities, build knowledge and capacity within organisations and support their own health and well-being. A wide range of sessions were delivered by GCVS, including “Stepping Forward into Managing a Community Asset”, “Stepping Forward into Engaging with Communities” and “Fuel Poverty: an issue for groups and individuals”. Recovery funds were also allocated to support workforce development including upskilling adult literacies practitioners in ESOL tutoring and approaches.