GLASGOW'S LEARNING

Glasgow Community Learning & Development ACTION PLAN 2022-24

Introduction

Welcome to Glasgow's CLD Action Plan for 2022/24. This plan sets out the key actions and outcomes for Community Learning and Development services for years 2&3 of the Glasgow CLD Strategic Plan 2021-24 https://www.glasgowlife.org.uk/media/7472/glasgow-cld-strategic-plan-21-24-final-8sep21.pdf

Our Vision

Our vision is to continue to deliver a range of accessible, high quality CLD opportunities which lead to improved outcomes in people's personal, family and working lives.

How We will Deliver Our Vision –

The Action Plan for 2022/24 builds on the successes and lessons learned from the development and delivery of programmes and activities for young people, children, adults and communities in 2021/22 when focus remained on recovery from the impact of the pandemic and on emrging challenges including the cost of living crisis. The plan has been informed through consultation and contributions from a range of CLD partners, identifying key actions and outcomes to deliver across the following 2 years. CLD partners have shared their planned activities and committed to sharing information and feedback which will shape our reports and forward thinking moving forward.

As CLD and other services navigate through a changing environment, it is recognised that there remains a need to be flexible in our planning and service delivery while continuing to be ambitious and focussed on supporting communities to develop and achieve.

The Action Plan has been shaped by the city's overarching CLD priorities under Inclusive Recovery and Growth for a Wellbeing Economy, Resilient Communities and Fairer More Equal; Strengthening the Value of and Embedding CLD In the City and Continuous Development and Improvement of the CLD Offer.

Progress in delivering the Action Plan will be reviewed through the Glasgow CLD Strategic Partnership Group and its Sub groups and reported annually to Glasgow Commmunity Planning Partnership and Glasgow City Council. Performance Measures and Key Performance Indicators have been identified against actions to facilitate reports that reflect development and partnership working and trends over time. In order to support reporting at a national level, actions have been mapped against the CLD KPIs produced by CLD Managers Scotland. (See Appendiox 1)

1. INCLUSIVE RECOVERY AND GROWTH FOR A WELLBEING ECONOMY

1A. Targeting a range of lifelong learning programmes and activities to develop the skills, confidence, wellbeing and aspirations required for inclusive growth and active participation.

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
1. **Deliver a clear and accessible Digital Skills Offer with well-defined pathways**	PM – A range of accredited and non-accredited digital learning programmes are delivered. PM - Impacts of participation in digital learning programmes are reported KPI - Number of participants in digital learning programmes. KPI - Number of participants in digital learning programmes gaining qualifications.	1	*Glasgow Life Digital Glasgow including partners across sectors	Digital	Adults & Young People continue to develop digital skills and confidence for work and active participation. Participants benefit from digital learning opportunities which improve their skills, confidence and wellbeing. Particiapants, including STEM ambassadors, achieve accreditation. GCLDSP has a strong overview of Digital Offers.
2. **Lifelong learning programmes are delivered which support the**	PM – A range of accredited and non-accredited lifelong learning programmes are delivered.	1 2 3 4	*City and Area Adult Learning Partnerships	Adult and Children and Family	Adult Learners are supported to develop skills for work and active participation. These skills include communication, language (including

development of skills for work and active participation	PM - Impacts of participation in lifelong learning programmes are reported. KPI - Number of participants in ESOL learning programmes. KPI - Number of participants in ESOL learning programmes gaining qualifications. KPI - Number of participants in ALN learning programmes. KPI - Number of participants in ALN learning programmes gaining qualifications. KPI - Number of participants in Gaelic learning programmes. KPI - Number of participants in Gaelic learning programmes gaining qualifications. KPI - Number of participants in other lifelong learning programmes. KPI - Number of participants in other lifelong learning programmes gaining qualifications. KPI - Participation Measure Statistics on 16-19 year old destinations – trends over time (Skills Development Scotland) KPI - School Leaver Destination Report: Positive Destination – trends over time (Skills Development Scotland)	**7a,b,c 8**	*Adult Learning Providers:* *WEA* *Colleges* *Glasgow Life* *Third Sector* via GTSIN *CLD Network*		ESOL and Gaelic), literacy, numeracy and digital, when integrated into other programmes. GCLDSP has a clear overview of Lifelong Learning. Effective collaboration supports delivery of opportunities and programmes which are needed most. Blended learning approaches improve skills and tackle barriers to learning.
3. **Deliver employability programmes to those most in need.**	PM - Employability Programmes are delivered. PM - Impacts of participation in lifelong learning programmes are reported.		**Glasgow Life (Sport) & (Communities)**	Adult, Digital and Children and Families	Youth, Adult, Families and Volunteers develop skills and experience for work.

	KPI - Number of participants in employability programmes. Numbers KPI - Number of participants reporting an employability related positive destination		**GCC Education Glasgow Science Centre Colleges Third Sector via GTSIN** *Volunteer Glasgow* *Local Providers* • *Glasgow Chamber of Commerce* • *Digital Glasgow* • *Key Employers* • GCC NOLB funding team	Adults & Young People	Participants in employability programmes progress onto work, training, further education and volunteering opportunities. Strong partnership working across sectors, and with employers, results in increased employment opportunities for participants on employability programmes

1. INCLUSIVE RECOVERY AND GROWTH FOR A WELLBEING ECONOMY

1B.   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.

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + *Contributors*	CLD Strand(s)	Outcome (s)
1. **Deliver Digital, STEM and Core Skills**	PM - Digital, STEM and Core Skills programmes for Young People are delivered.	7	***Glasgow Life (Museums, Sport**	Working with Young People and Digital	Young people increase confidence, aspirations and skills for work.

programmes for young people to support them to gain skills for work	PM - The impact of these programmes on their employability is reported. KPI – Number of young people on Digital, STEM and Core Skills Programmes.		**and Communities) Glasgow Science Centre**		Young people benefit from opportunities beyond the school gates to prepare them for life and work.
2. **Deliver CLD programmes that address the poverty-related attainment gap and support young people for work**	PM - The impact of CLD on attainment in schools is evidenced. PM - The impact of CLD programmes for young people through School Libraries, Community Libraries, Museums and Family Learning programmes is evidenced. PM - Reports on PEF-funded school-based CLD programmes demonstrate positive impacts. PM - Reports on GCC Education Improvement planning highlight the contribution of CLD. PM - Connected Learning Evaluation Report illustrates skills development opportunities for young people in preparation for employment. KPI - Number of young people supported in school-based PEF funded programmes.	7	***Glasgow Life (Libraries, Museums, Communities) GCC Education, Colleges, Third Sector Providers**	Young People	Young people increase confidence, aspirations and skills for work through partnership approaches while at school. Young people benefit from opportunities at school to prepare them for life and work.
3. **The co-ordination and fulfilment of the Glasgow Young Person's Guarantee.**	PM - Young People progress to jobs, apprenticeships, placements, work experience, training and volunteering. PM - Impacts of participation in the Glasgow Young Person's Guarantee is reported.		**Glasgow Life** *GCC-lead org collecting data GCVS NHS Project Scotland*	Young People	Young People are prepared for the world of work and are supported on to jobs, apprenticeships, placements, work experience, training and volunteering. Young People are supported to develop skills and confidence for work

	KPI - The number of young people engaged via Glasgow's Young People Guarantee				through volunteering and accreditation opportunities (YPG) Young People engaged in YPG are provided with a clear offer and a supported pathway.

1. INCLUSIVE RECOVERY AND GROWTH FOR A WELLBEING ECONOMY

1C. Supporting recovery from Covid-19 by fostering digital inclusion and participation and supporting those at risk of losing jobs or income.

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + *Contributors*	CLD Strand(s)	Outcome (s)
1. **Co-ordinate efforts to ensure access to digital devices and data packages to address digital exclusion.**	PM - Digital devices are distributed to target groups PM – The impact of digital device distribution is reported. KPI - Numbers receiving digital devices. KPI - Connected Learning Programme in schools (GCC Education digital device rollout) statistics evidence digital connectivity amongst young people and their families.		**Glasgow Life GCC GCVS Third Sector Providers Connecting Scotland Colleges Housing Associations**		Increasing numbers of individuals and families have access to digital technology.
2. **Participants are supported to develop skills and understanding in**	PM - Digital support activities and services linked to device use are delivered.		**GCLDSP** Digital Champions Connecting	All	Increasing numbers of adults, young people and families gain confidence and skills to use and benefit from digital.

order to use digital technology to access and support their learning and development.	PM - The impact of digital support activities and services linked to device use is reported.		Scotland and other schemes Digital Support Digital Helpline Glasgow Helps		The digital divide is reduced. People develop digital skills which help them in their personal, community and working lives.
3. **Delivery of support and services targeted to those who have or are at risk of losing jobs and income, with a focus on financial inclusion.**	PM - Those at risk of joblessness are being prioritised and targeted. PM - CLD programmes support those whose work and income has been adversely impacted by the pandemic, Brexit and changes to the benefits system. KPI - PACE support for people facing redundancy statistics (SDS) KPI - NEC Free Travel uptake statistics show numbers of under 22's who are now in receipt of free bus travel entitlement.		**Glasgow Life SDS/Chamber of Commerce**	Adult, Children and Family and Digital Young People	A wide range of high quality CLD services support individuals and families whose jobs and income are at risk due to cost of living crisis, the pandemic, Brexit and welfare reform.

2.Resilient Communities

2A.   Developing community capital and resilience by growing and developing new and existing community groups, third sector organisations and social enterprises to establish connections, build capacity and increase sustainability.

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
1. **CLD partners will respond to identified needs and work**	PM - Capacity building and support is provided to organisations inresponse to identified need.	11 12 13	**Glasgow Capacity Building Group**	Community Development	Glasgow's groups and communities are effectively supported to manage the challenges associated with

collaboratively to promote a capacity building offer that supports the city.	PM - Evidence demonstrates that capacity building is strengthening community resilience. PM - The impact of Capacity Building is demonstrated PM - Targetted capacity building support is provided linked to establishment of new funding programmes KPI - Number of Groups supported to engage in capacity building KPI - Number of active People Make Glasgow Communities (PMGC) applications at each stage of the process.		*GCC & third sector partners* *PMGC partners including GCC, GCVS & Glasgow Life* *Glasgow Facilities Network (GTSIN), Climate Friendly Practice Network (GCVS)*		reducing resources, grant funding and and the cost of living crisis. Groups are supported to engage with consultations on CLD A clear, coherent and visible capacity building programme is established and promoted across the city which supports grassroots mutual aid support groups that emerged in response to the impacts of the pandemic. Communities are more resilient from impacts of the pandemic as a result of effective and relevant capacity building.
2. Community Councils, Area Partnerships, and Community Panels are established, supported and developed.	PM - Community Councils, Community Panels and Area PArtnerships are compliant with the scheme of establishment for Community Councils via RAG analysis. PM - Locality Planning including Community Councils, Area Partnerships and Community Panels are more representative of equalities groups, taking cognisance of people with additional support needs, of the ethnic, gender and age balance of the local communities.	**11** **12** **13**	**GCC CES** *Local Partners*	Community Development	Local area based planning and support structures including Community Councils, Area Partnerships, and Community Panels are supported and developed to ensure they effectively represent their communities, support funding applications and development of area plans. Community Councils, Community Panels are actively involved in local decision making. Equalities groups are actively involved in decision making.

| 3. Raise awareness of and engagement with the CLD Plan, CLD Principles and good practice examples of community engagement with community groups, voluntary organisations and social enterprises | PM - Awareness raising activities that promote the CLD Plan, CLD Principles and good practice are delivered.

PM - The impact of awareness raising on community groups, voluntary organisations and social enterprises is evidenced. | 11
12
13 | GTSIN
GTSIN members in their networks

Community Planning Partners

GCLDSP members | Community Development | Community groups, voluntary organisations and social enterprises are aware of and engage with the Glasgow CLD Plan. |

2. Resilient Communities

2B. Engaging with individuals, enabling and building their skills and confidence to identify need, shape services, influence spend to develop more active, healthier, inclusive and connected communities in our most deprived neighbourhoods and with marginalised groups

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + *Contributors*	CLD Strand(s)	Outcome (s)
1. Community engagement and development approaches are used by CLD partners to shape and inform CLD provision.	PM - Service users and learners are consulted and supported to contribute to shaping programme design. PM - Groups are supported to engage in Participatory Budgeting.	11 12 13	GCLDSP *Local CLD Providers*	All	Glasgow responds to needs identified through consultations on the CLD Plan and on Social Renewal. Partners demonstrate that decisions on CLD programme recovery were informed by consultations and feedback ensuring recovery reflects identified need.

	PM - Evidence of good practice in community engagement and development is shared.				
2. **CLD Action Planning is informed by consultation, self-evaluation and reporting.**	PM - Glasgow CLD Strategic Partnership and CLD providers act on findings and recommendations from consultations on strategic and action planning.	**11** **12** **13**	**GCLDSP** *Local CLD Providers*	All	CLD Action Planning is shaped and informed by stakeholders particularly participants to ensure CLD services are relevant and planned to reflect changing need.
3. **A range of CLD opportunities are delivered with young people and for young people. Delivery takes place across a range of settings and strengthen Youth Resilience, Voice, Health & Wellbeing.**	PM - Glasgow CLD Strategic Partnership and CLD providers act on findings and recommendations from consultations with Young People on strategic and action planning. PM - Key impacts of CLD and active participation on young people's resilience and wellbeing (particularly mental health) are reported. PM – Support to Glasgow Youth Council and Scottish Members of Parliament facilitates youth involvement. KPI - The number of young people engaged in CLD is reported.	**11** **12** **13**	**Glasgow Youth Work Providers Group** **Glasgow Youth Council** **Scottish Youth Parliament**	Working with Young People	Young people are effectively engaged and developed to inform and shape CLD provision for Young People. Young people's mental health improves as a result of effective, relevant and impactful CLD. Young people are involved in the recovery of youth CLD programmes. Young people feel respected, valued and involved in community and CLD decision making.

2. Resilient Communities

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

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
1. CLD providers support safe and effective volunteering opportunities.	PM - CLD volunteering opportunities are advertised. PM - Impacts and outcomes on volunteers, services and CLD delivery are captured and reported. KPI - Number of active volunteers KPI - Number of volunteer hours		**Volunteer Glasgow** GCC Glasgow Life Other CLD providers	All	The recovery of safe and effective volunteering leads to enhanced service delivery. Individuals returning to volunteering in CLD report positive outcomes to their wellbeing. The effective recovery of volunteers that support CLD results in positive outcomes for participants and volunteers.
2. Through the implementation of the Young Person's Guarantee, young people develop skills for volunteering and have more opportunities to volunteer.	PM - Young Person's Guarantee Volunteering opportunities are reviewed and promoted. KPI - Number of young people involved in volunteering opportunities through Glasgow's Young Person's guarantee KPI - Number of volunteering opportunities for young people through the Young Person's Guarantee.		**Glasgow Life** *GCC-lead org collecting data GCVS NHS Project Scotland*	Working with Young People CD	Young people develop skills and confidence to actively participate in volunteering opportunities in their communities and across the city. Young people's self-esteem and wellbeing is improved through volunteering.
3. CLD providers identify their contributions to the city's Volunteer Strategy.	PM - CLD Providers support the development of a revised Glasgow Volunteering Strategy.		**Volunteer Glasgow** GCLDSP Local Partners	CD	CLD clearly contributes to positive outcomes in the city's Volunteer Strategy.

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
					Key priorities from the Volunteer Strategy for the CLD sector are identified.
4. **CLD providers are offered all Volunteer Glasgow's standard organisation support services (subject to availability)**	KPI - % of those CLD providers using Volunteer Glasgow services report outcomes.		**Volunteer Glasgow**	All	CLD providers are better able to recruit, manage and retain volunteers

3 Fairer and More Equal Glasgow

3A.   Working collaboratively to coordinate resources and identify solutions to better meet the increasing demand for ESOL in the city to improve integration, inclusion and wellbeing

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
1. **Partners work together to regularly update the Glasgow ESOL Business Case to identify demand and gaps in provision to secure additional investment.**	PM - Glasgow ESOL Partnership Business Case is regularly updated, detailing provision, challenges, gaps and investment levels and need. PM - Partners use the ESOL Business case as a vehicle to work collaboratively and access increased investment. PM - Additional investment in ESOL is secured. KPI - Total registrations on the Glasgow ESOL Register		**GCLDSP Adult Learning Group** *Glasgow ESOL Partnership Funding Group Glasgow ESOL Strategy Group Glasgow ESOL Providers Network GCC Education*	Community Based Adult Learning (CBAL)	Increased investment in ESOL leads to improved access to learning programmes which strengthen skills and confidence in English, improve wellbeing and reduce isolation and loneliness. Adults and young people are supported to contribute to community and city life and shape services.

Action	Performance Measures (PM) / Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
	KPI - New registrations on the Glasgow ESOL Register KPI – Number of adults waiting to access ESOL learning				
2. **Apply partnership approaches to ESOL initial assessments, referrals and placements.**	PM - Effective support for the initial engagement of ESOL learners into provision is demonstrated. PM - ESOL initial assessment sessions are co-ordinated through partnership working. KPI – Number of ESOL initial assessments KPI – Number of adults progressing from initial assessment into ESOL learning		**GCLDSP Adult Learning Group** *Glasgow ESOL Partnership Funding Group Glasgow ESOL Strategy Group Glasgow ESOL Providers Network Glasgow ESOL Register (WEA)*	CBAL	ESOL learners are better supported to access initial assessment and learning programmes through the ongoing development of partnership working and coordination of resources. Waiting times to access learning are reduced.

3.   Fairer and More Equal Glasgow

3B.   Working collaboratively to improve reading, writing and numbers for children, young people, adults and families to tackle inequalities and improve life chances and wellbeing in city's literacy hotspot areas

Action	Performance Measures (PM) / Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
1. **Adults are supported to access Adult Literacy and Numeracy provision through**	PM - Glasgow's Learning database of ALN providers is regularly refreshed. PM - Glasgow's Learning helpline service is relaunched to support referrals across partners.	9	**GCLDSP Adult Learning Group GCC Education and Glasgow Life (Youth and Families)**	Adult, YP, Children and Families	Adults, young people and families have access to literacies provision which develops their skills and confidence, improves wellbeing and reduces isolation and loneliness.

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Glasgow's Learning referral support.	KPI – Number of ALN providers receiving referrals through Glasgow's Learning. KPI -Number of adults referred into ALN learning through the Glasgow's Learning helpline service.		**CLD Network**		Adults, young people and families feel more involved and included.
2. **Literacies providers establish approaches in targeted literacies hotspot areas to generate demand and take up where it is most needed.**	PM - Information on literacies programmes and activities, referrals, learner engagement and the impact on learners is reported in literacies hotspot areas. PM - Community Libraries and school libraires evidence an enhanced offer in literacies hotspot areas.	9	**Adult Learning Partnership Glasgow Life** GCC Education Local Providers in Hotspot Areas	All	Collaborative, targeted approaches in hotspot areas support learner engagement in literacies programmes. The impact of approaches on boosting literacies skills and reducing the attainment gap is evidenced.
3. **Adults (19+) develop numeracy skills through participation in programmes funded through UK government Shared Prosperity Fund Multiply**	PM - Partnership approaches to the development and delivery of Mulitply in Glasgow are demonstrated. KPI – Number of adult numeracy courses through Multiply. KPI – Number of people participating in Multiply funded courses. KPI – Number of people achieving a qualification. KPI – Number of courses developed in collaboration with employers. KPI – Number of different cohorts participating in numeracy courses (e.g learners in prison, parents etc). KPI – Number of adult numeracy courses set up to increase confidence with numbers.		**Glasgow Life** Glasgow City Council GCLDSP Local Employability Partnership	Adult	Increased number of adults achieving maths qualifications up to, and including, SCQF Level 5. Increased number of adults participating in maths qualifications and courses up to, and including, SCQF Level 5. Increased number of adults participating, acquiring, and evidencing skills through non-qualification provision, or towards a qualification, including online learning. Improved labour market outcomes. Increased adult numeracy by supporting learners to improve their

KPI – Number of people participating in adult numeracy courses to increase confidence with numbers.		understanding and use of maths in their daily lives, at home and at work.

3. Fairer and More Equal Glasgow

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

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
1. The Youth Health Service is delivered to improve wellbeing and reduce the poverty-related attainment gap.	PM - The Youth Health Service is delivered with the offer for young people enhanced to include employment support. PM - The Youth Worker role is rolled out contributing to improved longer term outcomes for young people. PM - Impacts on wellbeing of participation in The Youth Health Service are reported. KPI - Number of individual young people accessing the Youth Health Service by postcode. KPI -Number of referrals to Youth Health Service	10	**Glasgow City Youth Health Service Delivery Group**	Working with YP	Young people's wellbeing is improved as a result of Youth Health and other targeted services. Young people report that they are happier, more positive, making better decisions and improving skills.
2. Live Well Community Referral Project shares information and helps adults (18+) to access	PM - Impacts on wellbeing of participation in the Live Well Community Referral pilot Project are reported. Final pilot evaluation report in September 2023.	9	***Glasgow Life** *Health Providers* *Other Partners*	All	Adults, Young People, Children and Families improve their health and wellbeing as well as confidence and skills through a well- defined Glasgow Life Community Referral Model.

local programmes and activities designed to improve wellbeing through learning and activities.	KPI - Number of referrals to Live Well Glasgow Community Referral Project. KPI - Number taking up opportunities to engage in programmes and activities.				The need for clinical health intervention is reduced.
3. **Key programmes and services which address poverty related inequalities are delivered.**	PM - Income maximisation is demonstrated through financial inclusion and money advice support. PM - Financial Inclusion Officers within schools support pupils and their families. PM - Awareness raising sessions are delivered to support the development of quality services tackling inequalities. PM - Schools and early years establishments are supported to develop family learning and engagement activities through collaborative working. PM - The Glasgow Communities Mental Health and Wellbeing Fund supports projects to deliver services that improve mental wellbeing in the city. KPI – Numbers in receipt of financial inclusion and money advice support services. KPI – Amount of addition income secured KPI– Number of pupils and their families supported by Financial Inclusion Officers within schools. KPI - Number of organisations supported through the Glasgow Communities Mental Health and Wellbeing Fund		**GCLDSP** *CLD Providers Glasgow Challenge Child Poverty*	Adult, Children and Family	Individuals and families in poverty get access to critical services. Targeted and effective CLD approaches reduce hardships particularly poverty on vulnerable adults and families. Individual, child and family poverty in the city is reduced. Achievement and attainment is boosted through family learning and engagement programmes. Mental health and wellbeing is improved.

	KPI - Number of people benefiting from Glasgow Communities Mental Health and Wellbeing funded services.				

4. STRENGTHENING THE VALUE OF AND EMBEDDING CLD IN THE CITY

4A. Clearly articulate CLD's contributions to wider strategies and policies in the city and ensure alignment with wider Social Renewal Planning

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
1. **GCLDSP keeps Terms of Reference, Planning and Reporting structures under review to ensure they are fit for purpose.**	PM - Minutes from quarterly meetings evidence that CLD is planned to contribute to key city issues including health and poverty-related inequalities and recovery from the pandemic. PM - GCLDSP produces annual reports which demonstrate the difference CLD is making to inclusive economic recovery and growth, community resilience and a fairer and more equal city.	N/A	GCLDSP	All	CLD is effectively planned to ensure and evidence its contributions to wider planning to address key challenges in Glasgow.
2. **GCLDSP and its members actively promote CLD within their organisations, sectors, networks and key partnerships.**	PM - CLD work is incorporated into wider agendas, strategies and planning. PM - CLD challenges are raised with wider partners. PM - CLD and Community Empowerment links are strengthening to improve engagement, participation and impacts at city and local levels.		*GCLDSP GCC Chief Executive's Department	All	CLD is embedded in wider city planning and strategies to ensure its contributions to these are evidenced, recognised and valued. City planning recognises the contribution of CLD services in

	PM - The Vision for Glasgow Libraries aligns with CLD approaches to provide an enhanced library offer to tackle health and poverty-inequalities in the city. PM - Glasgow CLD contributes to regional and national CLD networks.				addressing health and poverty-related inequalities and city issues. Glasgow CLD is aligned to regional and national CLD strategies and policies.
3. **CLD is incorporated into Glasgow's Community Action Plan and UNESCO Learning City Action Plan with clear actions identified and reported on.**	PM - CLD features prominently in the Glasgow Community Action Plan and key indicators are identified. PM - Reporting links are established between GCLDSP and the Glasgow Community Action Plan on progress against key actions. PM - CLD features prominently in the UNESCO Learning City Action Plan and key indicators are identified. PM - Reporting links are established between GCLDSP and UNESCO Learning City Working Group on its progress against key actions.		**GCC Chief Executive's Department** **GCC Education** • *GCLDSP* • *UNESCO Learning City Working Group* • *Glasgow Life*	All	CLD's significant contributions to Glasgow's ambitions as a UNESCO Learning City are demonstrated. CLD partners have a better understanding of the city's wider learning context and its role to this. Awareness of CLD in Glasgow is raised internationally.

4B. Embedding CLD in local planning to ensure it is responsive to changing community needs and to plan and target CLD resources to the most disadvantaged in the city particularly those facing health and poverty-related inequalities and adverse impacts of COVID.

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + *Contributors*	CLD Strand(s)	Outcome (s)
1. **CLD area leads report to the GCLDSP on local planning activity and priorities to**	PM - Locality Plans include CLD activity. PM - Reports on local CLD activity are made to the GCLDSP.		***Glasgow Life & GCC CES** *GCVS* *Local CLD Providers*	All	CLD contributes to Thriving Places and other local planning ensuring CLD services are targeted, relevant and responsive to local need.

Action	Performance Measures (PM)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
ensure a coherent approach to embedding CLD and to ensure strategic planning takes account of local issues.	PM - Annual CLD reports demonstrate progress of embedding CLD and impacts at a local level.		*Third Sector Organisations HSCP*		The GCLDSP is made aware of local need and issues. The value of CLD is promoted and understood locally. CLD resources are allocated to priority groups and areas. Local CLD offers and their impacts within local planning are evidenced and reported.
2. **Inclusive community engagement and development approaches are used to shape local planning.**	PM - Recommendations of the community engagement consultation by the Social Renewal Taskforce are incorporated into local CLD planning. PM - The outcomes of consultation activities with CLD participants and local communities are reported. PM - Community engagement activities with equalities groups is reported. PM - Evidence of strong engagement with the voluntary sector to shape CLD planning and provision		***GCC CE** *Glasgow Life GCVS Local CLD Providers*	**All**	Robust community consultation informs community development across locality planning.

4C. Work collaboratively to demonstrate the scale, reach and value of CLD in the city and to demonstrate its impact on reducing health and poverty-related inequalities.

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)

| 1 A robust performance reporting framework (PRF) is established by the GCLDP to ensure effective reporting on the delivery of the key ambitions of the CLD Strategic and Action Plans. | PM - CLD providers and service areas report into the GCLDSP PRF to enable the Partnership to collectively demonstrate the scale, scope and impact of CLD.
PM - CLD Annual Report demonstrate CLD contributions to inclusive growth and recovery, resilient communities and fairer more equal.
PM - CLD providers use evidence-based evaluation approaches to demonstrate quality and impact of services.
PM - GCLDSP reports into wider partnerships on the impact of CLD on health and poverty-related inequalities.
PM - Strong governance arrangements ensure the delivery of CLD Plans. | N/A | GCLDSP
Local Providers
Service areas and organisations managing grants used to fund CLD services | All | The scale, scope and impact of CLD is clearly demonstrated leading to increased awareness of its value in the city.

CLD contributions to reducing health and poverty-related inequalities are evidenced. |

5. CONTINUOUS DEVELOPMENT AND IMPROVEMENT OF THE CLD OFFER

5A. Tackling barriers to access and participation, including digital, and improving learner and participant journeys and outcomes at every stage.

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
1. Glasgow's Learning brand and website, the Learner Promise and Learning Partner Commitment Statement	PM - The Glasgow's Learning website signposts to information on CLD opportunities. PM - CLD providers adopt the Glasgow's Learning Learner Promise and Learning Partner Commitment Statement.		GCLDSP	All	Individuals, families and groups in the city benefit from clear communication on the CLD offer across providers and areas with well-defined pathways. CLD learners benefit from a shared standard of quality guaranteed under the Glasgow's Learning brand.

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
promote high quality learning opportunities across the Glasgow CLD sector.					
2. A co-ordinated approach is taken to address barriers to participation.	PM - Glasgow Helps website is developed to improve access to information on services in the city, including CLD. PM - Glasgow Helps telephone based service offers access to free, confidential support, information and advice for citizens on a wide range of issues, including CLD.		**GCLDSP** *CLD providers, organisations and networks*	All	Learners are supported to participate in CLD services as a result of collaboration between agencies, organisations and services.
3. A targeted approach is taken to promote CLD to engage new learners and participants in identified communities and with under-represented groups.	PM - CLD is promoted and delivered in identified SIMD areas and to target Equalities groups.		**GCLDSP** *CLD providers, organisations and networks*	All	Barriers to accessing and participating in CLD are reduced for marginalised and under-represented equalities groups.

5B. Working collaboratively to develop blended CLD models that prepare learners for the future, widen our offer and improve our reach and impact

Action	Performance Measures (PM) Glasgow Key Performance Indicators (KPI)	National CLD KPI	*Lead + Contributors	CLD Strand(s)	Outcome (s)
1. Integration of digital skills	PM - Learning content and plans support digital skills development.		GCLDSP	CBAL and Digital	CLD learners develop digital skills for life and work alongside other core skills.

development into other learning programmes.	PM - CLD providers report on the development of blended learning opportunities, demonstrating the best use of face-to-face and digital engagement.		*CLD providers and organisations*		CLD learners are more prepared for a more digital and technological future. CLD learners have more choice, accessibility and flexibility to access learning and other opportunities and services using a range of platforms in addition to face-to-face. CLD learners are more confident and skilled to use digital and benefit from blended learning models.

5C.   Improving the quality of community learning and development opportunities by developing highly skilled, digitally agile and confident volunteers and workforce

Action	Performance Measures (PM) **Glasgow Key Performance Indicators (KPI)**	National CLD KPI	*Lead + *Contributors*	CLD Strand(s)	Outcome (s)
1. **CLD staff and volunteers access learning and development opportunities relevant to their role.**	CLD providers report on learning and development opportunities accessed by staff and volunteers. CLD providers reports on the impacts of learning and development opportunities accessed by staff and volunteers.		**GCLDSP** *CLD providers, organisations and networks*	All	CLD staff and volunteers are supported in their continuous development.
2. **Promote registration with the CLD Standards Council to develop professionalism and**	PM - Registration with the CLD Standards Council is promoted. PM - CLD providers evidence that the workforce has access to training and development that supports the quality of		***GCLDSP** *Local CLD Providers CLD Standards Council*	All	The quality of CLD is improved as a result of a highly skilled and confident workforce.

shared ethos among our workforce	CLD provision, in line with CLD Standard Council requirements.				
3. CLD staff and volunteers are supported and developed in the use of digital technologies and platforms.	PM - Staff and volunteers participate in development and training opportunities that develop digital skills. PM - CLD providers report improved confidence and skills in the workforce to deliver services digitally.		*GCLDSP* *Digital Glasgow*	CBAL and Digital	CLD practitioners gain confidence and skills to use digital technologies and platforms.
4. CLD partners promote volunteering opportunities and report on the contributions that volunteers make.	PM - CLD providers evidence the promotion of volunteering opportunities PM - CLD providers report on activities undertaken by volunteers.		*GCLDSP* *Volunteer Glasgow* *CLD Providers*	All	Volunteers improve their employability and health and wellbeing as a result of positive volunteering opportunities. The reach and quality of CLD is enhanced by volunteering.

APPENDIX 1

NATIONAL CLD KPIs	
KPI	**Definition**
1	Number of **adults** engaged in CLD activity
2	Number of **adults** receiving completed nationally recognised awards through CLD activity (SCQF levelled and awards such as Adult Achievement Award including sectional certificates)
3	Number of **adults** gaining wider achievement awards, local awards and those not nationally recognised, through CLD activity (e.g., Health Issues in the Community & Keystone Award)
4	Number of **adults** engaged in family learning through CLD activity
5	Number of **children/young people** engaged in family learning through CLD activity
6a	Number of **children** engaged in CLD activity (**aged 5-9**)
6b	Number of **young people** engaged in CLD activity (**aged 10-18**)
7a	Number of **children** receiving completed nationally recognised awards through CLD activity
7b	Number of **young people** receiving completed nationally recognised awards through CLD activity
7c	Number of **young people** receiving **sectional** certificates towards above Awards (sectional certificates only to be included if full award not completed)
8	Number of **young people** gaining wider achievement awards, local awards and those not nationally recognised, through CLD activity
9	Number of **adults** with improved mental health and wellbeing outcomes through CLD activity
10	Number of **children** and **young people** with improved mental health and wellbeing outcomes through CLD activity
11	Number of **community groups** receiving capacity building support through CLD activity
12	Number of **adults** and **young people** taking part in influence and engagement activity through CLD – (including community planning / participatory budgeting / local and national consultations / co-production and influencing service design).
13	Number of **adults** and **young people** reached and engaged with through one off promotional events / drop-ins / community events / engagements / etc.