



Inverclyde Alliance

AGENDA ITEM NO: 9

Report To: Inverclyde Alliance Board **Date:** 4 December 2023

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Subject: Community Learning and Development 3 Year Partnership Plan
2021 – 2024 Annual Report and Revised Action Plan

1.0 PURPOSE

1.1 The purpose of this report is to present the Community Learning and Development (CLD) 3 Year Partnership Plan 2021-24 Annual Report and a revised action plan to the Alliance Board for approval.

2.0 SUMMARY

2.1 The Community Learning & Development (Scotland) Regulations 2013 placed a requirement on each local authority to consult on and publish plans every three years containing specified information on the provision of CLD by both the local authority and its partners.

2.2 The current Inverclyde 3 Year Plan for 2021-24 was developed and approved by the Alliance Board in October 2021.

2.3 An annual report has been produced to provide an update on the progress made with the implementation of the CLD 3 Year Partnership Plan during year two. This is attached as appendix 1 to this report. Please note the amber marked against progress will be achieved over the 3-year plan.

2.4 The CLD Partnership has conducted a review of the actions contained within the CLD 3 Year Partnership Plan. As a result, several changes have been made to the actions to ensure the plan continues to respond to current issues and priorities and will best enable the CLD Partnership to achieve the priorities within the plan. The revised action plan forms appendix 2.

3.0 RECOMMENDATIONS

3.1 It is recommended that the Alliance Board approves the Annual Report and revised action plan of the CLD 3 Year Partnership Plan 2021-24.

Ruth Binks
Corporate Director Education, Communities and Organisational Development

4.0 BACKGROUND

4.1 The Community Learning & Development (Scotland) Regulations 2013 places a requirement on each local authority to consult on and publish plans every three years containing specified information on the provision of CLD by both the local authority and its partners.

4.2 The CLD Regulations stipulate that each CLD plan must demonstrate:

- how the local authority will co-ordinate its provision of CLD with other CLD providers within the area of the local authority;
- what action the local authority will take to provide CLD over the period of the plan;
- what action other partners intend to take to provide CLD within the area of the local authority over the period of the plan; and
- any needs for CLD that will not be met within the period of the plan.

4.3 A new CLD 3 Year Partnership Plan for Inverclyde was developed to meet the requirements of the CLD (Scotland) Regulations 2013, by providing a framework for CLD provision across the CLD Partnership in Inverclyde. The plan covers the period 2021-24 and was approved by the Alliance Board in October 2021.

4.4 The CLD 3 Year Partnership Plan 2021-24 was produced using a collaborative approach between the organisations that make up the CLD Partnership in Inverclyde. The following four priorities were identified as the key areas upon which the CLD 3 Year Plan would focus:

- Development of digital services;
- Empowering communities;
- Improving the health and wellbeing of communities; and
- Creating a workforce for the future.

5.0 CLD 3 YEAR PLAN ANNUAL REPORT

5.1 The CLD Partnership has now produced an annual report to show the progress made during 2022/23 towards achieving the four priorities within the CLD 3 Year Partnership Plan

5.2 All partner organisations contributed to the annual report to ensure that it reflects the work that is taking place across the CLD Partnership. A CLD self-evaluation session was held on 20 September 2023 and attended by a range of organisations. Those who attended the session were asked to provide details of progress made against the priorities within the last year and their feedback has informed the annual report.

5.3 The annual report, which forms appendix 1 of this report provides an update on the progress that has been made in achieving the four priorities during year two. The report provides information on the progress made under each action and the status of the action. In addition, each template contains details of key achievements made by the CLD Partnership. Highlights include:

- the Moodle digital learning platform which has seen a rise of 115% in course completions and visits to the website to undertake learning have risen 500%;
- the engagement with stakeholders as part of the review of Community Councils which ran from December 2022 to November 2023. Engagement levels have been high with over 1,200 votes received during stage 2 of the consultation;
- the implementation of the Early Adopter Community for Affordable Childcare, a place-based family centred approach to provide families living in Port Glasgow with increased opportunities to participate in learning, training, employability or help reduce family stress; and
- an increase in the membership of the Inverclyde Practitioners Forum (IPF) which now has over 250 members, representing 40 organisations.

5.4 The CLD 3 Year Partnership Plan 2021-24 contains an action plan, showing how the partnership aims to achieve the four priorities within the plan. At the end of year two the partnership reviewed and refreshed the actions to ensure it remains relevant.

The focus of the 3-Year Plan during year one was on recovery given the impact that the Covid-19 pandemic had on the delivery of CLD services in Inverclyde. Year two has been focused on re-engagement and delivery.

The main changes that have been made to the actions under each priority are as follows:

- Development of Digital Services – in year two the focus was on the further development of Moodle, reviewing how the CLD Partnership delivers digital services to make sure we have the correct tools and increasing participation in employment, learning and training by those who are digitally excluded. In year 3 we will conduct a review of how the CLD Partnership is delivering digital services and whether our infrastructure, digital devices, on-line learning platforms and licenses are fit for purpose.
- Empowering Communities – In year 2 the focus was on reviewing and updating community engagement and development platforms and working to challenge stigma around poverty. In year 3 we will focus on building upon existing opportunities for community empowerment and engagement, strengthening community representation.
- Health and Wellbeing – In year two the focus was on developing a better understanding of the current health and wellbeing priorities through the Young Person’s Health and Well-Being Survey and the Adult Health and Well-Being Survey as well as identifying best practice. In year three we will identify and promote best practice that will improve the health and wellbeing of communities; and
- Workforce Development – In year 2 the focus was on conducting a workforce development survey, developing a two-year plan to build confidence and resilience amongst the workforce and continue to increase membership of the CLD Standards Council. In year 3 we will build on the successes this year, to build the capacity of the workforce through staff development and training, practice exchange and resource sharing.

The revised action plan forms appendix 2 of this report

6.0 IMPLICATIONS

- 6.1 Legal: None
Finance: None
Human Resources: None
Equality and Diversity: An equality impact assessment has been undertaken and is an appendix in the CLD 3 Year Plan 2021-24.
Alliance Partnership Plan:

7.0 CONSULTATIONS

- 7.1 Partner agencies and the wider communities.

8.0 LIST OF BACKGROUND PAPERS

N/A

Community Learning and Development Inverclyde 3 Year Partnership Plan 2021-24

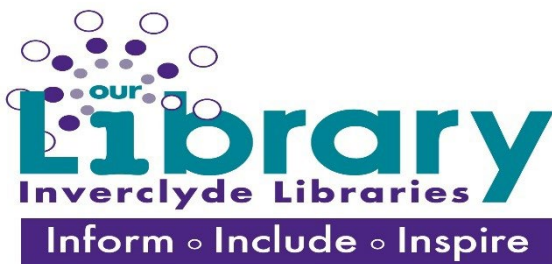
Annual Report 2022/23



Inverclyde
council



Inverclyde Alliance



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Foreword

Councillor Elizabeth Robertson, Chair of Inverclyde Alliance

I am delighted to introduce this Annual Report for 2021/22 which highlights the progress the Community Learning and Development Partnership has made in delivering the Community Learning and Development 3 Year Partnership Plan 2021-24.

This Annual Report provides details of the progress that it has made in achieving the four priorities in the CLD 3 Year Partnership Plan 2021-24. It highlights a range of partnership projects and initiatives that were implemented during 2022/23 to help us achieve our priorities.

The partnership has continued to build on the progress that it made in previous years by implementing several projects and initiatives aimed at improving access to digital services, empowering our communities, improving health and wellbeing and developing our workforce.

Some of the highlights include:

- the delivery of a range of programmes to increase participation in employment, training and learning by those who were digitally excluded;
- the Early Adopter Community for Affordable Childcare is also a place-based family centred approach to provide families living in Port Glasgow with choice and increase their opportunities to participate in learning, training, employability or help reduce family stress;
- community engagement levels in response to the Review of Community Councils;
- the Warm Hands of Friendship initiative that started in Winter 2022/23. This initiative enabled local communities to establish the services that meet the needs of their users, at times and with resources and food that would reduce social isolation and increase access to other people who either lived close by or had a similar community interest;
- the delivery of a range of programmes to improve health and wellbeing; and
- The continued investment in Inverclyde's CLD workforce through the development of the Inverclyde Practitioner's Forum with increased membership of over 250 members across 40 organisations.

There is still more to be achieved and in year 3 the partnership will build on its achievements and continue to develop coordinated, effective, efficient services that meet the needs of our learners and communities.

I look forward to providing you with an update on our progress again next year. In the meantime, I am pleased to introduce this Annual Report for 2022/23 on behalf of the Inverclyde Alliance Board.

Councillor Elizabeth Robertson
Chair of Inverclyde Alliance Board

Background

What is Community Learning and Development?

Community Learning and Development (CLD) is “a field of professional practice that enables people to identify their own individual and collective goals, to engage in learning and take action to bring about change for themselves and their communities. It uses a range of formal and informal methods of learning and social development with individuals and groups in their communities” (CLD Standards Council for Scotland). CLD provision is targeted to those most in need and resources are deployed in localities to address identified needs in those communities.

The CLD Partnership in Inverclyde brings together key agencies engaged in CLD delivery across Inverclyde including Inverclyde Council, Police Scotland, West College Scotland, CVS Inverclyde, Your Voice, Inverclyde’s Health and Social Care Partnership and the Department for Work and Pensions. (Please see page 2 for a full list of the organisations that make up the CLD Partnership in Inverclyde) We work across the partnership to support young people, adult learners, and community groups to empower them to make positive changes to their lives through learning.

What is the purpose of the CLD 3 Year Partnership Plan 2021-24?

The Community Learning & Development (Scotland) Regulations 2013 places a requirement on each local authority to consult on and publish plans every three years containing specified information on the provision of CLD by both the local authority and its partners.

The CLD Regulations stipulate that each CLD planning process must identify the following:

- How the local authority will co-ordinate its provision of CLD with other CLD providers within the area of the local authority;
- What action the local authority will take to provide CLD over the period of the plan;
- What action other partners intend to take to provide CLD within the area of the local authority over the period of the plan; and
- Any needs for CLD that will not be met within the period of the plan.

The purpose of the CLD 3 Year Plan 2021-24 is to meet the requirements of the CLD (Scotland) Regulations 2013 by providing a framework for CLD provision across the CLD Partnership in Inverclyde.

Our Priorities

The CLD Partnership in Inverclyde has identified four priorities it will focus on during the CLD 3 Year Partnership Plan 2021-24. The identification of these priorities has been informed by meaningful consultation and engagement with partners and communities and takes account of the various challenges facing both the CLD sector and communities in Inverclyde. All priorities set out in the CLD plan contribute to Inverclyde's Local Outcome Improvement Plan 2017/22 themes of population, inequalities, the local economy and environment, culture and heritage.

Priority 1: Development of digital services

Why is this a priority?

The development of digital services helps contribute to the continued recovery from the Covid-19 pandemic by helping the CLD Partnership to re-engage with service users. It also helps us to provide effective online learning and enhance the digital skills of learners, communities and our workforce and address the challenge of raising attainment for all.

Partners agree that it is critical to ensure that people have the necessary skills to be able to confidently use digital services, and that we look at providing blended learning and use digital services to engage with communities.

Learners told us that they liked online learning and would like a blended model moving forward. Feedback from engagement with over 3,000 people across Inverclyde during the pandemic concluded that digital exclusion was a key theme they wanted us to address.

Priority 2: Empowering Communities

Why is this a priority?

It is vital that we work with local communities in order to fully understand how they have been impacted by the Covid-19 pandemic and the support they require in order to facilitate recovery. A key part of this will be continuing to build resilience and capacity within communities so that they can work in partnership with us to address issues.

Understanding what the key issues are in communities will also help us to identify what actions will best help to tackle the challenges we face such as child poverty, deprivation, health inequalities, the economy and the support needed for an ageing population.

Communities told us that they want to be more involved in decision-making and have a greater say in the issues affecting the community in which they live. Empowering communities and giving them a greater say in decision-making will help us to meet the requirements of the Community Empowerment (Scotland) Act 2015 and mainstream participatory budgeting.

The partnership understands there needs to be a greater focus placed on engaging young people, that we need to raise awareness of what is currently available and that we need to use.

social media more for engagement.

The increase in volunteering during Covid-19 is something the partnership is keen to build on and is seen as a key aspect of community recovery following the pandemic.

Priority 3: Improve the health and wellbeing of communities

Why is this a priority?

Identifying how we can best support young people and adults to improve their mental health and wellbeing will be another key component of recovery.

Other aspects such as development of community food growing and looking at how we keep people safe featured highly as a way of promoting positive health and wellbeing in our communities.

All six Communication and Engagement Groups also identified improved health and wellbeing as a priority for Inverclyde, including better provision of activities to promote wellbeing, especially amongst young people.

By focusing on this priority, the partnership will help to address the stark health inequalities in life expectancy and other health outcomes across communities in Inverclyde.


Priority 4: Develop a workforce for the future



Why is this a priority?

Developing a workforce for the future is a priority because it is central to the overall delivery of the CLD 3 Year Partnership Plan 2021-24.

The partnership acknowledges that it is essential the CLD workforce is supported and developed, especially in relation to digital skills where some of the workforce feel upskilling is required. The workforce must have access to the IT equipment they need to be effective and that improved access to social media would be beneficial to linking with the needs of learners and communities. The pandemic provided staff with the opportunity to work across different services, which many of them enjoyed and would like to see continue.


What progress did we make in year 2?


Priority 1: Development of digital services					
Key Actions	Timescale	What will success look like?	Who is responsible?	Progress update	RAG Status
Further develop Moodle by improving accessibility, developing content, raising awareness and developing a training programme.	Year 2	Learners will have greater access to online learning platforms such as Moodle and will be confident using them.	CLD Services	<p>Feedback from learners and staff identified accessibility improvements. Accessibility features have improved such as ability to read text-text to speak, changes to layout and screen adaptability.</p> <p>The range of learning materials and short courses available on the Moodle platform has increased.</p> <p>Awareness raising and training has taken place with 5 CLD partners as well as promotion via the Inverclyde Practitioners Forum.</p> <p>The Moodle website has seen a rise of 115% in course completions and visits to the website to undertake learning have risen 500%.</p>	 Green



<p>Carry out a review of how the CLD Partnership is delivering digital services and whether our digital tools and platforms are fit for purpose.</p> <p>Increase participation in employment, training and learning by those who are digitally excluded.</p>	<p>Year 2</p>	<p>The range of digital provision and content being delivered will be mapped and areas for improvement identified.</p>	<p>Digital Sub-Group</p>	<p>This will now be undertaken in year 3</p>	 <p>Amber</p>
	<p>End of Year 3</p>	<ul style="list-style-type: none"> • A definition for digital isolation will be agreed and this will enable learners and members of the community who are unable to engage in employment training or learning because they are digitally excluded to be identified. • New tools will be developed to facilitate engagement with those who are identified as being digitally excluded. 	<p>Digital Sub-Group</p>	<p>The Digital sub-group meetings agreed on a definition of digital isolation in line with national definition from Audit Scotland. Group agreed that following development of a road map as described in action above then it would follow that digitally isolated learners could be better referred to the appropriate services.</p> <p>CLD embedded ICT in key provision to break down barriers to participation, particularly in adult learning and literacies e.g., DWP, community based ESOL, Multiply and Adult Literacies programmes.</p> <p>There has been a 100% increase in participation in CLD's Basic ICT programmes.</p> <p>ESOL staff supported 42 New Scots to improve their</p>	 <p>Amber</p>


				<p>ICT skills and apply for college.</p> <p>239 attended drop-in Library Device Advice sessions across 5 branches between 2022-23</p>	
<p>Year 2 Key Achievements</p>					
<p>The Council's CLD Service delivered a range of programmes to increase participation in employment, training and learning by those who were digitally excluded:</p> <ul style="list-style-type: none"> • 42 learners were given IT access and support to break down barriers to participation and enable them to complete a range of surveys to ensure their voice was heard; • DWP/CLD partnership developed a learning offer onsite to engage with vulnerable learners who are furthest from the labour market. • 32 learners gained SQA qualifications via online courses; • Feedback from learners and staff identified accessibility improvements. Accessibility features have improved such as ability to read text-text to speak, changes to layout and screen adaptability. The functionality has been increased of the website including using it to host staff resources and a space to host CLD and local learning information; • Moodle staff training guides have been developed to support any partners to utilise the learning platform to host content or courses. CLD have supported Dumfries and Galloway council to install and operate their own Moodle online learning platform. Regular bi-monthly meetings take place to share practice, programmes, and technical information; • The accredited asynchronous SQA Mental Health and Wellbeing course was launched and is nearing completion. This programme has been developed with two local business leaders to ensure local input and relevance to learners. The ICT Core Skills Level 2,3 and 4 have also been developed. There are now 8 public access free courses available to all Inverclyde residents. • CLD's Moodle website has seen a rise of 115% in course completions from 58 in year one to 132 in year two. Access to the website with registered users undertaking learning activities has risen by 200% over year two from 798 activities to 2143 per month. Including guest access some parts of the website including guest courses have risen 500%; • There has been a 100% increase in Basic ICT learning participation from 72 learners in year one to 135 learners in year two focusing on core skills. This support focussed on the basics of maintaining participants' Universal Credit claim and effectively job searching and application. 75% of learners accessing provision are marginalised and unemployed and 65% reside in SIMD 1 and 2 areas; • 11 learners have completed the REHIS Online Food Hygiene award to support them to gain or maintain employment; • 21 learners completed the SQA Mental Health and Wellbeing unit at Level 5 equipping them with knowledge, skills, and experience to support those in our community who have mental health issues either in their work or personal lives; 					

- 42 learners received ICT support to apply for WCS ESOL college courses. With complex every day and technical ICT language in addition to ICT access and device issues learners needed support to complete their application;
- In June 2022 Inverclyde libraries launched the Making IT Real project, a ten month-long digital inclusion project that allowed it to increase its capacity to deliver a tailored Digital Inclusion outreach to targeted residents within Inverclyde's most deprived communities (Greenock East & Central and Port Glasgow). In the ten month period, the project established 14 groups across sheltered housing and community centres in the area. These group sessions proved to be successful with the final project numbers indicating that there had been 85 individuals attending these group sessions, many multiple times which gave the project a total of 474 interactions;
- During 2022-23 Inverclyde Libraries offered digital skills sessions, Let's Start IT, Bring IT On! covering basic digital skills, digital foundation skills and essential digital skills and introduced Make IT Real sessions, a legacy from the Make IT Real project offering a more relaxed approach to learning digital skills. 160 people attended during 125 digital skills sessions across Inverclyde Libraries; and
- 239 attended drop-in Library Device Advice sessions across 5 branches between 2022-23 and through using our E- resources as a tool for digital engagement we led to an increase to 15,217 Adult loans of eBooks, eAudiobooks and eMagazines on BorrowBox.

Priority 2: Empowering communities					
Key Actions	Timescale	What will success look like?	Who is responsible?	Progress update	RAG Status
<p>Review and update local community engagement and development platforms that will enable and support people to lead and participate in the implementation of action plans. Improve involvement of local people in local decisions that impact on their needs and the needs of their communities after the pandemic. This will involve:</p>		<p>The number of people involved in formal or informal community platforms such as Communication and Engagement Networks, Locality Planning Groups, Community Councils or Parent Partnerships will be increased,</p>	<p>Empowering Communities Sub-Group</p>	<p>The six Communication and Engagement groups have developed differently to reflect the needs and capacity of the community members involved.</p> <p>All 6 localities have a Facebook group which is open to any community member to join, on average there is over 200 members of each group. This provides a platform for engagement and to notify the community of any consultations.</p> <p>Examples of the progress can be located in the key achievement section.</p> <p>Based on the strategic and structural changes in relation to locality planning, a review of Communication and Engagement groups is required with a view to moving towards establishing a People's Network across Inverclyde to support community engagement and empowerment.</p> <p>The Alliance Board agreed in June 2022 to change the number of localitie planning</p>	 <p>Green</p>

<p>Mapping out current provision and developing safe places for engagement such as conversation cafes, to encourage participation by going to places that people already attend to listen and communicate without agenda.</p>				<p>groups and have two formal Health and Social Care Locality Planning Groups, one for East Inverclyde and one for West Inverclyde (the boundary will be Baker Street, Greenock). Staff from HSCP hosted various community engagement events and consulted with Community Councils and the communication and engagement groups with regards to Locality planning moving forward.</p> <p>A review a Community Councils started in December 2022 with stage 3 finishing at the end of November 2023. Engagement levels have been high with over 1,200 votes received during stage 2 of the consultation.</p>	<p>CVS, as part of the Investing Communities Fund, have undertaken a formal mapping process of community resources.</p> <p>The Greenock West and Gourrock Communication and Engagement Group have mapped out the various warm spaces within the locality, this was also replicated across Greenock</p>	 <p>Amber</p>
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				<p>East and Central locality.</p> <p>Locality plans routed in community conversations and will be formally reviewed and updated in 2024.</p> <p>The Greive Rd Committee successfully hosts a community drop-in session with an average weekly attendance of 60 community members.</p>	
<p>Creation of a partnership consultation calendar that can be planned, discussed, and progressed in a timely manner, that communities understand the relevance and feel informed enough to share their thoughts.</p>		<p>There will be less “consultation fatigue” in the community as information and data will be gathered through conversations, discussion, and debate and used to establish local decision making and actions.</p>		<p>This action will require more focus in year 3, currently CLD and CVS have been working in partnership in relation to Community Engagement in Greenock East and Central, this is to reduce duplication and maximise resources.</p>	 Amber
<p>Hosting and facilitating thematic events based on local priorities, led by the community supported by the partnership, and using a community learning and development approach.</p>				<p>Housing issues are continually discussed at Community Councils, TARA's and Communication and Engagement Groups. Two new TARA's have been established in PG to support communities to have their say supported by CLD and RiverClyde Homes.</p>	 Amber


				<p>Two new TARA's have been established in PG to support communities to have their say.</p> <p>Your Voice have carried out various community consultations for example, Housing and homelessness, National Care Service, Carers Strategy, HSCP Strategic Refresh plan, Green Connections.</p> <p>The newly formed Inverpride Network are providing a platform for the LGBTQ+ (18+) to meet and collaborate to promote inclusion.</p>	
<p>Compassionately challenge stigma and shame around Inequalities and Poverty by:</p> <p>Sharing local case studies that show multiple interventions from partner services to ensure a “no wrong door” approach to learning and development.</p> <p>Creating locality thematic topics that</p>		<p>People will tell us there is a clear pathway for support. They will know which services to contact and what to expect.</p> <p>People who have experienced inequalities and poverty will recognise their voice in the shaping local service provision.</p> <p>People will tell us that services meet the</p>	<p>Empowering CommunitiesSub-Group</p>	<p>Various initiatives across the CLD sector have been delivered to challenge stigma around poverty, for example Challenge Poverty week 2022 focused promoting opportunities for income maximisation and improving employability skills.</p> <p>The Warm Hands of Friendship provided community groups the opportunity to apply for funding to host a community warm space in response to</p>	 <p>Green</p>

<p>people are interested in participating or developing that will challenge the stigma around poverty and shame - such as housing challenges, cost of living and fuel insecurity. Provide a safe space for community conversations to take place.</p>		<p>needs of those facing inequalities and poverty in with dignity and respect and respond timely and effectively.</p>	<p>the cost of living.</p> <p>Launch of Stigma learning modules on CVS Inverclyde and addition of online content to website that was produced in partnership. Local learning will be used to influence and contribute to NHSGGC work.</p> <p>Other initiatives that offer similar person centred whole systems approach for people facing inequalities and living in poverty include the Home Start Inverclyde project for parents living in areas of deprivation with children under the age of 5 years.</p> <p>The Thrive under 5 projects in Port Glasgow is providing a place-based support service to families to upskill their knowledge around food and nutrition especially for families living on a tight income.</p> <p>The Early Adopter Community for Affordable Childcare is also a place-based family centred approach to provide families living in Port Glasgow with choice and increase their</p>	
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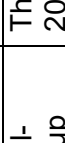
			<p>opportunities to participate in learning, training, employability or help reduce family stress.</p> <p>The library service was awarded the IROC Award in 2022.</p>	
<p>Year 2 Key Achievements</p>				
<ul style="list-style-type: none"> • The Community Council Review has been successful in raising the profile of Community Councils across Inverclyde with higher-than-expected engagement rates. A positive outcome from the review process is the establishment an Association of Inverclyde Community Councils, which is a platform for representatives from all the Community Councils to collaborate; • The Early Adopter Community for Affordable Childcare is a place-based family centred approach to provide families living in Port Glasgow with choice and increase their opportunities to participate in learning, training, employability or help reduce family stress. It also offers support to maximise their household income with either social security benefits or increased working hours to lift the family out of poverty. The childcare is affordable and quality care that supports children's learning through play and activities; • The Thrive under 5 project in Port Glasgow is providing a place-based support service to families to upskill their knowledge around food and nutrition especially for families living on a tight income. This provides parents with information and opportunities to learn about effective ways to feed their families to prevent obesity and malnutrition. A full evaluation from NHS GGC will be available mid-way through 2024; • Other initiatives that offer similar person-centred whole systems approach for people facing inequalities and living in poverty include the Home Start Inverclyde project for parents living in areas of deprivation with children under the age of 5 years. The parents are either referred because of mental wellbeing or low mood or they self-refer because of the peer support available from the Home Start Inverclyde project and they are considered a priority group within the Child Poverty legislation; • Building resilience and participation for people facing the greatest inequalities is the aim of many of the services that have been established in Inverclyde recently including the continuation of the IRISE project for men living in deprivation, with alcohol or drug challenges and mental health issues. The men are offered a wellbeing worker to support them with whatever challenges they face including housing, substance use and employability. The support is continued beyond the first level of training and into employment; • Providing safe spaces for people to come together to be safe, warm, and included is the core purpose of the Warm Hands of Friendship initiative that started in Winter 2022/23. This initiative enabled local communities to establish the services that meet the needs of their users, at times and with resources and food that would reduce social isolation and increase access to other people who either lived close by or had a similar community interest; • The library service was awarded the IROC Award in 2022. The strategic library service plan aligns to the relevant articles showing how important this is considered to be within the service. This year the Young People's Services team expanded programmes given suggestions directly from young adults and now include a study group and dungeons and dragons club (54 young adults attended the study groups 2022-23; 31 young people D&D Club during Summer 2023 and the club is now ongoing). Libraries have worked with 				

partners Barnardo's and Home Start and Young Carers Group to reach children who may not otherwise access library services. (23 Outreach visits in year 2022-23 reaching 1,067 people)

Priority 3: Improve the health and well-being communities					
Key Actions	Timescale	What will success look like?	Who is responsible?	Progress update	RAG Status
Develop a better understanding of the current health and well-being priorities through the Young Person's Health and Well-Being Survey and the Adult Health and Well-Being Survey.	May 2023	There will be a clearer understanding of the priorities, better coordination amongst partners and best practice will be rolled out.	Health and Well-Being Sub-Group	<p>The Young Person's Health and Wellbeing Schools Survey was conducted in October 2022, but response rates were too low to use the data meaningfully. This has been reviewed and there is a plan to roll this out again next year.</p> <p>The Adult Health and Well-Being Survey 22/23 was conducted with a representative boosted sample of adults aged 16 and over. This has now generated a locality report for Inverclyde. The survey sought to engage community opinion on:</p> <ul style="list-style-type: none"> • alcohol drugs, tobacco, and e-cigarette use; • mental health and wellbeing; • food and fuel insecurity; • economic activity; • dental health; • physical health and long-term conditions; and • community connectedness 	 Amber

<p>Identify and promote best practice that will improve the health and well-being of communities.</p>	<p>February 2023</p>	<p>A showcase event for the Community Mental Health and Well-Being Fund will be held to enable best practice to be identified and shared.</p>	<p>Health and Well-Being Sub-Group</p>	<p>The findings will be used to inform policy, strategy and finance decision making.</p>	 <p>Amber</p>
<p>Inverclyde Council's CLD developed and delivered a range of person-centred adult learning and literacy programmes to improve health and wellbeing.</p> <p>Eight warm spaces initiatives were supported by CLD through the delivery of REHIS Food Hygiene programmes to 37 staff and volunteers.</p> <p>WCS have delivered 20 community courses reaching 246 learners, engaging on themes around health and well-being.</p> <p>CVS Inverclyde host the CLW who continue to support vulnerable service users across the locality.</p> <p>Your Voice Community Connectors have provided 7295 wellbeing calls and 3317 interventions.</p> <p>Wellbeing assessments are provided to all the families who access the affordable childcare service to ensure</p>					

				<p>that they have information and choice on the benefits and local providers that can improve their families' outcomes.</p> <p>Young Persons Substance Use Workers have been employed to deliver a six-week educational model to all young people in Inverclyde S1-S6, this will take place in educational settings and informal youth settings. The information will be delivered to parents and partners to provide consistency around language and learning.</p> <p>CLD Youth Work Services provide school and community-based programmes, supporting young people with their health and well-being. This is a key priority in Attainment work, Senior Phase youth drops in and Detached youth work, targeted and non-targeted specific work.</p> <p>St Andrew's First Aid worked alongside Inverclyde Libraries to deliver a first aid community awareness</p>
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Investigate the possibility of undertaking a small-scale case study in conjunction with a university to allow new research, policy and practice to be identified and developed.	September 2023	New research, policy and practice will be identified and developed.	Health and Well-Being Sub-Group	<p>project which is a place-based approach to first aid and aims to help people in the community become confident and competent in first aid.</p> <p>Libraries run Chatty Café and Book groups which address issues of social isolation and loneliness</p> <p>This will be progressed in 2024.</p>	 Amber
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Year 2 Key Achievements


- A literature review was conducted to better understand and evaluate the impacts of e-cigarettes on children and young people, provide insights into key areas and suggest recommendations NHSGGC. A report has now been produced and the findings will be used to inform topic-based developments, policy, strategy, and finance decision making;
- CVS Inverclyde worked in partnership with Inverclyde Council and offered volunteering as a positive destination option. This initiative continues to work well, in particular the weekly youth hubs;
- Inverclyde Food Network continues to promote food growing opportunities and promote healthy cooking options;
- Provision of free sanitary products across Inverclyde and online for people who cannot access them from the range of partner establishments;
- 20 Organisations/groups received funding via the Inverclyde Communities Mental Health and Wellbeing Fund for Adults 2022/23;
- The newly established Adult Learning and Literacies' Multiply Team offers the delivery of Emotional Finance which explores the relationships participants have between spending, borrowing and the emotional triggers that happen because of this. This results in personalised approaches to finance and money management that help give people back control of their finances and alleviate the stress they may feel if they have poor financial health and decision-making skills;

- Numbers for Work-understanding numbers for preparing for work, getting work, and staying in work;
- Support for 8 warm spaces initiative by delivering face to face REHIS Food Hygiene courses to 37 staff and volunteers. This work has enabled warm spaces to operate safe services and reduce the risk of any health and safety related issues. Warm Space partners include St Mary's Church, Salvation Army, Lyle Gateway and Kidron;
- Adult learning health and wellbeing programmes have shown an increase of 50% with 63 learners participating in courses such as Positive Futures which combines positive psychology and mindfulness to reduce stress and anxiety;
- 21 learners completed the SQA Mental Health and Wellbeing unit at Level 5 equipping them with knowledge, skills and experience to support those in our community who have mental health issues either in their work or personal lives;
- An innovative CLD/DWP partnership has been developed to support those furthest from the labour market who have physical and mental health issues and longer term unemployed. In two months from May to June 2023, 11 learners have tracked into CLD provision from this work;
- Streamlined the Home School Link Work Service in the six mainstream secondary schools and their cluster primary schools to prioritise enhanced transitions, non-attendance and health and wellbeing. This service will improve support to parents and young people to enhance parental engagement in schools at key points in a young person's school journey. The enhanced transition from primary to secondary school in 2022/23 supported more than 80 young people to ensure they were settled into S1 in August 2023;
- WCS Community College provision has run 20 courses with over 246 learners enrolling and 190 completing their course. Courses ranged from Calms Connections, Stress Management, Horticulture and Social Sciences. The partnership for this work includes CLD, Inverclyde Libraries, Branchton CC, Auchmountain Halls CC, Inverclyde Food Network and Parklea Branching Out. A steering group has been set up to co-ordinate joint needs assessment, planning, pathways and evaluation of future work. This steering group has initiated work on creating a partnership induction for all WCS community courses;
- 1041 community members have participated in Dementia awareness sessions delivered by Your Voice., resulting in improved understanding of dementia throughout our community and awareness of the services, resources, and facilities available in Inverclyde. 550 in depth engagements exploring specific opinions, issues, and resources on a one-to-one basis;
- Starter packs Inverclyde delivered over 1000 starter packs across Inverclyde via a variety of partners such as Riverclyde Homes, Social work and Refugee integration team;
- Homestart Inverclyde was commissioned to provide mentoring and coaching support for 25-30 families with children younger than 5 years, living on low income, and who have challenges with mental health and anxiety. Homestart Inverclyde has supported more than 170 families with a range of early intervention support including income maximization, cooking for families on a budget and wellbeing and coping with anxiety. The development of the Homestart Inverclyde Project has empowered parents: 36 parents have become trained volunteers within the service, 23 engaged parents received Stepwell Cooking training, 18 participated and engaged in support and financial advice training (CAP). 11 parents have moved into employment or started their employability journey and 8 people from Black and minority ethnic communities have come together to receive support settling into Inverclyde;

- Action For Children Inverclyde Wellbeing Service is an emotional health and wellbeing service, promoting positive mental health by sharing tools, strategies and developing the skills of children and young people, to help improve and maintain good mental health by focusing on all areas which can impact positively on them, including health and fitness/exercise, sport, activities, and relationships;
- In recognition of the negative impact of the Cost-of-Living Crisis on the residents of Inverclyde, Inverclyde Council provided £90,000 to support and encourage communities to work together to help each other during the 2022-23 winter months. As the local Third Sector Interface, CVS Inverclyde worked in partnership with Inverclyde Council to administer the Warm Hand of Friendship Small Grant Fund. The initial £90,000 was allocated before Christmas 2022, with 33 community groups receiving a portion of this funding. Inverclyde Health and Social Care Partnership provided an additional £50,000 to continue the initiative, which provided funding for an additional 18 community groups. The period between October and December 2022 is considered Round 1, and Round 2 from January to March 2023.
- St Andrew's First Aid worked alongside Inverclyde Libraries to deliver a first aid community awareness project which is a place-based approach to first aid and aims to help people in the community become confident and competent in first aid. The pilot project which tailored services to needs is running in Inverclyde for three years. In 2022 first aid information & training sessions were delivered to staff and library In January 2023 Inverclyde Libraries were selected as finalists in one of the nine categories in the 2023 Scottish First Aid Awards: Community First Aid Champion;
- Libraries in Partnership with Audiology Department at Inverclyde Royal Hospital (IRH) distribute NHS hearing aid batteries and during the calendar year distributed 2,765 batteries from library branches, an increase of 1,412 from the previous year alongside 42 NHS Walking Stick/ Crutch Ferrules issued to customers during 2022-23;
- Libraries run Chatty Café and Book groups which address issues of social isolation and loneliness (1,253 people attended Chatty Cafes over 300 sessions and 214 people attended library Book Groups over 50 sessions). During 2022-23 Inverclyde Libraries also worked with partner organisations to address other issues facing the Inverclyde community. In partnership with Your Voice, 3 menopause peer support groups were held within Greenock Central, Port Glasgow and Gourock libraries for a pilot period of 3 months. For household residents 5848 items were issued to our Books on Wheels Customers for 2022-23;
- As part of Inverclyde's Warm Hand of Friendship initiative, Libraries launched the Movie Magic programme in October 2022 to provide a warm space for families to enjoy a film screening together. Free snacks and hot drinks were also available for attendees. The closed Facebook group created to comply with the film license conditions now has 186 members creating audience for movies in Greenock Central Library;
- Inverclyde Libraries are actively contributing to "A Collective Force for Health and Wellbeing" Refreshed Collective Force for Health and Wellbeing Action Plan - Health and Social Care Alliance Scotland (alliance-scotland.org.uk). This is a partnership approach to assisting the public support their own health conditions through access to trusted information and services. A Collective Force for Health and Wellbeing was sponsored and championed by Professor Sir Gregor Smith the Chief Medical Officer for Scotland. This initiative was highly commended at the recent SLIC awards; and
- Alzheimer Scotland & Inverclyde Libraries' are working together on a Dementia Pathfinder alongside participating in the Dementia Friendly Inverclyde Initiative and welcomed the opportunity for libraries by Your Voice to be audited with a view to improving access to people both living with dementia and supporting those who do. Libraries launched of the Collective Force for Health & Wellbeing

Dementia Pathfinder at a partner event in May, welcoming people living with dementia along with their carers and offered taster sessions using some of our resources including Playlist for Life and the use of VR headsets to stimulate memories through immersive experiences.

Priority 4: Develop a workforce for the future					
Key Actions	Timescale	What will success look like?	Who is responsible?	Progress update	RAG Status
A workforce development survey will be carried out and the results will inform the development of an action plan to develop the workforce during 2023 and 2024.	Complete by end of March 2023	<p>An action plan will be developed to take forward the results from the survey.</p> <p>A series of partnership events will be held to address the issues from the survey.</p>	Workforce Development Subgroup/IPF	<p>Regular meetings of the Inverclyde Practitioners Forum (IPF) re-established. Events held in Nov 22, February, and June 23</p> <p>Membership of the Inverclyde Practitioners Forum (IPF) has increased with over 250 members, representing 40 organisations.</p> <p>Steering group representation from 8 organisations: CLD, SDS, MCMC, Unity Ent., The Bothy, CVS, Street League and WCS.</p> <p>Draft practitioner survey considered at Practitioners Steering group and full meeting. Final survey completed.</p> <p>Plan being reviewed at IPF and CLD</p> <p>Coordination Group in November 23 to inform a training plan for 2024.</p>	 Amber

<p>Increase membership of the CLD Standards Council within the CLD Partnership in Inverclyde.</p>	<p>Ongoing for the duration of the plan</p>	<p>September 22 Working for the LA-12 Registered members- 21 Recorded as being in the 3rd sector in Inverclyde-17 Associates and 3 Registered members. The baseline is 53</p>	<p>Workforce Development Sub-Group/IPF</p>	<p>A membership information session was held in April 2023 with 32 CLD partnership staff attending.</p>	 Green
<p>Develop a two-year plan to build confidence and resilience amongst the workforces. This will include a series of events to enable the workforce to learn about new policy and research, best practice and share ideas and knowledge.</p>	<p>End of March 2023</p>	<p>A two-year action plan will be developed with a schedule of events.</p>	<p>Workforce Development Sub-Group/IPF</p>	<p>The focus was on growing the membership, attendance, and support of the workforce at the IPF events in 2023. The workforce survey will be refreshed in November 2023 and year 3 of the action plan developed by March 2024. Practice sharing carried out as part of IPF events/inputs. The CLD Service is developing an online course on Reflective Practice in partnership with Education Scotland. The course is currently at the approvals stage with an anticipated roll out in August 2024</p>	 Amber

			2 workforce development presentations were delivered to the Inverclyde Practitioners Forum and CLD Partnership staff on the CLD 3-Year Plan	
Year 2 Key Achievements				
<ul style="list-style-type: none"> • The Inverclyde Practitioner’s Forum has increased its membership with over 250 members, representing 40 organisations; and • A series of 3 events brought the CLD workforce together to share knowledge and practice. <p>A range of workforce development and training was delivered by Community Learning and Development Service including:</p> <ul style="list-style-type: none"> • Training input delivered to partners to identify what their understanding of a CLD approach was and how this was evidenced in the work that they do with their client groups; • 8 practice modelling sessions delivered to upskill the Multiply workforce; • Cross authority training accessed via West Dunbarton Council in partnership with Learning Link Scotland to share practice in learning activities and resources for Multiply programmes; • Assessor and Verifier training offered to external partners, Ocean Youth Trust and Parklea to enable the staff to offer accredited learning within their own learning programmes, such as Personal Development Awards and Personal Achievement Awards; • Practice sharing event with North Ayrshire ESOL team around online and digital tools to support ESOL learning activities; • Practice sharing event with Dundee Digital CLD project to look at Moodle as a platform for online learning, and accreditation opportunities; • 6 volunteers undertook RAAL (Raising Awareness of Adult Literacies) at SCQF Level 6; • National youth work induction to staff and the PDA in youth work for part-time staff and volunteers; • Challenging Poverty Events: workshop sessions for staff to attend around developing services for people facing inequalities, including child poverty action planning sessions and affordable childcare sessions; • CLD has been developing an online course on Reflective Practice in partnership with Education Scotland which will be freely available to CLD practitioners both locally and nationally. The course is currently at the approvals stage with an anticipated roll out in March 2024; • CLD has supported Dumfries and Galloway Council to operate their own Moodle online learning platform. Regular bi-monthly meetings take place to share practice, courses, and technical information; 				

- Moodle staff training guides have been developed to support any partners wishing to utilise the learning platform to host content or courses; and
- 2 workforce development presentations have been delivered to the Inverclyde Practitioners Forum and CLD Partnership focusing on the CLD 3-Year Plan. The core of this work reinforced that 'We are all CLD practitioners' as CLD can be an organisation, also a profession and 'a way of working'.

Revised Action Plan 2023-24

Priority 1: Development of digital services				
Key Actions?	Timescale	What will success look like?	Who is responsible?	
Establish a multiagency dedicated Digital Sub – Group with short term Terms of Reference for the remainder of this plan.	December 2023	A specific group with local partners will be established to take forward the co-ordination of key actions.	Team Leader: Community Safety & Resilience	
Carry out a digital access audit with a sample of learners across Inverclyde to identify barriers to digital inclusion.	June 2024	Barriers to digital inclusion will be identified and better understood. Results of audit will inform future planning.	CLD Partnership Digital Sub-group	
Carry out a review of how the CLD Partnership is delivering digital services and whether our Infrastructure, digital devices, on-line learning platforms and licenses are fit for purpose.	August 2024	The range of digital provision and content being delivered will be mapped and areas for improvement identified.	Digital Sub-Group	
Increase participation in employment, training and learning by those who are digitally excluded.	End of year 3	The agreed definition for digital isolation and associated roadmap will be disseminated across the partnership to inform the development of an ICT delivery plan. This will enable learners and members of the community who are unable engage in employment, training or learning because they are digitally excluded to be identified and supported. Innovative approaches and tools will be developed to facilitate engagement with those who are identified as being digitally excluded.	Digital Sub-Group	

Priority 2: Empowering communities				
Key Actions	Timescale	What will success look like?	Who is responsible?	
Establish a multiagency dedicated Empowering Communities Sub – Group with short term Terms of Reference for the remainder of this plan.	December 2023	A specific group with local partners will be established to take forward the co-ordination of key actions.	Team Leader: Communities	
Work towards establishing Community Councils across the 11 Community Council areas.	December 2024	We will have 11 Community Councils in operation in Inverclyde that are confident to undertake their role.	CLD	
Review the existing 6 locality actions plans. Mapping out current provision and developing safe places for engagement such as conversation cafes, to encourage participation by going to places that people already attend to listen and communicate without agenda.	September 2024	The updated locality plans will reflect the needs of the 6 locality areas with clear timebound actions.	Empowering Communities Sub-Group	
Create a strategic link that will co-ordinate the outcome of both the Locality Action Plans and the Locality Groups. Ensure that the democratic decisions taken by local people form the locality action plans are incorporated into the Community Planning Partnership strategic assessments.	June 2024	The reviewed model will reflect both community needs and capacity which building upon existing structures. People will tell us that they can see their choice and voice in Community Planning and Locality Planning reports and assessments.	Empowering Communities Sub-Group	
Review the role and purpose of the Communication and Engagement Groups.	June 2024	The reviewed model will reflect both community needs and capacity which building upon existing structures. People will tell us that they can see their choice and voice in Community Planning and Locality Planning reports and assessments.	CLD	

Develop a CLD sector Communication and engagement plan to be implemented in April 2025	April 2025	There will be less “consultation fatigue” in the community as information and data will be gathered through conversations, discussion, and debate and used to establish local decision making and actions.	Empowering Communities Sub-Group
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Priority 3: Improve the health and wellbeing of communities

Key Actions	Timescale	What will success look like?	Who is responsible?
Re-establish a multiagency dedicated Health and Wellbeing Sub – Group with short term Terms of Reference for the remainder of this plan.	December 2023	A specific group with local partners will be established to take forward the co-ordination of key actions.	Team Leader: Communities and Anti Poverty
Develop a better understanding of the current health and well-being priorities through the Young Person's Health and Well-Being Survey and the findings from the Adult Health and Well-Being Survey 2023	June 2024	There will be a clearer understanding of the priorities, better co-ordination amongst partners and best practice will be rolled out.	Health and Well-Being Sub-Group
Identify and promote best practice that will improve the health and wellbeing of communities and further implement the Active Inverclyde strategy.	June 2024	Case studies and practitioner events will identify and share best practice	Health and Well-Being Sub-Group
Investigate the possibility of undertaking a small-scale case study in conjunction with a university to allow new research, policy and practice to be identified and developed.	September 2024	New research, policy and practice will be identified and developed.	Health and Well-Being Sub-Group

Priority 4: Develop a workforce for the future				
Key Actions	Timescale	What will success look like?	Who is responsible?	
Carry out a CLD practitioners workforce development event. The results from both this and a refreshed survey will inform the development of an action plan to continue to develop the workforce during 2024. Volunteer needs will be fed into the plan from the Volunteer Strategy, where relevant.	Complete by end of March 2024 (event and plan) Sept 2024	An action plan will be developed to take forward the results from the survey and workforce dev event, including the delivery of training. The needs of the workforce will be better understood and supported. A baseline and profile of the workforce will be established.	Workforce Development Sub-Group Practitioner's Group	
A workforce development Sub-Group will be set up to work in partnership with the Practitioner's Forum to take forward the actions from the workforce development event.	Dec 2023	A specific group with local partners will be established to take forward the co-ordination of key actions.	Team Leader: Adult Learning and Literacies	

<p>Increase membership of the CLD Standards Council within the CLD Partnership in Inverclyde.</p>	<p>Ongoing for the duration of the plan</p>		<p>Workforce Development Sub-Group Practitioner's Group</p>
<p>Build the capacity of the workforce through practice and resource sharing.</p> <p>Develop and deliver a staff development and training calendar for the CLD workforce.</p> <p>Examine the development of a virtual space for the workforce to share information, practice, and resources.</p>	<p>Feb 24 (plan) Sept 24</p>	<p>A training plan and calendar of events will be developed based on need.</p> <p>Practitioners' report</p> <p>Increased capacity</p>	<p>Workforce Development Sub-Group Practitioner's Group</p>