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<b>Report To:</b>	<b>Education &amp; Communities Committee</b>	<b>Date:</b>	<b>23 January 2018</b>
<b>Report By:</b>	<b>Corporate Director Education, Communities and OD</b>	<b>Report No:</b>	<b>EDUCOM/10/18/HS</b>
<b>Contact Officer:</b>	<b>Hugh Scott CLD Service Manager</b>	<b>Contact No:</b>	<b>01475 715450</b>
<b>Subject:</b>	<b>CLD Service Annual Report 2016-2017: Progress Report Linking to 3 Year Plan 'Co-ordinating Community Learning and Development in Inverclyde'</b>		

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## 1.0 PURPOSE

- 1.1 The purpose of this report is to keep the Committee apprised of progress within the Service, all delivery linking to the 3 year plan 'Co-ordinating Community Learning and Development in Inverclyde' on behalf of the Council.
- 1.2 The annual report also shows an increase of engagement and deliveries within the core services affecting young people and adults from the previous year and wider opportunities for new accreditation courses.

## 2.0 CLD Service Annual Report 2016-2017

2.1 The CLD Service annual report provides a vehicle for:

- Collating and reviewing the findings of our self-evaluation activities
- Informing stakeholders and participants of the range and impact of the work of the Service
- Reflecting on and celebrating the achievements of the Service

2.2 The following summarises highlights from the report:

**Skills for life** – supporting people to acquire the knowledge, skills and confidence necessary for them to play an active and productive role in their personal, community, family and working lives

### *Adult Learning*

- 189 learners attended arts based courses across Inverclyde
- 285 learners participated in employability programmes and community based work clubs
- 249 learners attended our practical health classes such as Eat Wise Drop a Size
- 330 learners attended Eat Better Feel Better practical cooking courses
- 159 learners achieved a SQA qualification
- 189 learners participated in digital skills programmes to improve ICT skills and money management
- 79 learners attended ICT sessions as part of Morton Positive Goals project with 69 learners achieving a SQA Core Skills Qualification

Continued success on Eat Better Feel Better courses thanks to external funding from the Scottish Government to support parents and families to make healthy changes on how they shop, cook and eat with the further aim of improving their health.

Ongoing partnership working with Greenock Morton on the Positive Goals project where learners who faced significant barriers to employment are supported on their journey back to work.

#### *Adult Literacies*

- 493 participants in adult literacies – 61% of whom were unemployed at the point of registration
- 83 learners for whom English is not their first language participated in community based ESOL programmes
- 38 families supported with literacy during the Attainment Challenge Summer Programme at Kings Oak Primary School
- Customised programmes developed and co-delivered with – Action for Children, HMP Greenock, Jericho Society, Trust Employability and Barnardo's

Literacies staff continues to work closely with the Refugee Integration Team and the community based ESOL (English for Speakers of other Languages) learners to support them in settling into their new community whilst they develop their English language skills. A successful community event was also held at Parklea to celebrate Eid-Al-Adha, the Islamic Festival of Sacrifice - an event we look to build on as many learners and partners came together to share their food and cultural identity.

Staff are continuing to develop rapport with families who are engaging with programmes funded through the Attainment Challenge. Families are joining together in fun, informal learning sessions during which staff are offering literacy support.

**Strong, successful communities** – supporting and building community capacity

#### *Community Work*

- 41 community groups supported to take local action and deliver services including Literacy/Numeracy, IT and a range of adult learning options
- 6 locality meetings took place where people had opportunities to network, share experiences and learn from each other
- 466 community members received training and support to enable them to engage with and advocate for their local communities
- Support for 6 community hubs and surrounding geographical areas: Auchmountain Halls, Clune Park, Paton Street, Gibshill, Branchton Community Centre and Larkfield Youth Connections

Support to community members is crucial and training throughout the year included Office Bearer training, book keeping and accounts, minute taking, speaking in public and specific training around the Scheme of Delegation for Community Councils. Individuals were also supported with literacy and numeracy skills and IT use.

#### *Outreach and Volunteering*

- 58 volunteers working across CLD to support the delivery of services
- 468 door to door listening survey carried out with results reported by 6 neighbourhood areas: Branchton, Larkfield, Port Glasgow wide, Highholm St area, Greenock East and Broomhill/Upper town centre
- 748 adult guidance sessions delivered
- 114 awareness raising events carried out at community and partner events and with local organisations
- 125 women attended International Women's Day with ongoing activities through local development group

Volunteers are now a vital element in supporting the delivery of programmes. Volunteers have been trained to become tutors in literacy, numeracy and IT however they also support Work Clubs and assist with the Adult Learners Forum and CLD events.

Through various forms of communication, staff continue to build a picture of the needs and strengths of local communities and neighbourhoods which is being shared with partners.

## **Our young people**

### *Youth Work*

- Membership of our IYouth Zones continues to be strong: Greenock has 440 members, Port Glasgow has 428 and the Gourock IYouth Zone has reached 104
- Programmes which continue to thrive: the WASTED initiative addressing attitudes to alcohol and drugs, cyber safety, Mentors in Violence Prevention and Detached Youth Work
- Successful new initiative: IGap, a Government initiative under the Attainment Fund. This was a 3 month pilot programme working with S1-S3 pupils who were identified for requiring extra support regarding health and wellbeing, sociability resilience and creativity, all of which was delivered in an informal education setting
- Continued success with Duke of Edinburgh groups:
  - 2016: 6 Gold DofE, 42 Silver DofE and 142 Bronze DofE Awards
  - 2017: 7 Gold DofE, 77 Silver DofE and 156 Bronze DofE Awards

A programme developed by Youth Workers where young people participating increase their knowledge and understanding around the skills required to succeed in progression to training. Further education or employment continues to be successful as all pupils achieved SQA accredited qualifications.

Following on the pilot success of IGap programme delivery, we are now delighted to be working with all secondary schools in ensuring that the young people involved develop as individuals whilst achieving recognised accreditation.

Inverclyde Council's Duke of Edinburgh Awards programme continues to be noted as one of the most successful in Scotland. Numbers have increased following the extension of delivery of DofE as part of the school curriculum to all S3 pupils in both Port Glasgow HS and St Stephen's HS.

## **3.0 RECOMMENDATIONS**

- 3.1 It is recommended that the Committee endorses the Service's annual report.

**Wilma Bain**  
**Corporate Director**  
**Education, Communities and Organisational Development**

## 4.0 IMPLICATIONS

### 4.1 Finance

#### Financial Implications:

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

#### **Legal**

4.2 None

#### **Human Resources**

4.3 None

#### **Equalities**

4.4 The delivery plan is inclusive for all young people and adults.

#### **Repopulation**

4.5 None

## 5.0 CONSULTATIONS

5.1 Consultations are carried out regularly with our stakeholders and partners on the Community Learning and Development Action Plan.

## 6.0 LIST OF BACKGROUND PAPERS

6.1 Report will be tabled at the meeting.

# Community Learning & Development Annual Report 2016-2017



## Supporting Communities in Creating Change

It has been another good year for the CLD Service with the success of 'Our Future Our Place' Survey, introduction of new and exciting learning opportunities and the ongoing development of the CLD Strategy and Plan for Inverclyde.

Throughout the report there are excellent examples of innovative and effective work including the impact of Raising Attainment for all and the impact on a number of key national outcomes.

It has been very encouraging to see the Council's CLD Service deliver such an impressive range of high quality, accredited opportunities for Inverclyde's young people and adults - recognising young people's wider achievement through Dynamic Youth, Youth Achievement and Duke of Edinburgh and recognising our Adult Learners achieving a SQA Award across a number of new qualifications.

CLD provides a range of learning opportunities for all ages, with a variety of new classes and training opportunities being added to the programmes we offer, delivering positive outcomes for many individuals throughout the Inverclyde community.

Supporting people and communities to tackle real live issues and make changes through learning is pivotal to what we do. In the past year learners of all ages, volunteers and our community groups have played a critical role in shaping future CLD services through their active participation in the extensive consultation which led to the ongoing development of 3 year CLD Strategy and Plan for Inverclyde. CLD plays an active part in delivering the intended outcomes of the CLD Plan.

An important element of the work of CLD is to keep our communities and residents informed about our role and the services being offered. I hope that through the annual report you enjoy reading about our Service delivery and performance in the last year.

Thank you to our staff and partners for all your hard work over the past year and I look forward to an excellent 2018.

**Hugh Scott - CLD Service Manager**

## **Working with you and for you**

The work of the CLD Service is developed in partnership with young people, adult learners, older people and the wider community – who are at the heart of everything we do.

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# Youth Work Changes Lives

## Outcomes:

- **IGap - 3 month pilot programme S1 to S3 (5 secondary schools) - 24 young people**
- **650 Young people took part in The Wasted project**
- **3339 Pupils participated in drug awareness programmes**
- **1172 New Young Scot cards issued to secondary school pupils**
- **2705 Primary pupils participated in healthy lifestyles**
- **10 Young people completed the Personal Achievement Award**
- **Over 200 young people trained through Mentors in Violence Prevention (MVP) programme**
- **14 Teachers and partners trained to become MVP trainers**
- **7 Young people completed the SQA Volunteering Skills Award**
- **13 Young people participated in the Senior Phase programme**
- **38 Young people achieved the Dynamic Youth Award**

The Youth Work Team has had another fantastic year working with young people aged 12-25 years throughout Inverclyde. Our delivery of various programmes in schools, IYouthZones, community centres and on the streets has allowed us to engage and build relationships with young people and help them on their journey to become confident, resilient young people who are optimistic about their future.

Our informal learning approach and incorporating the new National Youth Work Outcomes and indicators gives young people the opportunity to direct their own learning and gain accreditation and recognition for their achievements.

We have managed to roll out our Senior Phase Programmes to more secondary schools after a successful pilot in St Stephen's and Port Glasgow High Schools. The senior phase programme has seen the incorporation of additional opportunities for SQA accreditation in Core Skills Communication and the Employability Award.

At Port Glasgow Community Campus we have extended our delivery of Duke of Edinburgh as part of the school curriculum to all S3 pupils in both schools.

All Inverclyde's Youth Work Services information is now available via the Young Scot website. Young people can find local information about IYouthZones, youth clubs, youth groups and other relevant information via [www.young.scot/inverclyde](http://www.young.scot/inverclyde)

Young Scot Rewards also let young people collect reward points for taking part in activities. They can then exchange their reward points for prizes and experiences.



# Youth Work Changes Lives in IYouthZones



## Gourock

Gourock IZone opened in September of 2015 and now has over 50 young people who regularly use the building.

The drop-in sessions run on Monday, Tuesday and Friday evenings and at these sessions we offer a wide range of art programmes, team building games and much more. Since opening we have had various events and trips including a Burns Supper, quiz nights, cyber-safety workshops and creative writing sessions. All of our work promotes learning in a fun and practical way.

Gourock IZone also joined in with Port Glasgow and Greenock IZone during the summer school holidays for joint activities and attending Youth Beatz event in Dumfries. Gourock IZone is currently running a group looking at healthy relationships as this was identified by the staff and young people as something they could benefit from. The 6 young people identified will receive a Dynamic Youth Award at the end of the programme.

Gourock IZone supports the work of the Attainment programme within secondary schools with groups attending in the afternoons and is also host to a group of care experienced young people from 'Who Cares Scotland' who attend the building on Wednesday evenings.



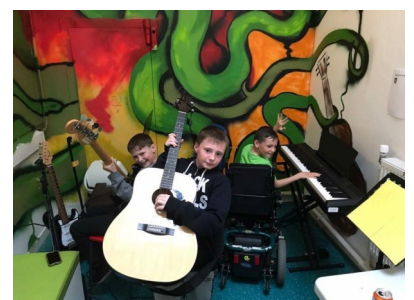
## Greenock

We have had another memorable year within the Greenock IYouthZone for 2017. There has been a wide range of services delivered for young people 12-25 years which included welcoming some new faces when we transitioned Primary 7's (new S1's) into our services.

The 2017 Easter Programme was a huge success with a footfall of 310 attending over this period. We enjoyed lots of activities including mocktail making, Easter hunts, art's and crafts and more!

We followed on from this with our Summer Programme which was once again a huge success with a footfall of 370 young people attending over the four weeks of activities which included clothes upcycling, quiz nights, beach party and a leaver's party.

This year's trips took us to Fun World which we hired out for the night and had over 60 young people from across Inverclyde attending; the Battery Park AstroTurf pitch and the Cinema. We finished with our annual trip to the Youth Beatz music festival in Dumfries.





Youth clubs continue to thrive with young people having their own age specific night due to the increase in numbers across the board. We continue to try and engage with those hardest to reach young people and help them to become active citizens within their communities.

This year our Steering Group have taken a more community orientated approach to how they want to work. They organised a Christmas coffee afternoon in partnership with the local Co-op store and as part of this they also put together 'reverse advent calendars' donating food to the local Food Bank.

We have also undertaken a few intergenerational projects in partnership with Newark Care Home. During one of these projects we focused on nostalgia around Port Glasgow past and present, displayed pictures and made a DVD for the residents.

Our annual Summer Open Day was again a huge success with around 80 people from across the community turning up to support us on the day where we had inflatable games and prizes to be won. The local fire brigade also came along and gave young people the chance to go into the appliance.

We also had a weekend Summer Fun day at Port Glasgow as a pilot event to try and engage with the young people on different days and times. This included young people having a shot on Virtual Reality (VR) headsets, a photo booth, food and face painting fun.

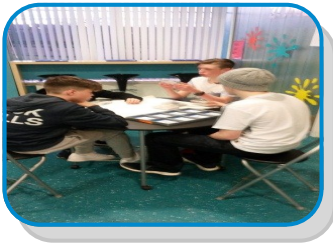
A community football event was organised in partnership with our wider CLD team as well as many external agencies. This event was Inverclyde wide and had teams taking part from Inverclyde Academy, Jim's Friday Night Football, Port Glasgow IZone team, Port Boys and also our younger competitors with the fun 4's.



### **IYouthZone Membership:**

- **104 Members of Gourock IYouthZone**
- **440 Members of Greenock IYouthZone**
- **428 Members of Port Glasgow IYouthZone with an annual footfall of 5,000**

# Youth Work Changes Lives in Partnership with Schools



S3 & S4 boys who attend Port Glasgow IYouthZone have been actively taking part in a 20 week 'Boys Group' programme with the aim of improving positive choices and increasing opportunities for the future. This is offered in conjunction with Port Glasgow Boxing Club who provide physical fitness sessions.

S3 & S4 young people from Inverclyde Academy attended the Greenock IYouth Zone and actively took part in a 20 week programme with the aim of improving positive choices and increasing opportunities for the future. They helped to re-design and paint the Chill Out area at the IZone. This programme earned them a Dynamic Youth Award.

## Senior Phase Programme

A group of 13 senior phase pupils from Port Glasgow Community Campus schools participated in a programme to increase their knowledge and understanding around the skills required to succeed in progression to training, further education or employment. They achieved SQA accredited qualifications focused on communication skills, working with others, employability skills and volunteering.



## Wasted Project

In partnership with HSCP colleagues and Police Scotland, the Wasted Project was once again delivered to all S2 pupils across Inverclyde. Pupils participated in a series of interactive workshops aimed at increasing knowledge of risky behaviours and what can be done to reduce these.

## Cyber Safety

Youth Work staff currently deliver cyberbullying and internet safety inputs in schools through interactive and informative workshops in class assemblies. They also provide sessions for parents.

**2016 – 2017: Number of participants = 2,836**

## Girl Power

Girl Power is a 16 week programme for girls aged 12+. Delivered in Lomond View Academy and Greenock IZone, the topics covered include self-esteem and confidence building, body image, sexual health, confidence in negotiating intimate relationships, healthy relationships and abusive behaviours - all issues that affect young women today. As part of the programme they are encouraged to think about their hopes and goals for the future and to reflect on the realities of early parenthood through caring for a virtual baby.

A 6 week intensive programme was also delivered in Inverclyde Academy and Gourock IZone are currently delivering a respect programme for boys and girls. All groups either achieve or are working towards a Dynamic Youth Award or a Bronze Youth Achievement Award.

# Youth Work Changes Lives by Promoting Positive Choices

## 2016 Outcomes:

- 6 Gold DofE Awards
- 42 Silver DofE Awards
- 142 Bronze DofE Awards

## 2017 Outcomes:

- 7 Gold DofE Awards
- 77 Silver DofE Awards
- 156 Bronze DofE Awards



There are three levels of programme young people can do which, when successfully completed, lead to a Bronze, Silver or Gold Duke of Edinburgh Award. The main differences between them are the minimum length of time they take to complete, how challenging they are and the minimum age you can start.

## Ocean Youth Trust Voyage

10 young people from across Inverclyde were taken on a week long voyage around the West of Scotland.

The young people involved were all S5 & S6 and had worked in close partnership with CLD Youth Workers in other projects and groups.

Every young person who took part was awarded a Dynamic Youth Award as well as a Royal Yachting Qualification.



## Dynamic Youth Awards

Youth Scotland's Dynamic Youth Awards provide a framework to support quality work with young people. They offer recognition and accreditation for young peoples' achievements. Through self and peer assessment young people develop skills for learning, life and work. The Awards fully support the aims, values, purpose and implementation of Curriculum for Excellence.



## Clyde Pride

Clyde Pride, LGBTQI+ meet every Monday in the Greenock IYouth Zone and are currently working on a creative project - a mural to help raise awareness of gender identity.

They are also currently working on the LGBTQI+ Charter which will be focusing on rights and looking at prejudice, bullying and social and health issues.





The Inverclyde Youth Council and the members of the Scottish Youth Parliament meet each Tuesday within Greenock IYouthZone and are currently working on building a programme of events for 2018's Year of the Young Person. They are working on making memorable events for young people from across Inverclyde and beyond in order that there are different things to do for each month next year.

The group carried out the 'Penny for Youth Thoughts' consultation whereby young people in Inverclyde were asked questions on a range of topics. **1,422** responses were received with the top 3 issues young people raised as a concern being alcohol, drugs and bullying.

The Youth Council have now been looking to roll out peer education workshops and events looking to tackle these issues.



Our Detached Youth Workers are deployed 5 evenings a week including Saturday night, engaging with the hardest to reach young people who are potentially putting themselves at risk. They target hot spot areas where young people congregate for underage drinking sometimes associated with anti-social behaviour. Staff engage with young people on the streets building positive relationships and signposting to diversionary activities like IYouthZones or other relevant services. The team have responded to a number of serious incidents where young people have been in danger. Staff continue to promote and reinforce the importance of staying safe when young people are out in the community.

## Mentors in Violence Programme



We supported 6 secondary schools and young people through the Mentors in Violence Programme delivering training to 14 teachers and partners to enable them to become MVP trainers.

## Crush Programme

### Aims:

- Have an understanding of domestic abuse and teenage abuse
- Identify and explore the danger signs of an abusive relationship
- Learn about abusive behaviour from different points of view
- Gain a sense of empathy for those who experience domestic/teen abuse

**MVP** – mentors from the following schools received additional training using 'Crush' programme and 'Sexual Bullying' programme.

**Port Glasgow High School – 65 Mentors from S5/S6**

**Inverclyde Academy – 45 Mentors from S5**

**Inverclyde Academy** – Sexual Bullying was delivered to S1 & S2 with each class having two inputs. S3 & S4 pupils received two inputs from Crush programme.

**S1 – 160; S2 – 160; S3 – 150; S4 - 160 Pupils**

# Working with and for Communities

## Outcomes:

- **468 Door to door listening surveys carried out across the community with results reported by 6 neighbourhood areas:**  
**Branchton, Larkfield, Port Glasgow wide, Highholm St area, Greenock East and Broomhill/Upper town centre**
- **Support for 6 community hubs and surrounding geographical areas:**  
**Auchmountain Halls, Clune Park, Paton Street, Gibshill, Branchton Community Centre and Larkfield Youth Connections**
- **6 Locality meetings took place where people had opportunities to network, share experiences and learn from each other**
- **748 Adult guidance sessions delivered**
- **114 Awareness raising events carried out at community, partner events and with local organisations**
- **41 Community groups supported to take local action and deliver services**
- **466 Community members received training and support to enable them to engage with and advocate for their local communities**
- **125 Women attended International Women's Day with ongoing activities through local development group**
- **58 Volunteers working across CLD to support the delivery of services including Literacy/Numeracy, IT and a range of adult learning options**

# Community Work Changes Lives

'Knowing our Communities' has continued as an important focus for the Community Work Team. Key to this has been the merging of outreach and community work activity and the alignment of staff and their workplans to Wellbeing Localities with a focus on engagement and capacity building.

From door to door surveys, focus groups, questionnaires and other outreach activities, and through our work supporting a diverse range of community groups, we are building up a picture of the needs and strengths of local communities and neighbourhoods which is being shared with partners.

This has been a year of consolidation for WOOPi following a change of name to 'Wider Opportunities for Our People in Inverclyde'. This has enabled participation of a wider age range of participants and brought new activists into the groups and overarching Advisory Committee which continues to go from strength to strength. It has now achieved charitable status, enhancing sustainability.

Some groups have come to the end of their journey throughout the year but others have joined bringing new areas of interest and expertise. Amongst these were a number of groups focussed on men, keeping healthy and active. In previous years this had been an area identified as needing developed.

There are some exciting developments planned for the coming year.



The Community Led Initiative (CLI) has played an integral part in Working Towards a Dementia Friendly Inverclyde. It has developed a phased programme with an initial focus on individual geographical areas and localities within Inverclyde.

This allowed us to adapt our approaches for a specific locality, target key areas, organisation and businesses within the locality that people living with dementia and their carers had identified as important to them in their everyday lives. We chose Gourock as our pilot area because it has a wide variety of shops, businesses, organisations, faith communities, forms of transport and being a small geographical area it was ideal.

The feedback from those who participated in consultations has been invaluable in helping shape a Dementia Friendly Inverclyde.



***"We have been busy this year trying to build a sense of community and we have held a few events which were good fun. More importantly they got neighbours speaking to each other and the committee has grown as a result. We have a lot of new, young mums getting active now – working together to get things done for their kids"***

***"The Community Workers are always there to help and advise. The training and support has been key to getting us organised and motivated. It's not always easy, especially when things seem to take so long to get done but we can now see change happening and it's a bit of a confidence booster to know, I did that! Keeps you hanging on in there"***

***"Without the support of the Community Workers involved in this group I would never have been able to take things forward. In the course of a year, this group has went from an idea in my head to a community group up and running and delivering much needed services in this area. I am proud of the committee and the work we have done to get to this point. The training and one to one support from CLD has been essential"***

## Inverclyde's A Team

Inverclyde's A Team is a new piece of work in this reporting year. Partnership has been formed with Port Glasgow IZone staff following them identifying a need and interest amongst some parents of young people attending IZone nights.

A meeting of interested parents was held and a committee quickly formed. The drive for parents/carers was to have a safe space for their children and young people to socialise with others on the spectrum and to learn and develop social skills in a supportive environment. Parents/carers reported that their child was often 'stuck in the house' with little opportunities for play or mixing with peers. There was also a need for the adults to come together to mix, learn from each other and to socialise in an environment where people recognise and support you when you are having a challenging time.

A Parent/Carer Drop In was first established at Port Glasgow IZone over lunchtimes. A welcoming place for parents to come together over lunch and share experiences. From this a Facebook page was set up (closed group) where parents who couldn't attend could still access support and advice. A committee was then formed which set about establishing a Youth Club on Wednesday nights. This evening is split into two sessions for primary and secondary age pupils and is entirely parent led, albeit with a Community Worker in attendance and supporting activities.

There have been a number of fundraising events and fun days which were well supported by the community. Individual parents have been supported to build their own skills and confidence and some are now preparing for formal youth work training via CLD.

Given the nature of the group and their clear wish to be parent led, our role is in providing support, training and advice and facilitating activities, rather than organising for them. It is hoped that this will enhance sustainability in the longer term and allow the group to develop at their pace and around the needs of all stakeholders involved.



## Equalities

The LGBT+ group for adults (18+) continues to go from strength to strength over the past year with training for parents/carers and professionals.

A Women's Committee was formed to support International Women's Day annual events and to be a voice for local women ... early days but progressing well.

A steering committee for adults with physical disabilities, sensory impairments and long term conditions has been established to take forward the campaigning role previously served by ICOD. Launching in Autumn 2017...

## Broomhill Tenants and Residents Association (TARA)

Over the past 8 years Broomhill TARA have been instrumental in taking the issues facing the Broomhill community forward leading to various initiatives being actioned to make Broomhill a more attractive and safer place to live. 8 years on, Broomhill residents are looking forward to a new community centre and health centre, as well as enjoying the many millions of pounds being spent on upgrading homes.



The TARA, led by Jenny Speck winner of the 'Scottish Resident of the Year' prize 2017, have worked tirelessly over the past year supported by their CLD Community Worker who has provided Committee Skills refresher training and assisted in the gathering and creating of an evaluation report promoting the voice of local residents in order to agree the communities role in the new Community Centre on Mearns Street - this will be managed by Inverclyde Association for Mental Health.

Broomhill TARA sees this as one of their greatest achievements to date and one which will take up most of their energy in the coming year!

**“Having the support of our community worker assists in keeping focussed and on task and helps me to remain calm when I am getting a little frustrated at the lack of engagement or progress in meeting the groups aims. She reassures me that we are on the right path”**

***New Committee member, Port Glasgow***

**“We have been supported and encouraged to visit other areas to share experiences, skills and knowledge and also to see what projects other areas have been successful in achieving. This has been really inspiring and motivating when sometimes we feel we aren't getting anywhere. To see what others achieved keeps us hanging on in there”**

***Greenock East End Resident***

## GRASP Group (Greenock Recovery Alcohol Support Project)

GRASP is a dynamic and innovative example of a service-user led initiative designed to support people in their recovery journey by providing services directly to those in recovery.

GRASP really came in to its own during 2016 with the support of their CLD Community Worker where they were assisted to gain charity status which was granted in August 2016. The next step was to focus on structuring the group and obtaining funding in order to sustain the group as well as engage local agencies and partners in the provision of training for various members of the group. This ranged from First Aid training, Commonwealth War Graves project, IT training and vital committee skills to enable them to take forward developments. Some of these short courses and projects allowed members to obtain a range of SQA awards in Core Skills which have now been awarded, building skills and confidence.

GRASP provide peer advocacy which typically involves listening to service users, understanding their specific needs and helping them to access the support they need to meet their requirements. The group are highly welcoming and supportive of each other - it's a nurturing environment.

In recognition of his immense contribution to the group, their community worker nominated founder member Robert Whaley for the Greenock Telegraph Community Champion Award which he was successful in winning against very stiff competition.





## I:Hub

The I:Hub is a Steering group comprising former Board members of Inverclyde Council on Disability (ICOD) who wanted to continue working with like-minded people to ensure the voice of Inverclyde people with disabilities was not lost with the unfortunate closure of ICOD. The group feel there is a clear need to continue campaigning around issues affecting people with disabilities and their carers and to share information, advice, experience and companionship too. The group are particularly keen to engage younger adults who may currently be isolated with fewer opportunities to socialise and meet people who are in a similar situation.

They are currently working towards a formal launch of the I:Hub in Greenock IZone, which is a very accessible venue. Launch is expected towards the end of February 2018. Group members are also focussed on getting information out to target groups and have set up a Facebook and Twitter account to publicise their work with the support of their Community Worker.



## Our Place Our Future

CLD and our partners were key to the success of this survey, with considerable CLD staffing resources and additional funding being provided. This was the first time the new Place Standard has been used in Inverclyde. An area-wide conversation was generated with our Outreach and Engagement team door knocking, organising listening events and providing a targeted approach to all CLD learners and community activists. The survey covered a wide range of themes from traffic and parking, streets and spaces, to work, care, housing and local amenities.

1,310 people completed the main survey and an additional 83 young people, all IZone users, responded to an adapted survey featuring some of the same questions. This represents 1.75% of the total population of Inverclyde and is the highest number of respondents Inverclyde Alliance has ever had to an engagement process.

The Alliance is now using the feedback from the survey to inform the development of locality plans for Port Glasgow, Greenock East and Central and Greenock South and South West in the first instance. CLD will continue to play a key role in this going forward.



Inverclyde Alliance

# Adult Learning & Literacies

## Outcomes:

- 189 Learners attended confidence building courses across Inverclyde
- 285 Learners participated in employability programmes and community based work clubs
- 249 Learners attended our practical health classes such as Eat Wise Drop a Size
- 330 Learners attended Eat Better Feel Better practical cooking courses
- 159 Learners achieved a SQA qualification
- 189 Learners participated in digital skills programmes to improve ICT skills
- 79 Learners attended ICT sessions as part of Morton Positive Goals project with 69 learners achieving a SQA Core Skills Qualification
- 52 Families participated in the CLD Family Summer Playscheme at Branchton Community Centre
- Staff now trained to deliver the new REHIS Elementary Food Skills Course (Royal Environment Health Institute of Scotland)
- 83 Learners for whom English is not their first language participated in community based ESOL programmes
- 493 Participants in adult literacies - 61% of whom were unemployed at the point of registration
- 78 Individuals from partner agencies participated in Raising Awareness of Adult Literacies learning sessions
- 38 Families supported with literacy during the Attainment Challenge Summer Programme at Kings Oak Primary School
- 7 Families supported with Families Connect
- Customised literacies programmes developed and delivered in partnership with St Mary's Homeless Group, GRASP Group, HMP Greenock, Jericho Society, Trust Employability and Barnardo's

There are many reasons why adults return to learning. Adults also have a better understanding of which learning styles and modes of learning work best for them, based on their experience of learning, life and work. All of this is taken into consideration when tailoring our programmes to meet the needs of individual learners, helping them to acquire the confidence, knowledge and skills they see as important to their personal, family, working and community lives.

### **Priority Groups being Targeted by Adult Learning**

63% in our Digital Skills provision reported having an issue barrier to learning such as a physical or mental health issue and 75% of them were on a working age benefit such as Universal Credit, Jobseekers Allowance or Employment Support Allowance. 78% are in the SIMD 1 and 2 data zones.

62% in our Eat Better Feel Better provision reported having an issue barrier to learning such as a physical or mental health issue. 71% of learners are in socially rented or private rented accommodation. 63% of learners are in SIMD 1 and 2 data zones

56% of Work Club learners reported a barrier to gaining employment such as an addiction, physical or mental health issue. 75% of learners also did not own their own home and were in private or socially rented accommodation. 64% of new learners are in SIMD 1 and 2 data zones

In our Arts and Personal Development classes 82% of our learners report having an additional support need such as a physical or mental health issue. 64% are living in social rented sector and 10% are living in privately rented accommodation. 50% of learners are in SIMD 1 and 2 data zones.

### **Tutor reflection on learner**

Sarah was a new learner to Eat Better Feel Better. Sarah is recovering from drug addiction and was attending Moving On in Greenock. We thought this class was good for Sarah to attend due to her having 2 kids at home it would help her focus on providing a healthy balance meal for her family. Sarah also had mental health and anxiety problems. At her first class Sarah was anxious and did not have much concentration that day however group work helped her relax and feel more comfortable in a social setting. First few weeks were a settling period for her, however she progressed in her learning and commented that this course has given her more confidence in the kitchen at home. She now lets the kids be involved which was something that the learner would not have done before. She commented that teatime was a more relaxed event, rather than getting harassed or seeing it as a chore. She also commented that her older daughter has ADHD and can be a handful at times, however with cooking more at home and involving the kids, she could see a difference in her daughter's behaviour which made her feel more relaxed cooking. Sarah is starting college this year, she has commented that I have inspired her to progress in her journey. I am so proud of this learner, she has worked so hard in her learning and has found the right path in life to start her journey being drug free.

**“Since attending the class in January I have started to complete my Core Skills in ICT. I also received support to attend a Food Hygiene course which I passed! This then allowed me to get voluntary work experience which is really useful as I can now put this on my CV. The course has allowed me to update my skills but also signposted me to other things which I didn't know about”**

**“I have enjoyed coming to the Work Club on a Thursday morning and I feel I have learned so much. I have great support on everything from writing CV to applying for jobs and also help with interview skills. It has helped build my confidence with using computers and also my punctuation and English skills. Very friendly, helpful staff”**

We provide a broad range of interventions aimed at those most in need, all of which offer opportunities to gain SQA accreditation. We support people to take their first steps back into learning, helping learners to read, write and use numbers in contexts which are relevant to their own lives and circumstances, providing programmes in developing digital and financial skills and creating opportunities for adults in Inverclyde to broaden their aspirations, realise their potential and achieve their goals.

## Positive Goals

Community Learning & Development contributed to the partnership with Greenock Morton Community Trust to create the Positive Goals Project.

This partnership led by Greenock Morton had CLD contributing the vital element of Digital Skills tuition and SQA ICT accreditation. The learners targeted by this project were long term unemployed and those who faced significant barriers to employment. Learners were taught how to use the computer for job searching as part of the 6 week course. 79 learners improved their digital skills and 69 achieved a SQA ICT Core Skills qualification.

55% of learners, within 13 weeks of completing the programme, are moving into full time employment.

## Case Study - Andrew

Andrew attended the Larkfield Work Club for some time to receive help with his job search. He usually attends with his partner, both of them having learning difficulties however live independently. Andrew is not confident with numbers resulting in him lacking in confidence when it comes to cash handling. He also receives additional support from Enable to help him in his job search.

His partner Kimberley has a part time job and they were hopeful that Andrew would get something too. He spent time working on his CV, writing a cover letter and learning how best to search for vacancies online. At the start of the year Andrew managed to get an interview with a local company but was disappointed when they advised that this would involve cash handling and reluctantly he couldn't take on the role.

This did not deter Andrew and he continued to search for work. He completed a form for a vacancy as a refuse collector with Inverclyde Council and was lucky enough to gain an interview. Although the contract was a seasonal position it was ideal for Andrew as it was practical and he felt he could cope with the demand levels of the position. Andrew attended the interview and was fortunate enough to get the position. He was delighted to get a start and although it is temporary until October 2017 he's grateful for the experience and the help he received from the Work Club. Andrew is now more positive for his future.



“I have struggled for years with my depression since my brother died and I’ve also had panic attacks and really low in confidence. I was referred to SAMH from my nurse and from that they brought me up to Auchmountain for a coffee and introduced me to the staff and the CLD Outreach Worker. I couldn’t even go out the door for a loaf of bread never mind going to a class. After meeting the outreach worker and chatting about programmes they run within the area, I felt better - I’ve never felt so down and low but after the meeting I felt good and know that anything is possible I just needed the support”

“CLD staff met with me and I joined the Arts for Confidence course. I gained lots of confidence and made photo frames and things for my house. I felt so good as it was me who actually made them. I also made some new friend’s within the group and we would meet up in Auchmountain Halls before the class for lunch or coffee. I’ve also felt so good and better in myself. I followed the tutor on and learned Basic Computing and got some help with my online shopping and being able to send emails to my family which was a great help to me. I still struggle with mental health and continue with the classes as it gives me something to look forward to as I’ve been diagnosed as bipolar”

### Adult Learners Week Award

August 2017 was a time for celebration when it was confirmed that a CLD Volunteer had won an Individual Award at the Adult Learners Week Awards. Stephen has overcome numerous personal barriers to make a difference to learners in Inverclyde. Beginning his journey as a learner, Stephen has progressed to undertake the Volunteer Training Programme and now supports learners in classes such as Mobile Phone Photography and ICT classes.

### Scottish Mental Health Arts Festival

Learners from Branchton, Clune Park and Auchmountain Halls Community Centres worked on a range of art pieces around the theme of ‘Positive Mental Health’ from April 2017. This national project aims to break down discrimination against mental health. This is a worthwhile project for CLD to get involved in as 35% of participants in community based arts report a mental health issue and a further 40% report a physical health issue.

### Eid-Al-Adha Celebration, Parklea

On a bright and sunny Saturday, Learners and Volunteers from across Community Learning & Development were invited along to take part in a Muslim celebration called Eid AL Adha. The celebration was hosted at Parklea and the focus was on sharing things like food, skills, communication or cultural identity with each other. People were obviously keen to share as over 100 learners, family members, volunteers, and children turned up to help us celebrate.

The day was filled with the sound of music, including drums from Inverclyde Pipes and Drums and Arabic music to dance to. There was a wealth of activities to choose from including herb planting, art corner, treasure trail, crocheting workshop and Ukulele playing to accompany traditional Scottish songs.

After working up an appetite, people were able to sample the delights of Arabic cooking as well as some Indian curry on offer, and for pudding - some homemade Baklava.

The sun shone in the sky, there was music, laughter, dance and food - what better way to spend a lovely Saturday with friends!!



## **Priority Groups Targetted by Adult Literacies**

Adult Literacies have been working with the Refugee Integration Team and Community based ESOL (English as a second or other language) learners to develop their English acquisition language skills. To decrease barriers to participation, learning sessions were delivered across Inverclyde, both during the day and early evening, to ensure that all learners had the opportunity and access to learning. To- date we have supported 83 learners, 53% who are at SCQF Level 2, the basic level of language skills; 31% who are SCQF Level 3 and 16% who are SCQF Level 4.

16 of the 83 learners supported during the reporting period gained SQA accreditation - 13 learners secured a Level 2 Preparation for Literacy unit; 2 learners secured a Level 3 Core Skills qualification and one learner successfully gained their National 4 qualification in Literacy. The 13 learners who secured a Preparation for Literacy unit have now progressed to College to continue the development of their English language skills.

## **HMP Greenock**

CLD Adult Literacies have a long standing partnership with HMP Greenock and recently focussed support to short term prisoners with the transition to liberation. Staff engaged with 40 offenders prior to liberation, providing guidance on the learning opportunities within Inverclyde primarily focusing on individuals planning to access Universal Credit. 20% of the clients worked on developing their CV prior to liberation in response to requirements under Universal Credit. Staff have also supported 12 long term prisoners with developing their employability skills and assisting with their CV in preparation for a work placement. The next stage of this partnership is to link in with a new transition programme facilitated by staff based within HMP Greenock for long term prisoners with a key element of employability skills.

## **SQA Supporting Adult Literacies Learning (SALL)**

With its introduction in 2014 in which staff from CLD contributed to the design and content of the course, CLD Adult Literacies ran their third instalment of the SCQF Level 6 award. The rationale for the SALL course was to pilot a new model of delivery that reflects feedback from previous participants and staff in order to explore an alternative structure to the two previous SALL courses. This course focused on smaller learner numbers, reduced face to face sessions coupled with contextualised learning. 86% of the participants completed the course and have provided approximately 144 hours of support within the communities of Inverclyde. North Ayrshire CLD is also planning on adopting the model for their next delivery of SALL.

These participants join our team of volunteers who have supported approximately 840 learning hours within our community based learning provision.

## **Case Study – Training Volunteers**

As many of the CLD ESOL learners have very low English language skills (National 2 or below), CLD staff identified a need for further conversational support for the low level ESOL learners within the community provision. As a result, an in-house 2 day training programme was created and advertised locally to recruit volunteers to support the trained ESOL staff within the learning sessions.

Interest was high and potential candidates were invited along to an information session. 12 candidates then successfully completed the 2 day training and were subsequently placed in a learning session to work 1-1 or 2-1 supporting the group tutor and encouraging the learners to speak in English as much as possible.

## Tutor reflection on supporting adult literacies learners

### *So what impact am I seeing on my life ...?*

This year I have been working as a volunteer tutor with Adult Literacies ESOL learners. I have enjoyed this role. It is challenging and a learning curve for me as well as the learners and I have had to be adaptable and flexible in my approach. At times I have had to improvise or make use of mime as a means of communication. I enjoy building a rapport with the learners and encouraging them to interact. I have learnt a lot from the way the class tutors works with the learners. Most of all I have valued the experience of working with refugees who have endured incredible hardships and yet they continue to remain optimistic and keen to learn English and to embrace aspects of Scottish culture.

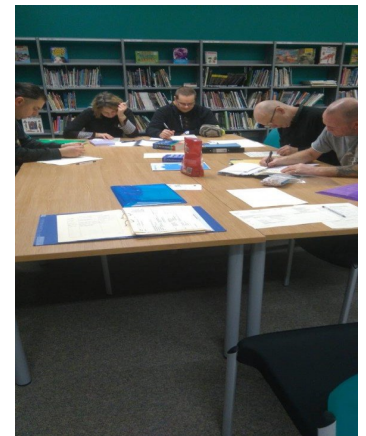


*“I started coming to the classes to understand and learn numbers - for years I avoided anything to do with numbers and maths in general. Since coming to the classes it has made a major difference to my everyday life. I can read banks statements and other household bills myself, not having to rely on family and friends to help me. It has also given me the confidence to attend a course run by my church, Christians Against Poverty (CAP) to help me manage my finances and budget my money better and eventually help me save for the future. I also have the confidence now to tell people that I always had a problem with numbers, where as before the class I would never say anything to anyone”*

*Sharon - Adult Learner*

*“I have attended Wellpark class and it has helped me with my reading and writing, I can now work my UJM account myself. I am reading newspapers and letters to help me to do stuff I have never done before and help me doing other things that come up in my life. I still get help with spelling for job applications”*

*Jim - Adult Learner*



*“From attending the class on Positive Behaviour in Children at Jericho, I have learned of the importance of promoting and also some practical ways to promote positive behaviour. I learned about the roles that various professionals play, such as early years workers, social workers and child psychologists and also the roles and responsibilities families have in promoting positive behaviour. I have worked within various care settings, though never with children, and this has given me a bit of insight into the skills needed in this particular field of care should I ever wish to explore it further. I also have two nephews and can see how these skills would be beneficial to me as a responsible adult within their lives”*

*Robert—Adult Learner*

# The Scottish Attainment Challenge

## Primary School Phase

### Outcomes:

- **9 Primary Schools Supported: Aileymill, All Saints, Kings Oak, Newark, St Andrew's, St Francis', St Joseph's, St Michael's and Whinhill**
- **1,700 Parents/carers attended learning opportunity awareness raising sessions**
- **Over 70% of parents/carers engaged have SIMD Decile 1 or 2 postcodes**
- **7 Parents/carers completed SQA First Steps Accreditation**
- **2 CLD staff completed the Columba1400**
- **Parental Leadership Course with 12 parents**

This was the second year of Scottish Attainment Challenge (Primary Phase) funding for Inverclyde with Community Learning & Development joining the project in July 2016. CLD's role in the project was to provide a universal programme of accredited learning opportunities for all P1 to P3 families in the attainment schools. Families are then supported to progress to their chosen destination.



Three staff were key partners in the development and delivery of the Summer Lunch Club during which a range of literacy and numeracy based activities such as Eat Better Feel Better and Beginners British Sign Language provided an opportunity to engage with families before the first school term.

*“A's mum mentioned that A found social situations very difficult and would normally not speak to other children, but came out his shell at the summer programme and made his first friend”*



From August to March 2017, CLD worked in partnership with schools, families and the wider Attainment Challenge team to develop and deliver a range of customised learning opportunities for families, this included:

**Eat Better Feel Better** - an NHS programme which helps families to develop the skills required to make healthy family meals on a budget. After the practical cooking, families will eat the meal together.

**Steps to School** - a programme developed to provide parents/carers with all the information they need to support their child's transition from nursery to primary school. Delivered in partnership with Early Years.

**Numeracy and Literacy Workshops** for parents/carers - workshops explaining Active Literacy and SEAL were delivered within community venues, schools and Early Years establishments.

**“Through the CLD Worker I found out about the support available in the school and the information helped me apply for things for my family. I struggled with forms and they helped me apply for ILA Funding to do my Bar Licence Course. This will help me find work and support my family”**



# The Scottish Attainment Challenge

## Secondary School Phase

Since January 2017, we have been working with secondary schools to raise the attainment gap of S1 to S3 pupils identified by the school through a series of targeted programmes to tackle low attendance, health and wellbeing, sociability and resilience in an informal education setting.

From January to Easter 2017 we have worked with 24 young people from 5 different secondary schools. We ran a successful Easter and Summer programme attracting over 20 young people who voluntarily came along to take part in informal learning and fun health activities.

Prior to the summer break, we were delighted to secure all 6 secondary schools on board to the Attainment Challenge and since August 2017 we are working with 187 young people from S1 to S3 who will be looking to obtain a Dynamic Youth Award or Youth Achievement Award.

A lunchtime mentoring service is also delivered in Inverclyde Academy offering young people the opportunity to spend lunch with the Attainment staff where they can informally discuss any issues that are affecting them. It also provides a safe space to allow them time for some reflection.



# Pupil Equity Fund

## Inverclyde Academy

The CLD Youth Work Service are supporting with the delivery of alternative educational packages within Inverclyde Academy through the Scottish Governments Pupil Equity Fund (PEF), in turn providing a full time member of staff to work within the newly established Attainment Centre.

The aim is to enhance learning opportunities for pupil groups through informal learning and teaching methods linked to accreditation. As well as this, it is essential to increase positive relations for pupils within the school, develop confidence and self esteem and promote participation.

To this date, the Youth Work Service staff member has supported with establishing a breakfast club for pupils to attend before school which allows for positive engagement and preparation for the day ahead. Learning opportunities are also promoted out-with school hours in partnership with School Career Events, Literacy Evenings and also College based learning.

Throughout the school day, the Youth Worker offers a series of workshops for pupils S1-S5 to engage in developing their knowledge and understanding around various topics, these are all delivered to age and stage as well as embedding supportive learning and teaching methods. Accreditation has been mapped to each individual group and allows for pupils to further enhance skills that may not have been harnessed within the body of the school. So far the following pupils and certification have been offered:

- S1** 18 Pupils working towards SQA Personal Achievement Award
- S2** 11 Pupils working towards a Dynamic Youth Award through engagement in a life-skills/staying safe project i.e. Drugs, Alcohol, Health and Nutrition, Physical Activity
- 7 Pupils working towards an SQA Working with Others Qualification through participation in group projects i.e. Football team, Community I-Youth Zone Activities
- 6 Pupils working towards a John Muir Conservation Award
- S3+** 22 Pupils working towards achievement of SQA Qualifications in the Personal Development Award and Volunteering Skills Award - this involves completion of a life-skills project i.e. money management, having a home, cooking. The Volunteering Skills includes a volunteering project within the school body or local community. It is also hoped that pupils will participate in preparing for work activities that will enhance opportunities to progress to positive destinations.
- 9 Pupils working towards their Duke of Edinburgh Bronze Award.

The activities that have been offered have successfully embedded partnership working with local agencies such as IYouthZones, Auchmountain Community Centre, Belville Community Garden, local Primary Schools, Trust Volunteering and Finlaystone Country Estate.

# Funding Monitoring

## Community Based Services

Staff within Community Learning & Development monitor the funding awarded to organisations contracted to deliver community based services under the Regeneration Programme. Funding is currently awarded on a yearly basis to the following community centres:

- Branchton Community Centre
- Craigend Resource Centre
- Youth Connections
- Clune Park Resource Centre (via Inverclyde Leisure)
- Auchmountain Community Resource Centre (via Inverclyde Leisure)
- Inverkip Community Enterprise
- Gibshill Community Centre
- Kilmacolm Community Centre
- Broomhill Community Centre

The CLD Service has established monitoring and support mechanisms for these organisations and meet with these organisations on a formal basis at least twice a year.

## Grants to Voluntary Organisations

The Grants to Voluntary Organisations Fund is aimed at helping local voluntary organisations with a variety of expenses including running costs, developing or starting up a new project, buying equipment, etc. Staff within Community Learning & Development review and assess all funding applications and following awards approved at Grants Committee, they oversee payment and ensure conditions of grants are strictly met by all recipients.

Grants have been awarded either for one year or 3 years. Recipients include groups with connections to arts, bowling, care, community, older people, pre-school, sports, summer playschemes, young people and uniformed organisations.

# Working in Partnership

The CLD Service works with a range of partner agencies to implement the priorities of the community planning partnership – Inverclyde Alliance. In this context the focus for CLD is on:

- Improved life chances for people of all ages, including young people in particular, through learning, personal development and active citizenship
- Stronger more resilient, supportive influential and inclusive communities.

Partnership working happens at every level – from the strategic to the operational, around improvement planning and evaluation and learning together as staff and volunteers. Partnership working is co-ordinated through a 3 year plan. This plan has 2 main outcomes:

(1) The needs of individuals and communities for CLD are met by:

- Improving the way we co-ordinate the assessment of needs and strengths in our communities and the identification of unmet need
- Knowing and understanding our communities
- Building on the strengths of our communities, working together to improve life chances and the quality of community life.

(2) The impact of CLD in Inverclyde is maximised through effective planning and co-ordination by:

- Ensuring that all CLD provision is mapped to Inverclyde Life and that everyone knows how to access the programmes and support they need
- Creating learning and development pathways and supporting people along them
- Clearly delineating how and where CLD is planned and co-ordinated within our community planning



**Co-ordinating community learning and development in Inverclyde**

**3 year plan 2015-2018**

Planning ahead for 2018, we are looking forward to:

- Working alongside partners and communities to develop a new Outcome Improvement Plan for Inverclyde and to implementing local outcome improvement plans for our 3 Wellbeing Communities
- Playing our part in Closing the Attainment Gap with schools, families and communities
- Delivering programmes of support and learning for families for whom English is not their first language
- Continuing to offer First Steps accreditation to all adults in Inverclyde within a wide range of everyday learning contexts
- Participating in a range of national pilots to improve the outcomes for all adults in Inverclyde
- Implementing our plan locally to celebrate the Year of Young People 2018 and demonstrate the positive contribution young people make to society

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