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<b>Report To:</b>	<b>Policy &amp; Resources Committee</b>	<b>Date:</b>	<b>21 May, 2019</b>
<b>Report By:</b>	<b>Chief Financial Officer</b>	<b>Report No:</b>	<b>FIN/53/19/AP/FM</b>
<b>Contact Officer:</b>	<b>Alan Puckrin</b>	<b>Contact No:</b>	<b>01475 712223</b>
<b>Subject:</b>	<b>Welfare Reform Update</b>		

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## 1.0 PURPOSE

- 1.1 The purpose of this report provide an update to the Committee on recent developments in respect of Welfare Reform and to seek Committee approval for a policy change and investments funded from the Anti-Poverty Fund.

## 2.0 SUMMARY

- 2.1 The number of Universal Credit Claimants has reduced marginally in 2019, as has the number of UC claimants in work. This is the first reduction in numbers since UC was introduced and indicates that numbers will fluctuate around the 5600 mark until Managed Migration is implemented after 2020.
- 2.2 As requested by the Committee officers have included further information in respect of UC and evictions. This information remains inconclusive regarding a direct link between the two.
- 2.3 The year end positions for both DHP and SWF are outlined in the report and a change to the DHP policy is recommended in Section 6/Appendix 3. In addition officers will examine the adequacy of the current £140,000 Council contribution to these 2 areas as part of the 2020/21 Budget.
- 2.4 East Renfrewshire Citizen Advice Bureau now have staff in place in relation for both the Universal Credit Support project they are operating for the DWP and also the Financial Health Check project that is being funded by the Scottish Government.
- 2.5 The Council has received recent media coverage following discussion at the Social Security Committee of the refusal by the DWP for the Council to use DWP information received for Council Tax Reduction purposes to maximise uptake of Education Benefits. Since the discussion the Scottish Parliament and Cosla along with the local MP have taken this issue up and any developments will be reported back to the Committee.
- 2.6 Officers have developed 2 proposals for the Committee to consider to increase access to ICT and increase skills/confidence in the use of ICT to help access benefits and employment opportunities. More detail is included in the report and appendices.

## 3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee approves the updated Discretionary Housing Payments policy set out in Appendix 3.
- 3.2 It is recommended that the Committee approves the one off investments funded from the Anti-Poverty Fund and detailed in Section 11.

3.3 It is recommended that the Committee otherwise notes the report.

**Alan Puckrin**  
**Chief Financial Officer**

## **4.0 BACKGROUND**

- 4.1 Inverclyde became one of the first areas in Scotland to implement Universal Credit Full Service (November 2016). The Committee has received reports each cycle on the impact of this and other Welfare Reforms. A number of mitigations have been agreed by the UK and Scottish Governments to reduce negative aspects of the move to the UC.
- 4.2 The Council leads a multi-agency Welfare Reform Project Board and the updates to the Committee contain matters discussed and progressed by officers.

## **5.0 UNIVERSAL CREDIT AND DISCRETIONARY PAYMENTS**

- 5.1 There are 5675 UC claimants in Inverclyde as of March 2019 (Appendix1). From April 2019 changes to work allowances increased UC payments by around £53 per month for those who are working and are responsible for a child, or are living with a condition that affects their ability to work. There were small increases for carer and disability related elements however most elements of Universal Credit continue to be subject to the working age benefits freeze.
- 5.2 Backdated pay awards are treated within UC rules as additional pay, either reducing or ending entitlement. A communication informing Council employees of the local government pay settlement and the backdated pay award explained this, to prepare those who claim Universal Credit about what to expect. The Council does not know which employees claim Universal Credit and DWP does not have a legal basis to share this information to provide personalised support. Trade Unions have been kept informed.
- 5.3 Since the last update report, DWP announced that the pilot to move people from legacy benefits to Universal Credit will initially start in Harrogate, before expanding, and will involve no more than 10,000 claimants. The pilot will begin in July 2019 and will run until late 2020. Evaluation of 10,000 cases will be reported to Parliament and it is expected that the Social Security Advisory Committee will have oversight.
- 5.4 The impact of Universal Credit on rent arrears and the views of housing professionals and practitioners were provided in the last update report. Officers were asked to report back on the impact of Universal Credit on evictions in the Private Rented Sector. It is not possible to say that UC is solely responsible for any eviction so information has been collated to compare the timeline of the implementation of the whole package of welfare reforms from 2014 and the reasons households apply to the Homelessness service.
- 5.5 Table (1) in 5.9 shows the total number of households who applied to the service whose tenancy has been terminated due to non-payment of rent or mortgage. Table (2) shows the total number of households presenting with financial difficulties, debt or because they are not working, although not necessarily evicted.
- 5.6 Universal Credit was introduced in Inverclyde in October 2015 with tight restrictions on who could apply; by the launch of the full service in November 2016 there were more than 800 UC claimants and since April 2018 the caseload has been around 5500. The number of households presenting to the Homelessness Service who have been evicted due to rent arrears or default on mortgage payments is low compared with the number of people claiming Universal Credit.
- 5.7 There was a significant increase in the number of households presenting to the service during the last 2 years with financial difficulties, debt or because they are not working. UC may be a factor but this should be considered along with other welfare reforms including the working age benefits freeze in place since 2014.
- 5.8 The number of households who left a Private Rented Sector tenancy is contained in the agenda's private papers as Appendix 8.

5.9 Table (1): Reason for approaching Homelessness Service

	14 /15	15 /16	16 /17	17 /18	18 /19
Total no. of households due to termination of tenancy/mortgage due to rent arrears/default on payments	12	14	10	20	7

Table (2): Reason for failing to maintain accommodation\*

	14 /15	15 /16	16 /17	17 /18	18 /19
Total no. of households presenting with financial difficulties / debt / unemployment	42	50	35	91	99

\*These households presented to the service although may not have been evicted.

## 6.0 DISCRETIONARY HOUSING PAYMENTS

6.1 Appendix 2 shows that expenditure at 31 March 2019 on the Social Sector Size Criteria was £1.044 million exceeding the Scottish Government's projection by £0.092 million. Expenditure on DHP for other purposes was £0.160 million, exceeding funding allocation by £0.040 million. The shortfall was scored against a carried forward earmarked reserve.

6.2 The Scottish Government estimates that expenditure to mitigate the social sector size criteria in 2019/20 will be £1.031 million and notified an increase in the allocation for other purposes of 48% from £120,152 to £178,355. A surplus of £53,000 is projected in 2019/20 against the current DHP policy. Any underspend of DHP is offset against SSSC mitigation funding at the year-end settlement. Officers undertook a review of rejected applications in 2018/19 to develop proposals to utilise the additional budget.

6.3 Most DHP applications are rejected because there is no shortfall between the level of Housing Benefit in payment and the maximum level the household can receive, which in the private rented sector is the Local Housing Allowance rate for the applicant's household. The list of priority categories has been reviewed and two adjustments to the DHP policy are proposed. These have been added to Appendix 3 with a more full explanation as follows:

- 1) Introduce a new category of support for private rented sector claimants subject to Local Housing Allowance restrictions who are in "exceptional circumstances" and where an award of DHP would offer financial and housing stability. Exceptional circumstances being situations that are particularly challenging and for an identifiable and specific reason, normally beyond the applicant's control and more than the financial pressure experienced by most people who rely on welfare benefits. Award DHP to meet the difference between HB or UC housing costs and one LHA rate above the rate applicable to the household's requirements with a limit of the 2 room rate for those aged less than 35 years. Examples of exceptional circumstances are when support is provided by Macmillan Cancer Support or similar organisation; those with terminal medical conditions; unexpected personal or family problems or illness. Each application would be considered on its own merit.
- 2) Increase the qualifying threshold for excess weekly income above essential expenditure from less than £20 to less than £50. Disability Living Allowance/Personal Independence Payment and Attendance Allowance are disregarded although all other income is taken into consideration. This adjustment should enable more families affected by the Benefits Cap to qualify.

## 7.0 SCOTTISH WELFARE FUND

7.1 2018/19 expenditure was £753,249 (12.26% more than core funding) £82,264 from the £100k anti-poverty fund allocation was used to meet the overspend. Appendix 5 provides more detail for the period 2016/19.

- 7.2 66 more Crisis Grants were approved compared with the previous year (2.45% increase) although expenditure was £5,317 less (-2.05%). The average grant awarded to UC claimants is £100 compared with £76.60 paid on average to those in other circumstances.  
15 more Community Care Grants were made (1.48% increase). £20,173 less than 2017/18 decline in grant expenditure (-3.88%) The average Community Care Grant is £485.
- 7.3 The service anticipates spending all of the 2019/20 core allocation (£670,985) plus the £82,649 carried forward reserve. Officers will review the level of the supplementary Council funding for SWF and DHP as part of the 2020/21 Budget.

## **8.0 SOCIAL SECURITY SCOTLAND**

- 8.1 1515 people in Inverclyde received the Carer Supplement (£334k) in 2018/19. Two payments of £226.20 will be made for 2019/20, the first in June and another in December 2019.
- 8.2 There is anecdotal evidence but no data at a local level to confirm that there has been a high uptake of the Best Start Grant Pregnancy and Baby Payment. Payments which parents apply for are £600 on the birth of the first child and £300 on the birth of any subsequent children. New grants being introduced by summer 2019 are the School Age Payment of £250 (applications will be taken from 3 June 2019), the Early Years Payment of £250 (date to be announced) and Funeral Expense Assistance (FEA) which is designed to help more people, due to its wider eligibility. Officers will investigate opportunities for the Registration Service to collaborate with the SSSA with the uptake of FEA. A new Job Grant to help young people moving back into employment is scheduled to be introduced by the autumn.
- 8.3 The next round of recruitment for the local service has begun. A Client Support Advisor team leader is expected to be in post in Inverclyde by September with further advisors due to be in post by December 2019.
- 8.4 Scottish Government estates have visited the Customer Service Centre and CVS for initial consideration of both premises. A final decision is to be made although the Customer Service Centre is officers' preference for the team's base.

## **9.0 FINANCIAL ADVICE & SUPPORT**

- 9.1 East Renfrewshire Citizen Advice Bureau now have staff in place in relation to both the Universal Credit Support project they are operating for the DWP and also the Financial Health Check project that is being funded by the Scottish Government.

### Universal Credit Support

The Universal Credit Support has a full-time staff member covering Inverclyde and the project will be providing support from when claimants make their first claim for Universal Support to when the first correct payment is made and will provide assistance in assessing eligibility, gathering evidence and making foodbank referrals. The service will be located in Greenock Jobcentre Monday to Friday from 1 pm until 3 pm offering appointments and a drop in service - this will increase or decrease depending on demand – it is also hoped to branch out into libraries and community centres however home visits will not be carried out.

The Jobcentre will carry out home visits as they already do if the client meets the criteria – financial barriers do not meet this criteria. Inverclyde Council's Universal Credit Guide has also been reprinted with new contact details added.

### Financial Health Checks

The Financial Health Check project will provide a 0.5 FTE post for Inverclyde and it is anticipated the services provided through the project will be additional to existing Inverclyde services. The services that will be provided will be:

- Basic debt advice
- Benefit uptake advice
- Money and budgeting advice

9.2 Disability Assistance Children and Young People (DACYP) will replace Disability Living Allowance (DLA) with an intended commencement date of Spring 2020.

Disability Assistance for Older People (DAOP) will replace Attendance Allowance (AA) with an intended commencement date of Autumn 2020. Disability Assistance for Working Age People (DAWAP) will replace Personal Independence Payments (PIP) with an intended commencement date of early 2021. As it currently stands Disability Assistance will not make any radical alterations, although there will be some modifications, to the structure of the current Disability Benefits that Disability Assistance will replace.

9.3 DACYP will extend eligibility beyond that of DLA from the young person's 16<sup>th</sup> to 18<sup>th</sup> birthday. It is anticipated that broad eligibility rules for DACYP will remain similar to DLA.

DAWAP will replicate the existing PIP points based test against a set of daily living and mobility descriptors to determine eligibility for DAWAP. Serious concern, however, is expressed as to the way in which the ability to move around is currently assessed and measured, in particular the use of the 20 metre rule. DAOP, it is anticipated, will remain similar to Attendance Allowance (AA) in terms of eligibility rules and the components that make up the benefit. It should be noted there is no mobility component for AA recipients. The Scottish Government has indicated an intention to conduct some exploratory work to assess how the mobility needs of older people can be better met.

9.4 This approach to decision making could have some implications for Council services in terms of provision of supporting information. Social Security Scotland will look to use existing information where possible to support decision making and will assume responsibility for the gathering of such information. The Scottish Government would like to understand what kind of information would help explain a claimant's disability and how it affects them in order for the Scottish Government to prioritise what information sources to test.

## **10.0 FREE SCHOOL MEALS**

10.1 As part of the approved 2019/20 Revenue Budget, the Council took decisions to expand the provision of Free School Meals (FSM) as from August, 2019. The approved proposals were to provide FSM to all Primary 4 pupils and to raise the entitlement to FSM to include those with net earnings of £900/month, this latter proposal benefiting an estimated 230 families in terms of access to FSM and Clothing Grants. At a time of financial constraint these two changes with an annual cost of around £211,000 evidence the commitment the Council has to combatting the impact of poverty.

10.2 The Committee may also be aware that the Council was reported widely in the press following a recent Social Security Committee meeting in the Scottish Parliament. The discussion at the meeting centred around the Council being advised by the DWP that it was not allowed under current legislation to use information received by the DWP for Council Tax Reduction purposes to identify "pass porting" to Educational Benefits such as FSM and Clothing Grants. Since the discussion both the Scottish Parliament and Cosla along with the local MP have taken this issue up and any developments will be reported back to the Committee.

## **11.0 ANTI POVERTY FUND PROPOSALS**

11.1 It is estimated that as at 31 March, 2019 the Anti-Poverty Fund has a balance of around £700,000. There are proposals totalling £100k detailed elsewhere in the agenda arising from the Child Poverty Strategy whilst two proposals totalling £13k were agreed as part of the recent Participatory Budgeting Pilot.

11.2 It is widely recognised that lack of access to IT equipment/connectivity and possessing the requisite IT skills can prove to be a barrier to many who are within the Benefits system and this barrier has increased significantly since the implementation of "Digital by Default" as part of the

recent Welfare Reforms.

- 11.3 With this in mind officers are proposing a 2 strand approach to be funded from the Anti-Poverty Fund. The first aspect is to provide free and improved Wi Fi access within a number of the Council's Community Facilities. This will allow members of the public to access free wi fi to complete claims, maintain logs and check emails whilst also providing a small amount of equipment for those who do not have the necessary hardware. Details are included in Appendix 6. The second aspect is for CLD to employ extra ICT tutors for a period of 2 years to provide increased and more intensive support to those who require it. Beneficiaries would be identified by the Council and Partners with the intention that the CLD resource is supported by volunteers to give a sustainable service going forward. More detail is given in Appendix 7. The cost of these 2 initiatives is estimated to be £206,000.
- 11.4 One of the successful Participatory Budgeting (PB) proposals related to a Cook School delivered by Home Start Renfrewshire & Inverclyde. The award of just under £2,000 was to provide a Cook School to a small number of vulnerable families to increase confidence and knowledge about cooking. Officers believe the scheme would fit well with the Anti-Poverty/Child Poverty agenda and would recommend increasing the PB funding to £5,000 with a commensurate increase in outputs.

## 12.0 IMPLICATIONS

### 12.1 Finance

The proposals in section 11 total £209,000 and allied to the proposals in the Child Poverty Strategy paper total £309,000. These costs, if agreed, will be met from the Anti-Poverty Fund.

#### Financial Implications:

##### One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
Anti-Poverty Fund	EMR	2019/21	209	-	

##### Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

### 12.2 Legal

There are no legal issues arising from this report.

### 12.3 Human Resources

There are no HR issues arising from this report.

### 12.4 Equalities

Has an Equality Impact Assessment been carried out?

- Yes Original DHP EIA has been amended to reflect the positive impact of the proposed changes
- No This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

## **12.5 Repopulation**

The Council's positive approach to the impact of Welfare Reform will assist with the Council's repopulation agenda.

## **13.0 CONSULTATIONS**

13.1 The Welfare Reform Project Board endorse the proposed users of the Anti-Poverty Fund outlined in this report.

## **14.0 LIST OF BACKGROUND PAPERS**

14.1 None

**Appendix 1**

Universal Credit - Inverclyde Council

	No. of UC claimants	% of UC claimants with earnings	No. of UC claimants with Council Tax Reduction	No. of UC claimants awarded SWF Crisis Grants
Feb-17	1466	27%	647	128
Mar-17	1960	28%	883	125
Apr-17	2576	31%	1019	118
May-17	2908	29%	1159	135
Jun-17	3169	29%	1256	134
Jul-17	3470	31%	1358	109
Aug-17	3582	31%	1498	119
Sep-17	3786	31%	1581	134
Oct-17	3899	32%	1763	109
Nov-17	4103	35%	1838	123
Dec-17	4266	35%	1863	88
Jan-18	4314	33%	1958	202
Feb-18	4515	30%	2153	160
Mar-18	4628	30%	2205	143
Apr-18	4804	31%	2258	160
May-18	5000	31%	2323	150
Jun-18	5240	32%	2408	135
Jul-18	5397	32%	2526	125
Aug-18	5527	32%	2607	176
Sep-18	5640	33%	2647	156
Oct-18	5718	33%	2657	127
Nov-18	5804	34%	2690	172
Dec-18	5753	35%	2725	118
Jan-19	5768	34%	2800	198
Feb-19	5597	29%	2823	151
Mar-19	5675	28%	2969	148

Notes

1. No. of UC claimants is the number of individuals in receipt of Universal Credit either individually or as part of a couple

**Discretionary Housing Payments**  
**Position 31.03.19**

<u>1/ SSSC (Bedroom Tax)</u>		
Applications Approved	1724	94.21%
Applications Not Eligible/Refused	87	4.75%
Applications Being Assessed	19	1.04%
	<u>1830</u>	
	<u>£</u>	
 Paid to Date	 1044269	 Note 1
 2018/19 Budget	 951776	 Note 2
(Under)/Overspend	<u>92493</u>	
 <u>2/ Other DHP Cases</u>		
	<u>£</u>	
 2018/19 Budget	 160152	 Note 3
less : Payments to 31/03/19	<u>160191</u>	Note 4
(Under)/Overspend	<u>39</u>	

Notes

- 1/ Represents 99.19% of those households known to be affected by SSSC.
- 2/ Estimate of liability; Scottish Government will meet expenditure in full.
- 3/ Includes £40k from the Welfare Reform recurring budget
- 4/ Includes £20k Benefit Cap, £70k Temporary Accommodation  
Finance Services  
31/03/2019

**Appendix 3**

<b>Category</b>	<b>Circumstances</b>	<b>Maximum Duration of Award/ Award to be reviewed</b>	<b>Amount of DHP</b> (up to the stated % of the shortfall between HB and the rent charge – or otherwise stated)	<b>Examples of Supporting Evidence</b>
1	Claimants affected by the Social Sector Size Criteria (Working Age Housing Benefit claimants living in Housing Association tenancies)	For the full financial year	100% of the SSSC reduction	HB records
2a.	Claimants supported by the Homelessness Service in the Private Rented Sector	12 months	100%	Homelessness records
2b.	Claimants supported by the Homelessness Service into Social Sector housing	One- off payment	Up to the equivalent of 1 week's rent charge for the new tenancy	Housing Association notification Lease agreement
2c.	Benefit Cap	Until end of financial year	50%	HB records
3a.	Financial Hardship – Less than £50 income over expenditure each week	Until end of financial year	50%	Claimant statement/HB Assessment
3b.	Financial Hardship – Less than £50 income over expenditure each week – aged less than 35years and housed private rented sector	Until end of financial year	100%	Claimant statement/HB Assessment

## Notes

DHP is awarded in order of priority with applications meeting the criteria for Category 1 being the first priority to Category 3 being the lowest priority

### Category 1

- Applicants in category 1 are not subject to a financial assessment

### Category 2

- Applicants in category 2 are subject to a financial assessment. Applicants are approved where income is less than £50 more than essential expenditure. Disability Living Allowance, Personal Independence Payment and Attendance Allowance are disregarded as income although all other income is taken into consideration.
- Awards for claimants supported by the Homelessness Service in the Private Rented Sector are limited to the equivalent of the difference between the HB award and one rate above the LHA rate for the household's requirements or the LHA 2 room rate, whichever is higher. Affordability of those supported by the Homelessness service will be monitored closely subject to an upper annual budget of £10k.
- Those affected by the Benefit Cap renting in the social sector – DHP is awarded based on the difference between HB and the rent charge
- Those affected by the Benefit Cap renting in the private rented sector – DHP is awarded based on the difference between HB and the LHA rate applicable to the household's requirements, unless determined to be exceptional circumstances.
- Private rented sector claimants subject to Local Housing Allowance restrictions who are in "exceptional circumstances". Award DHP to meet the difference between HB or UC housing costs and one LHA rate above the rate applicable to the household's requirements with a limit of the 2 room rate for those aged less than 35 years. Exceptional circumstances being situations that are particularly challenging and for an identifiable and specific reason, normally beyond the applicant's control and more than the financial pressure experienced by most people who rely on welfare benefits. Exceptional circumstances may be when support is provided by Macmillan Cancer Support or similar organisation; those with terminal medical conditions; unexpected personal or family problems or illness.

### Category 3

- Applicants are approved where income is less than £20 more than essential expenditure. Disability Living Allowance, Personal Independence Payment and Attendance Allowance are disregarded as income although all other income is taken into consideration. This category will also be monitored closely and in line with 2013/14 could be subject to review depending on the level of spend.
- In the private rented sector DHP is awarded based on the difference between HB and the LHA rate applicable to the household's requirements or the 1 room rate for those aged under 35 years
- In the social sector DHP is awarded based on the difference between HB entitlement and the rent charge

Date: 1<sup>st</sup> June 2019

**Scottish Welfare Fund**  
**31<sup>st</sup> March 2019**

Calls Answered	11909		
Applications	6294		
Applications Granted	3730	59.26%	
Applications Refused	1290	20.50%	Note 3
Applications Withdrawn	1203	19.11%	
In Progress	71	1.13%	
Referrals to DWP	245		Note 2
	<u>Spend</u>	<u>Budget</u>	<u>Spend</u>
	<u>£000</u>	<u>£000</u>	<u>%</u>
Crisis Grant paid (2756)	254	254/264	100%
Community Care Grants paid (1028) (includes 54 applications paying both CCG & CG)	499	517/507	96.52%
	<hr/>	<hr/>	
	753	771	97.67%

**Note 1** 1<sup>st</sup> Tier Reviews waiting decision = 0  
 1<sup>st</sup> Tier Review decisions = 86 (1.71%)  
 1<sup>st</sup> Tier Reviews upheld in customer favour = 46 (53.49%)  
 2nd Tier Reviews = 7 (as % of 1<sup>st</sup> tier decisions: (8.14%)  
 2nd Tier Reviews upheld in customers favour by SPSO = 2 (28.57%) Note 5

**Note 2** Referrals to DWP are the number of customers who are awaiting payment of a new claim for Universal Credit from DWP. In these circumstances an application can be made for a UC advance, which is repayable to the DWP.

**Note 3** The most common reasons for refusal of claims are, applicants not meeting the eligibility criteria, not being in receipt of a qualifying benefit or incomplete evidence provided.

**Note 4** Core Budget is £670,985 to which is added £100,000 allocation from the Anti-Poverty recurring budget.

**Note 5** 1 decision was based on additional information sourced by SPSO which was not available to Discretionary Payments Team at the point of the original application or 1<sup>st</sup> tier review stage.

**Appendix 5**Scottish Welfare Fund

	B/fwd from previous years	Core Funding	Grant Expenditure	Overspend	Overspend contained within: c/fwd from previous years    Anti-Poverty recurring		
2016/17	£ 69,923	£ 681,422	£ 685,167	£ 3,745	£ 3,745	£ -	
2017/18	£ 66,178	£ 677,475	£ 778,740	£ 101,265	£ 66,178	£ 35,087	
2018/19	£ 64,913	£ 670,985	£ 753,249	£ 82,264	£ 64,913	£ 17,351	
2019/20	£ 82,649	£ 670,985					

	<u>Crisis Grants</u>		<u>Community Care Grants</u>		<u>Total Grant Expenditure</u>
2016/17	2353	£ 189,220	1003	£ 495,947	£ 685,167
2017/18	2694	£ 259,457	1015	£ 519,283	£ 778,740
2018/19	2760	£ 254,140	1030	£ 499,109	£ 753,249

### Provision of Wireless and ICT within Community Facilities

Community Learning and Development have ambitions to implement Community Wi-Fi in key locations in areas of poorer provision to allow residents access to a full range of online services.

CLD have identified 9 existing Community sites and one proposed new site where there is desire to install this provision. The proposal would allow a standardised offering at a stable/fixed cost of approximately £9.5k per site that could be implemented in any of the listed facilities providing a 5 year fixed budget. (including refresh of tablet devices at mid-point of the project).

Location	Ward / SIMD Rank (Quintile)	Annual Footfall
I Youth Zone Port Glasgow	Ward1 2006 (2)	7,000
Gibshill Community Centre	Ward 2 1191 (1)	2,000
Craigend Resource Centre	Ward 3 114 (1)	40.000
Broomhill Gardens/ Community Hub	Ward 3 1334 (1)	
Auchmountain Halls	Ward 3 245 (1)	13,000
I Youth Zone Greenock	Ward 4 175(1)	2354
Grieve Road Community Centre	Ward 7 721 (1)	New Community Centre
Branchton Community Centre	Ward 6 795(1)	18,000
Youth Connection Burns Sq.	Ward 6 531(1)	4,500
Other Community Centre phase 2		

Each site would benefit from free secure wireless internet Access, access to two tablet and two laptop devices which would be fixed and secured using appropriate commercial grade security mounts. Internet access would have some suitable content filtering but generally provide open access to most areas of the web

Provision of desks and other furniture is not included. If facilities do not have the space for tablet/laptop provision it may be possible to provide a Wi-Fi only hotspot in any location where the council could install internet/broadband access.

Business Broadband	£3,400.00
1 x Meraki AP & Licence	£940.00
2 x Tablets (refreshed midway through project)	£1,800.00
2 x Laptops	£800.00
Infrastructure (Shared)	£1,250.00
Physical Security	£800.00
Branding/Signage/Instruction Leaflets	£500.00
<b>Total</b>	<b>£9,490.00</b>

Total cost of provision of the Service to all existing Community Sites would be £85,410. Two pilot sites at the I Youth Zone Port Glasgow and Youth Connections is being considered. The remaining sites would be delivered during a Phase 2 project if the pilot is considered successful.

## COMMUNITY LEARNING AND DEVELOPMENT SERVICE

### COMMUNITY BASED ICT DELIVERY PROPOSAL

#### Overview

Developing ICT skills is something which is difficult to do on limited hours, e.g. 2hrs per week. For people learning ICT, research by Gonzalez, Ramirez and Viadel (2015) has suggested that a 20hrs basic skills course followed by 30hrs of tutorials to consolidate skills is necessary to upskill learners to a basic standard for today's world (internet searching, online form filling, email basics, basic security, basic functions). 50hrs is needed to be confident and if learners have significant literacy needs that numbers would be higher.

#### Model

Taking the former factors into account, delivery will be designed to encourage learners to attend the maximum number of hours possible, remove barriers to participation and encourage consolidation of learning and progression to further learning. Key features will include:

- initial engagement and assessment of need
- focus on individual needs, development of an ILP and delivery of a customised curriculum
- delivery of a range of flexible learning programmes, e.g. varying length and intensity, different levels of learning, contextualised and themed to suit a range of needs.
- Key themes and issue based short courses, e.g. financial inclusion
- individualised support built in to group learning for maximum impact.
- opportunities to consolidate learning using supported/independent learning and practice sessions.
- a trained volunteer tutor pool to provide one to one support for skills consolidation
- support for learners to bring and use their own IT resources/equipment
- delivery of accreditation in SQA ICT levels 2, 3 and 4, BCS qualifications, communication and personal achievement award.
- progression to CLD supported online learning opportunities including WCS e-learning, MS Word, Microsoft E-learning etc.
- additional support for Literacies and ESOL learners e.g. Learn my Way: using a computer, browsing the web, sending an email and finding a job online. This site offers bite sized learning at different levels and interactive activities for learners to practice their skills and Alison.com for ESOL beginners and above and for literacies learners level 4 and above.
- additional support for learners to access ICT, e.g. large tablets, bigger print, change of screen settings, Google speech, screen overlays and adaptive and assistive equipment.

#### Key Outputs

- delivery of 12 ICT/digital skills learning programmes on a weekly basis x 46 weeks per year
- support for 192 learners over 2 years (96 per year)
- recruitment, training and support of 16 ICT volunteers to support the delivery of programmes

## Outcomes

- increased knowledge of the causes and impacts of barriers to ICT/digital skills learning, including additional support needs
- improved strategies to remove barriers to participation
- 192 learner have improved ICT/digital skills
- Improved evidence of the impact improved ICT/digital skills has on learners' lives.
- 192 learners can apply their skills in more than one context/area of life
- 25% of learners (48) gain an ICT related qualification
- Learning programmes are accessible and inclusive
- Learning programmes are sufficiently flexible, regular and accessible to encourage persistence and progression
- 50% of learners undertake 50 hours of learning or more
- 16 ICT volunteers support the delivery of ICT/digital skills programmes

## Costs

Items	Weekly	Year 1	Year 2
Staffing	1.5 FTE at G Grade 55.5 hours per week at £19.97 per hour = £1,108	£57,616	£58,192 (includes additional 3%)
Staff travel		£500	£500
Volunteer travel		£400	£400
Resources		£650	£650
Accreditation costs		£720	£720
<b>Total costs</b>		<b>£59,886</b>	<b>£60,462</b>