

South Lanarkshire's



South Lanarkshire  
**Partnership**  
Stronger together

# Local Child Poverty Action Report



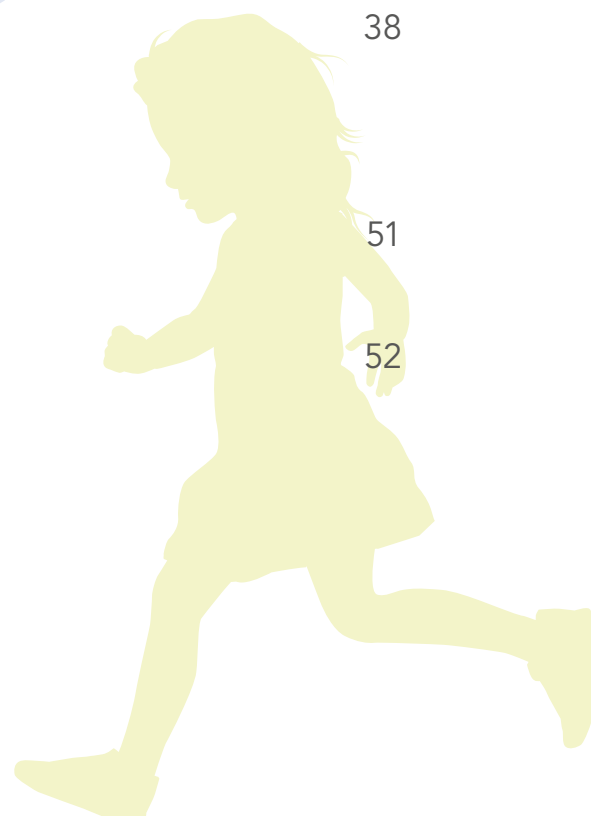
South Lanarkshire Community Planning Partnership's  
progress over 2019/20 and our plans for 2020/21

Giving every child  
in South Lanarkshire  
every chance



# Contents

|   |   |    |
|---|---|----|
|   | Foreword  | 3  |
| 1 | Introduction  | 4  |
| 2 | The scale of the challenge nationally and locally               | 6  |
| 3 | Scope of the plan and links to others                           | 9  |
| 4 | Governance and reporting arrangements                           | 10 |
| 5 | Using local data to shape our plan                              | 11 |
| 6 | Workforce development   | 11 |
| 7 | Area based approaches/Neighbourhood Planning                    | 13 |
| 8 | Our Local Child Poverty Action Plan for 2019/20                 |    |
|   | <b>Chapter 1</b>  |    |
|   | Taking action to increase income from benefits and entitlements | 14 |
|   | <b>Chapter 2</b>  |    |
|   | Taking action to reduce the cost of living                      | 24 |
|   | <b>Chapter 3</b>  |    |
|   | Taking action to increase income from employment                | 38 |
| 9 | Appendices  |    |
|   | <b>Appendix 1</b>   |    |
|   | Links to associated plans and policies                          | 51 |
|   | <b>Appendix 2</b>   |    |
|   | Useful links  | 52 |



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# Foreword

This is our second annual Child Poverty Action Report for South Lanarkshire, and we continue to build on our current actions and good practice while seeking innovative ways to work with communities and deliver services that make the greatest difference to those who are struggling. As a partnership our overarching objective remains Tackling Poverty, Deprivation and Inequality and we are committed at all levels to do everything which is in our power to address this.

We were aware that we already faced significant challenges due to the financial climate and that the current COVID-19 pandemic has helped to escalate these for many of our families. We also recognise that we remain limited in our ability to influence some of these factors at a local level but we continue to work to our best efforts and through our actions, we will make a difference to those who are struggling to make ends meet.

In our positions as Leader of South Lanarkshire Council and Chair of NHS Lanarkshire Board, we have already committed to ensuring that the resources required to deliver the actions within our Local Child Poverty Action Report are in place and that we are making the best use of these resources. We continue to commit to this as we face the challenge of recovery and renewal brought about by the COVID-19 pandemic and our collective response to it. However, we recognise that this is a time of change and uncertainty and will ensure that we will keep this under review as we move forward. During this coming year we will be working to make sure that our focus on poverty and the priorities we are delivering on as a partnership, meet current needs of our communities. At the heart of our approach will be our understanding of the impact of poverty has on South Lanarkshire's children and their life chances and outcomes.

We also recognise that we cannot deliver on these promises without the support of all of our community planning partners and will continue to work as a strong partnership so that we are all playing the part we need to in tackling child poverty in South Lanarkshire. Their contribution to the development and delivery of this plan is invaluable and our thanks go to them for their commitment as well.

Finally, and most importantly, families with a lived experience of poverty know more than any of us what will make a difference and we will ensure their voices are heard and acted on as we go forward. If you would like to become involved in these conversations with us, contact details are at the end of this document and we would be glad to hear from you.



**John Ross**  
Leader of South Lanarkshire Council



**Neena Mahal**  
Chair of NHS Lanarkshire Board



# 1 Introduction

In November 2017, the Scottish Parliament passed the Child Poverty (Scotland) Act 2017 which set in law targets to reduce child poverty in Scotland by 2030:

- less than 10% should be living in relative poverty
- less than 5% should be living in absolute poverty
- less than 5% should be living with combined low income and material deprivation, and
- less than 5% should be living in persistent poverty

The legislation also included a duty on the Scottish Government to produce three national Child Poverty Delivery Plans over the period and placed a statutory duty on local authorities and NHS Boards to report annually on step change and improvement activity to reduce child poverty in their local area. This is our second Local Child Poverty Action Report for South Lanarkshire and follows a decision taken by the Community Planning Partnership Board at its 6 June 2018 meeting to produce a joint report reflecting the Community Planning Partnership approach to tackling child poverty. This is in recognition of the critical contribution all local partners are making to reducing child poverty in our communities.

Our report, in addition to providing an understanding of how poverty impacts on children and families, outlines progress made over the last year (2019/20) in relation to the key poverty drivers and how we intend to build on this progress in 2020/21 highlighting key improvement areas.

This report and action plan has been produced by our community planning partners including South Lanarkshire Council; NHS Lanarkshire; South Lanarkshire Health and Social Care Partnership; Skills Development Scotland and our third sector organisations. Strong partnership working between the statutory and third sectors is key to our approach and is crucial in driving meaningful community engagement and co-design. This flexible, multifaceted model supports the involvement of all stakeholders, including the most vulnerable and disengaged families who may be reluctant to engage with public services e.g. from fear, embarrassment, or lack of knowledge.



Local and national data and information has been used to understand the needs of families and communities at risk of or affected by poverty, helping us to identify activity that is most likely to have a positive outcome for families. We are also informed by existing good practice already in place in South Lanarkshire as well as looking to see what we can learn from other good practice across Scotland.

The Community Planning Partnership continues to be very clear that this report is the basis of a commitment to deeper engagement with families to ensure that priorities and actions reflect the needs of those with lived experience of poverty. Conversations with those with lived experience have been used to shape the improvement areas within the plan and will continue to do so as we move forward.

During the early part of 2020, the COVID-19 pandemic began to spread worldwide, and Scotland went into 'lockdown' at the end of March. This had a huge initial impact on service delivery and focus, with speedy adaptation required to many delivery models and the focus on supporting the most vulnerable within our communities. The ongoing economic impact of the pandemic and the response has yet to be fully understood but it is clear that there will be an increase in unemployment and a fall in income for many families, and that the impact of this is likely to fall disproportionately upon those who were already finding it difficult financially.

We know that in a recent study carried out by Save the Children and the Joseph Rowntree Foundation, seven in 10 families surveyed in Scotland about the impact of COVID-19 have had to cut back on food and other essentials. In addition, 51% of families have fallen behind on rent or other household bills and 55% of families on Universal Credit or Child Tax Credit have been pushed to borrow money since the start of the crisis, with many relying on expensive forms of credit. Furthermore, four in 10 people claiming Universal Credit took an advance which needs to be repaid.

Nearly half of households with dependent children in Scotland find themselves in the two most serious categories of financial stress: 'in serious financial difficulty', or 'struggling to make ends meet,' compared to 30 per cent of all households in Scotland reporting the same levels of financial stress, according to the Institute of Public Policy Research Scotland.

In South Lanarkshire, Universal Credit claims in our wards have so far increased by up to 2.5 times their level a year ago. This creates an additional challenge to the work we are planning to address child poverty and requires our partnership to make sure our recovery and renewal work has alleviating the impact of poverty at its heart. During this year we will continue to assess the local impact of the pandemic and ensure that we are planning and taking actions to address this as needed. We recognise that we are not yet aware of the full impact of the pandemic and of the steps which are having to be taken to mitigate the spread of the virus. As a result we will continue to work in an agile manner to respond to the need which arises within our communities.

## 2 The scale of the challenge nationally and locally

The South Lanarkshire report measures progress on the issue of child poverty across a range of actions and measures, most of which are based on locally targeted activities and projects. The original Scottish Government advice (June 2018) on the development of Child Poverty Action Reports stressed the importance of the use of high level indicators based on national datasets and surveys (e.g. from sources such as the DWP, HMRC, the Office for National Statistics and the Scottish Government) to allow local authorities to monitor progress on child poverty within a wider national context. A full list of Child Poverty measures comparing South Lanarkshire progress against the national average is included in the appendix.

One of the problems of using national datasets is the difficulty of gauging short-term progress on measures related to child poverty. As with many of the national datasets that break down to council level results, there is a significant time lag between the periods when the data is collected and published (usually one to two years). Many poverty survey results that are published at a local authority level are subsets of data from nationwide surveys that have to be aggregated and averaged over two to three years to provide accuracy. Most of the high-level measures used in this report are based on statistics that are already a year old at the time of publication (e.g. 2019 usually being the most recent). A true picture of the impact of the actions contained in this report on levels of child poverty locally over the past year will therefore not be reflected in any positive changes in the high level measures used until next year at the earliest.

Figure 1 shows the measure used for estimating the number/percentage of children living in relative poverty (a family is judged to be living in relative poverty if their household income is below 60% of the average UK household income) suggests a worrying trend. The most recent median figure prior to the COVID crisis was approximately £29,000 (2019) indicates **that just under 16,000 children in South Lanarkshire (23%) live in relative poverty once housing costs are taken into account. This is a rise of around 2,000 from the 2017 figure recorded in last year's report.**

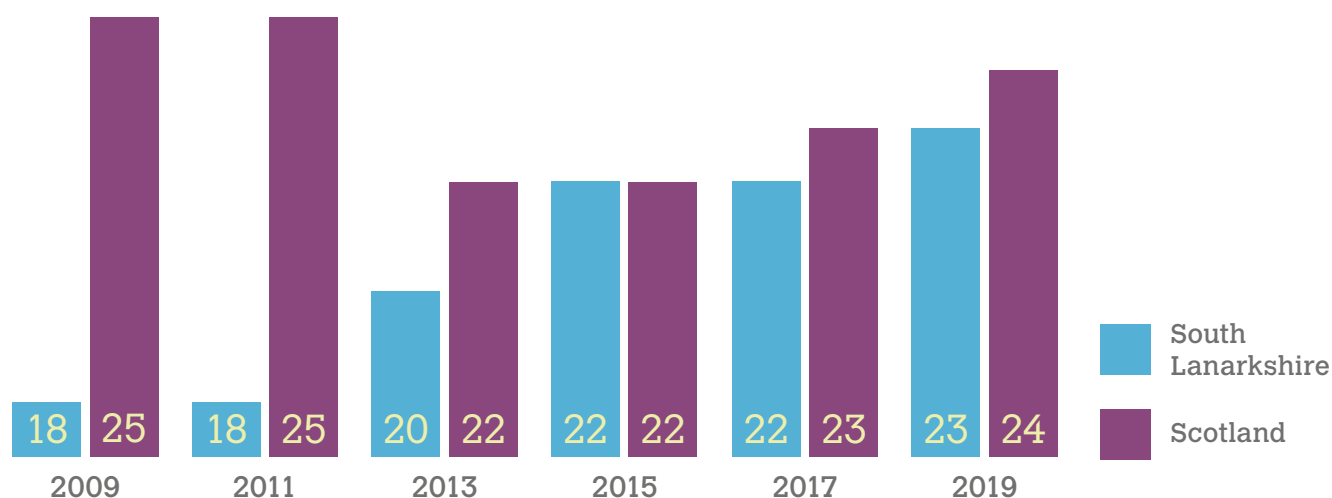




Figure 1:

% of children (0-19 years) in relative poverty 2009-2019 (after housing costs)

(Source: Child Poverty Action Group)



The graph above shows that relative poverty amongst children (aged 0-19) in families has been progressively increasing in South Lanarkshire over the last decade. Considering the recent COVID-19 epidemic and the economic impact that this is likely to have, this situation can only be expected to get worse over the next few years. Organisations such as the Institute of Public Policy Research have estimated, that across the UK as a whole the number of children in poverty could increase by around 100,000 to 300,000 by the end of 2020. In South Lanarkshire the proportionate increase would be an extra 500 to 1,500 children living below the poverty line by the end of the year.

Figure 2 shows how poverty levels vary across South Lanarkshire between and within our four localities.

| Percentage of children in relative poverty (after housing costs) (Child Poverty Action Group) |              |              |                  |
|---|--------------|--------------|------------------|
| Locality area and year  | 2017         | 2019         | Change 2017-2019 |
| <b>Hamilton</b>   | <b>24.3%</b> | <b>24.8%</b> | <b>+0.5%</b>     |
| Most deprived ward (Larkhall)   | 29.0%        | 27.9%        | -1.1%            |
| Least deprived ward (Bothwell/Uddingston)   | 14.9%        | 13.7%        | -1.2%            |
| <b>East Kilbride</b>  | <b>17.7%</b> | <b>18.3%</b> | <b>+0.6%</b>     |
| Most deprived ward (East Kilbride South)  | 20.8%        | 25.5%        | +4.7%            |
| Least deprived ward (East Kilbride West)  | 7.3%         | 10.3%        | +3.0%            |
| <b>Rutherglen/Cambuslang</b>  | <b>23.6%</b> | <b>25.3%</b> | <b>+1.7%</b>     |
| Most deprived ward (Rutherglen Central and North)   | 28.2%        | 29.2%        | +1.0%            |
| Least deprived ward (Cambuslang West)   | 20.7%        | 20.7%        | 0.0%             |
| <b>Clydesdale</b>   | <b>21.7%</b> | <b>22.4%</b> | <b>+0.7%</b>     |
| Most deprived ward (Clydesdale South)   | 25.2%        | 25.1%        | -0.1%            |
| Least deprived ward (Clydesdale West)   | 19.9%        | 20.6%        | +0.7%            |

### South Lanarkshire average

2017 21.9%    2019 22.5%    Change +0.6%

Comparing the most recent figures on relative poverty (2019) with the figures used in last year's report (2017) suggests that levels of child poverty have increased to varying degrees across all four locality areas. It is worth noting that despite falls in levels of child poverty in individual wards, there has been little movement in terms of what ranks as the most deprived and least deprived wards in the four locality areas. Comparison between the 2017 and 2019 data confirms that the same wards continue to rank as the best and the worst in all four areas, illustrating the persistent nature of the problem of child poverty at the local level.

Alternative measures of relative poverty for children are also available. Levels of in work poverty for families with children can be measured through indicators such as children in families on working family's tax credit. The latest figures for this suggest that just under two thirds (63%) of children in South Lanarkshire still live in families that are in employment and in receipt of a Tax Credit (DWP/ HMRC, Aug 2017). This is slightly down on the level recorded in last year's report of 65% (based on Aug 2015 figures). These families might not be on incomes less than 60% of the average household median, but their reliance on top up benefits and tax credits still places them more at risk of poverty than other families on higher incomes.

We know that different types of family/ household structure can also have a bearing on how susceptible households with children are to poverty. Family types such as lone parents, families with more than three dependent children, families with disabled children, ethnic minority families, or a family where both parents are in part-time work are more likely to be affected by poverty and will require particular consideration when developing plans and services. Figure 3 below shows how susceptible different family types with children are to poverty across Scotland.

Figure 3 shows how susceptible different family types with children are to poverty across Scotland.

| <b>Priority Group</b><br>(Source: Scottish Government,<br>Income and Inequality Statistics 2016-19) | <b>% children in<br/>relative poverty<br/>2015-2018</b> | <b>% children in<br/>relative poverty<br/>2016-2019</b> |
|---|---|---|
| Lone parents  | 36%   | 39%   |
| Children in households with a disabled adult  | 32%   | 31%   |
| Children in households with a disabled child  | 27%   | 25%   |
| Families with 3+ children   | 30%   | 31%   |
| Minority ethnic families  | 37%   | 44%   |
| Youngest child aged under 1 year  | 32%   | 32%   |
| Mothers aged under 25   | 44%   | n/a   |
| Part-time employment only   | 40%   | 40%   |
| Lives in a property rented from a council/housing association                                       | 45%   | 46%   |
| Lives in a property rented privately  | 42%   | 41%   |

**Scottish average – relative poverty (children in all household types)**  
 2015-2018 **24%**    2016-2019 **24%**

More detail on available poverty related data is contained in the South Lanarkshire Child Poverty Data Profile in Appendix 1.

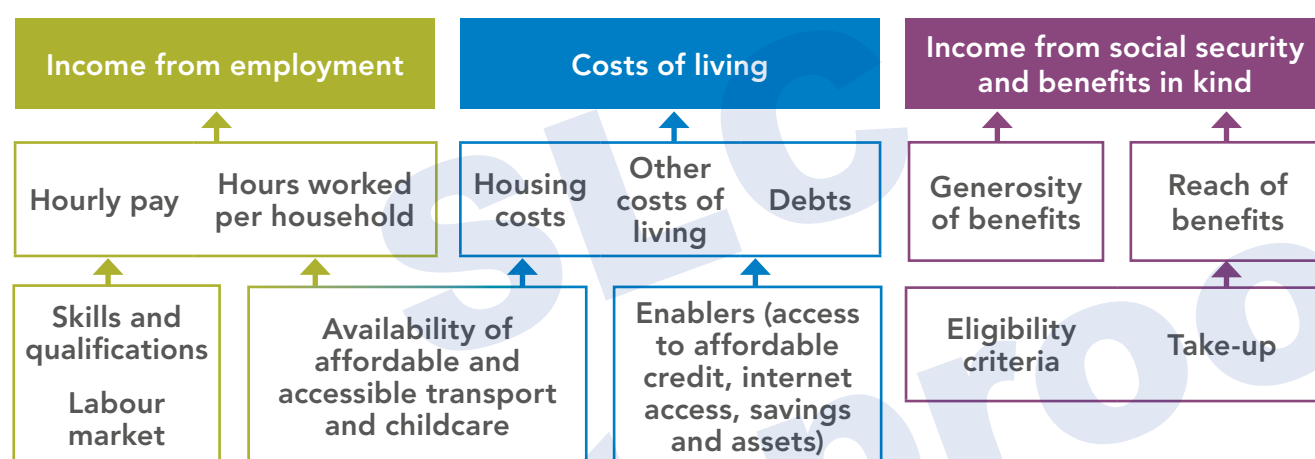


### 3 Scope of the plan and links to others

The Scottish Government, working with a range of national bodies has provided direction and guidance to ensure that both the National Delivery Plan and Local Child Poverty Action Reports are suitably focussed on policies and activity that evidence shows are most likely to reduce the number of children living in poverty.

This report therefore continues to focus on what are widely recognised as the three key drivers of child poverty, shown in Figure 4. In simple terms what we need to do to put or keep more money in the pockets of low income families struggling to make ends meet.

Figure 4: Drivers of child poverty



It is important to note that tackling child poverty is not a new priority for the South Lanarkshire Community Planning Partnership and partnership improvement plans have included actions to tackle the causes and impacts of poverty over many years.

In 2018 the Board decided that tackling poverty and inequality would become its single overarching objective within the new community plan (Local Outcome Improvement Plan) for South Lanarkshire 2017- 2027 in line with the Community Empowerment Act 2015. This coincided with the aforementioned new statutory duty on local authorities and local NHS boards contained in the Child Poverty Scotland Act 2017 to produce Local Child Poverty Action Reports.

While this report will focus on the three key drivers above, our Community Plan, Children's Services Plan, Health and Social Care Commissioning Plan and other partnership plans all contain a wider set of priorities and actions to prevent and mitigate the impacts of poverty on children and families.

*Links to these documents are provided in Appendix 2.*

These actions, including early intervention activity, often from pregnancy and the early years of a child's life that in the years to come will lessen their chances of experiencing poverty. Working with families to support early child development and enable all our children and young people to achieve their full potential in and beyond school and within their adult lives is central to this prevention and early support philosophy.

The Fairer Scotland Duty (part 1 of the Equality Act 2010) came into force in April 2018 and places a legal responsibility on public bodies to pay due regard to (or actively consider) how they can reduce inequalities of outcome, caused by socio-economic disadvantage when making strategic decisions.

The work outlined within this report will be an integral part of South Lanarkshire Council and NHS Lanarkshire's contribution to achieving an equality of outcomes for our residents.

We recognise that the most impact on reducing levels of poverty will come from the driver related to increasing income from employment. While increasing income from benefits and reducing the cost of living will improve the day to lives of low income families, our emphasis will remain upon increasing access to quality, appropriately paid employment opportunities which will lift people out of poverty.

At this time, there is a great deal of national interest focused upon work around poverty. We recognise that there is a larger picture at play and that there is a need for us to ensure we focus our energies on actions which can make a difference, while working together to maximise the use of our resources and avoiding the risks which come with a lack of coordination.

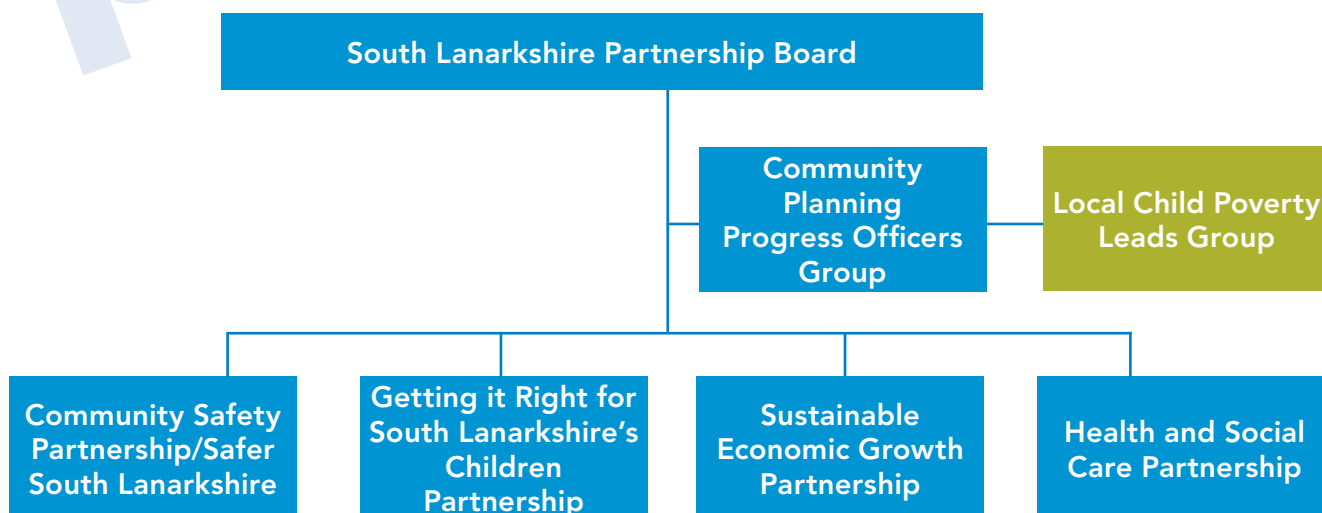
## 4 Governance and reporting arrangements

The governance structure shown in Figure 5 shows how the South Lanarkshire Community Planning Partnership will be accountable for this report, providing strategic leadership and overseeing the delivery of the improvement actions. A Local Child Poverty Lead Officer Group has been established with representation from all key partners who have produced the plan. The group has worked closely with the relevant community planning partnership thematic boards.

All delivery partners will use the IMPROVE performance management system to report progress on a six-monthly basis, however more regular monitoring will take place at the Local Child Poverty Lead Officer Group. We will have a clear focus on identifying and addressing areas that have not progressed as planned.

An annual progress report will be presented to the Getting it Right for South Lanarkshire's Children Partnership Board and to the Community Planning Partnership Board.

Figure 5: Governance structure around tackling child poverty



## 5 Using local data to shape our plans

Key data linked to progress and actions is highlighted within the action plan section of this report. A more comprehensive data profile for South Lanarkshire has been produced and used by those developing the actions within this report. (*Appendix 1*)

Since the early days of the Scottish Government led Quality Improvement Collaborative (currently the Children and Young People's Improvement Collaborative), South Lanarkshire partners have embraced the use of the three step improvement framework for Scotland's public services and in particular making better use of data to shape effective policies, plans and services. Partnership progress can be evidenced through a range of quality improvement awards received.

However, we recognise that work still needs to be done to make sure that all partners involved in the development and delivery of this report and related actions. We want to make sure our workforce has the skills and understanding and information systems in place to enable them to ensure that data and evidence is informing our thinking, planning and designing of future interventions.

We continue to work to improve our understanding of data at small, neighbourhood levels and to increase the voice of those with lived experience of poverty in the development of the report and actions.

## 6 Workforce development

The Independent Advisor on Poverty and Inequality to the Scottish Government recommends that

*public service delivery should be respectful, person-centred and preserve the dignity of people in poverty. Pre-employment and in-service training should include the importance of avoiding stigma and developing understanding of the challenges of living on a very low income."*

Our overarching objective to tackle poverty, deprivation and inequality includes a commitment to ensuring our services meet this recommendation and our intention is to build on very positive workforce development activity already in place.

Over the last five years during Challenge Poverty Week, and aligned to the Poverty Alliances "Stick Your Labels" campaign we have raised staff awareness of poverty through daily emails extending across all Council departments and various partner organisations and will continue this approach each year given the positive feedback.

In addition to raising awareness across the workforce, we have promoted the Poverty Alliance's "Stick Your Labels" campaign to local partners and 32 have since signed the three pledges:

### **Poverty is not inevitable:**

It is a problem of political choices. It is neither natural nor acceptable.

**We all have a role to play in addressing poverty:**

**We will set out our contribution to tackling poverty in Scotland.**

### **Attitudes matter:**

How we talk about poverty and how we portray it can stigmatise and harm people:

**We will never use language that might stigmatise people experiencing poverty.**

### **Actions change attitudes:**

To change beliefs about poverty requires action across our whole society:

**We will develop actions that help address negative attitudes towards people experiencing poverty.**

An online poverty awareness and tackling stigma training course has also been developed by a multi-agency "Stick Your Labels" group to help further build understanding and commitment. Poverty awareness training with locality health and social care teams working with families has taken place over the last year with a focus on building staff confidence to raise the issue of financial wellbeing with families and utilise active referral pathways to appropriate advice and support colleagues and partners.

As part of children's services partnership workforce activity, locality multi-agency events take place every six months to provide opportunities for staff to work together to jointly evaluate progress, share practice, learn from each other and inform strategic developments. Over the last 12 months approximately 600 staff have participated in these events and the Local Child Poverty Action Report and our work to address child poverty has been a key feature of the programme.

We will continue to develop this work further as well as progress other key workforce development activity including building skills and knowledge to support improvement work around data capture and analysis.





# 7 Area based approaches/ Neighbourhood Planning

As referred to in section two, there are communities in South Lanarkshire where the levels of poverty are significantly higher than others.

In response to the new requirement through the Community Empowerment Act to develop locality plans for areas where outcomes are poorest, our partnership agreed to establish a new Neighbourhood Planning approach in 2017.

'Our Place Our Plan' has become a consistent feature of our co-design work with communities. Initially it was tested in three 'phase one' areas, Whitlawburn and Springhall in the Cambuslang and Rutherglen Area, Hillhouse, Udston and Burnbank in Hamilton and Strutherhill and Birkenshaw in Larkhall. This work has now been expanded to include neighbourhood plans for Cambuslang East and Burnhill in Rutherglen and Blantyre and Fairhill in Hamilton. There are plans for extending this work into two more areas, Whitehill and Low Waters and Eddlewood, both in Hamilton and these will be developed in the 2020/21 year.

We have worked with communities from the outset to design and implement the 'Our Place Our Plan' process and the communities have recently launched their plans for the year ahead, focussing on key community priorities. More and better facilities and activities for children and young people continue to be a top priority in all neighbourhood planning areas, and this includes the need to consider the cost of access to services and facilities.

We will be testing new approaches to service delivery in these areas, particularly to tackle income and employment deprivation, which will include a specific focus on low income families with children.

The "Our Place Our Plan" approach, driven by local communities, will help us to engage with families who have a lived experience of poverty, which adds great value to our child poverty planning processes.

In addition, other communities across South Lanarkshire are being supported by a range of partners to develop local place plans and we are confident that these community led processes will lead to improvements at a local level that will add value to our activity to address child poverty articulated through this report.

# 8 Our Local Child Poverty Progress Report 2019/20 and Action Plan for 2020/21

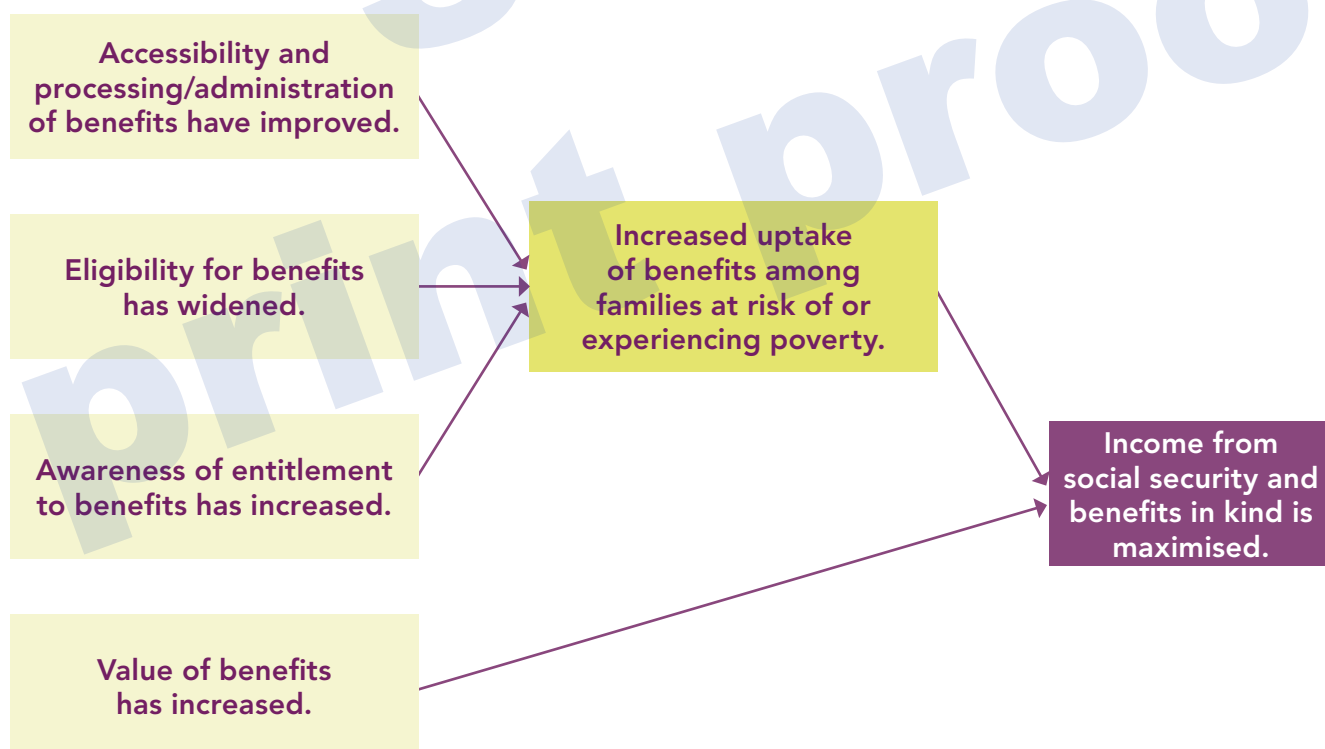
## Chapter 1

### Taking action to increase income from benefits and entitlements

Outcome:

**Income from social security and benefits in kind is maximised**

Figure 6: Factors affecting benefit uptake





# Why is this work important?

Financial wellbeing impacts on all aspects of family life, including health and wellbeing. It affects the opportunities available, the choices families make, and the general quality of life families have. While household assets are not purely material, and comprise much more than financial income, increasing incomes for families is important for achieving better outcomes and helping children and young people to thrive.

*Our aim is to improve financial wellbeing in particular for those who are financially vulnerable, by focusing on maximising low income households through access, awareness and uptake of welfare benefits and entitlements.*

Maximising income coming into households with children is key to tackling child poverty. It includes support with money management, tackling debt, building savings, accessing affordable borrowing options, and reducing household bills. It also includes supporting families to develop the know-how to manage situations and difficult choices. Given the rising levels of in-work poverty, more families in and out of work require welfare benefits to provide an adequate standard of living. As a result, our response requires a focus on reducing the gap between those entitled to welfare support and the level of uptake of available benefits by raising awareness of entitlements and delivering effective support services.

Welfare Reform has had a negative impact for many families in South Lanarkshire with significant numbers seeing a reduction in welfare support through the benefit cap, benefit sanctions and other changes. Social security changes are affecting the wellbeing of children, their families and the communities that support them. In many cases this has been made worse by issues arising from the COVID-19 pandemic.

A recent Child Poverty Action Group (CPAG) report (July 2020), concentrates on the impact of COVID-19 on families living in Scotland. It highlights that many families are struggling financially due to inadequate support from the social security system in a range of situations e.g. as a result of the benefit cap, tax credits awards stopping when a claim was made for universal credit (UC) to which the family were then not entitled, where families no longer are receiving benefits for 16 and 17 year olds who had left education. Additionally, many parents who are unable to work while schools and childcare providers were closed, have in some cases being asked to pay to retain a childcare place.

# Where are we now?

Throughout the first year of our Local Child Poverty Action Report we have demonstrated progress in understanding local need and identifying the impact of poverty through engaging with stakeholders to develop and implement key actions in our action plan. COVID-19 has increased the risk of even greater inequality, highlighting the impact of low pay and insecure work. It is vital therefore, that we continue to target our resources in the as best we can to build on the progress gained so far.

## **Examples of the impact of COVID pandemic include:**

- A 90.7% increase in unemployment claimants in South Lanarkshire between January and June 2020, largely as an impact of COVID-19 (from 6,830 to 13,025). In addition, 46,400 people have been placed on the government's furlough scheme.
- The potential of increased levels of debt including rent arrears, as families struggle with lower incomes when the protection schemes put in place stop.
- Lower income households (who were more likely to report having no savings than those with higher incomes) increasing borrowing from high cost lenders to purchase essentials, selling assets or borrowing from family.
- Reduced access to welfare advice due to closures of offices, schools and reduced footfall through health centres and hospitals.
- Money Matters Advice Service enquiries becoming more complex requiring more time for each referral to make sure they are getting the correct support.
- Reduced access to support for some families because of digital exclusion, making it more difficult to know how to access advice and support.
- Families who haven't previously claimed benefit are less aware of where to go for advice and available benefits.

Providing support early to families is vital in achieving our outcomes and over the last year the examples below show progress made in maximising income from benefits:


- Families who receive free school meals are now automatically entitled to other entitlements, and this has seen an uptake in for example school clothing grants; further promotion has captured those families whose circumstances have changed due to the COVID-19 pandemic
- Free internet access points in libraries and community facilities like Universal Connections have provided families with an access point to make online applications for benefits and provided support to those who don't have the skills or confidence to get online
- A new app has been developed to support access to available benefits and help people address money worries. The 'My Life, My Money Lanarkshire' app provides a comprehensive source of information, advice and support on welfare and money issues and was launched earlier this year through social media outlets and achieved nearly 300 engagements in a short space of time

<https://apps.apple.com/gb/app/my-life-my-money/id1491749974>



- In April 2019, a film telling the story of the lived experiences of people who live and work in South Lanarkshire and the impacts of welfare reform was launched and can be viewed in the link [www.youtube.com/watch?v=FGUxB0ISiqs](https://www.youtube.com/watch?v=FGUxB0ISiqs)
- The Financial Inclusion Service delivered support to families of Lanarkshire children within in the Royal Hospital for Children in Glasgow. A total of 323 Lanarkshire families received support with a total financial gain £270,270, or an average of £836 per family. The link below provides real life stories of outcomes for families [www.youtube.com/watch?v=UfvnGNhVKEs&feature=youtu.be](https://www.youtube.com/watch?v=UfvnGNhVKEs&feature=youtu.be)
- Our wider work includes support by third sector agencies such as clothes banks, food banks and charity shops. E.g. Swaddle in the Hamilton area is a new social enterprise and charity set up by local parents. They accept donations of good quality children's items and sell them in their community shop at affordable prices. The proceeds are used to provide free goods and parenting support to local families. They have worked with partners groups during the COVID-19 pandemic to provide baby clothing bundles to local families.

The Best Start Grant supports low income families with costs during pregnancy, early learning and around the time a child begins primary school. In addition, enhanced support is provided through the baby box initiative, free vitamins in pregnancy and for children under three including best start foods which replaced healthy start vouchers with a payment card in August 2019.



In 2019-20 **8,360 applications** were received with a total financial gain of **£1,605,067**.

In addition Best Start foods provided an additional income of **£442.00 per child** including priority groups such as young parents and larger families of 3 or more children.

**773 children** benefited from the **free vitamins**.

One important improvement over the last year has been through better communication around a range of benefits and entitlements. We have sought to increase families and partners awareness of key messages and support available relating to welfare reform and new Scottish Social Security benefits processes. Over the last year social security staff have hosted 34 events for families and communities relating to their new benefits and application processes and over 60 training and awareness raising events were delivered by the Money Matters Service, DWP and CABs to the wider workforce and the public to improve awareness of benefits and entitlements covering Universal Credit and other welfare related topics.

In addition, there has been a range of ways in which we have further increased the awareness of the benefits landscape:

- Nine benefits webinars/learn-on-line courses made available to staff.
- Information provided to employability teams and agencies to enable them to help clients maximise income and provide the best possible advice on benefits, redundancy etc.
- Closer links with the Cost of the School Day programme including a welfare benefits presentation at a head teachers seminar and provide onsite sessions in schools for advice and support.
- We have used social media more with money advice blogs on benefits and debt issues promoted on Facebook, Twitter and the council's newspaper 'The View'.

Midwives, health visitors and family nurses can support families better by using a new financial inclusion pathway and have supported pregnant women and young families with money worries providing referrals into specialist money advice services when necessary. Staff are trained to sensitively work with families through a routine enquiry approach that helps identify need. Working in partnership with the Telephone Advice Line families can discreetly receive expert money advice services either by phone, face to face contact or joint visits with health staff. As a model of good practice, we have shared our experience nationally with the Scottish Government and the Financial Inclusion Universal Pathway Quality Improvement Collaborative. In the 12 months to March there have been 811 referrals to the Telephone Advice Line resulting in an average household income of £2,569 per household, meaning that families have less financial stress and can better budget throughout the year.

The Money Matters Advice Service and the CABs continue to work on maximising the uptake of benefits and stabilising incomes. Focused support alongside SELECT Digital Inclusion Hubs and in community facilities is working well and plans are in place to deliver advice and support within primary schools and nurseries. CABs and Money Matters supported over 37,000 enquiries around money, debt or benefits resulting in a financial gain of over £38m.



The CABs also provide free financial health checks for low income families and have supported 85 families to manage their finances. In addition, the Hamilton CAB work closely with third sector organisations Covey, The Machan Trust and Community Links to support our most vulnerable families.

Universal Credit awareness raising with front line staff has helped increase understanding of Universal Credit/legacy benefits which has in turn helped improved support to families reducing the risk of sanctions. Additionally, the CABs have been funded to provide two new services to meet specific needs. The 'Help to Claim' service and multi-channel hubs provide advice and support to people in the first five weeks of a new Universal Credit claim with 125 families supported over the last year. Evidence shows there has been a decrease in sanctions recently with CAB's recording fewer enquiries about benefits sanctions.

Hamilton and Rutherglen CABs work with South Lanarkshire Health and Social Care Partnership to provide advice, support and representation at benefit appeals to all people who have been referred from GPs, community nurses and allied health professionals. The service is provided in health centres and through home visits and targets our most deprived communities including people who may be vulnerable or isolated due to their health conditions. Advice, support and representation in relation to benefits, housing and debt means that families are supported at a very stressful time. In the last 12 months 493 beneficiaries of the primary care welfare services has led to a total financial gain of £861,220.

NHS Lanarkshire have employed a community link worker coordinator as part of a developing model of social prescription and welfare advice. This will include hubs in targeted health centres with plans to recruit nine community link workers who will be linked with CAB's and Money Matters. This will improve support to patients with initial financial advice in situ and refer those requiring extra assistance to specialist services. The initial plans for recruitment have been put on hold due to COVID-19. There are also plans to recruit five welfare advice officers to compliment the role of the community link workers.

The Money Talk project which commenced in November 2018 is targeted at low income families and older people and delivered by CABs. The project supports the priority groups in particular and aims to help families maximise household income by ensuring they are not paying more than they need for essential goods and services. The initiative will also ensure that the families they support are receiving all the benefits, grants and exemptions they are entitled to. The service is open to everyone and has been adapted due to COVID to include web chat. 122 families have already been provided with valuable support.

**The case studies overleaf provide good practice examples and outline the support given to families and the impact and outcomes achieved.**

## South Lanarkshire case studies

### **Royal Hospital for Children in Glasgow: Family support and financial inclusion services**

A Parent was referred to our service as her youngest daughter was in hospital and mum was struggling with her own ill health, which was impacting on her ability to look after herself. The family were living on her husband's low wage, Child Tax Credit and Child Benefit and were also supporting their adult daughter, who looks after the home and assists with the caring tasks of her mum and her sister. The family provide care for the youngest daughter 24 hours a day.

A benefit check was carried out which identified that the youngest daughter may be entitled to Disability Living Allowance and that mum appeared to have an entitlement to Personal Independence Payment. The mum was supported claim for Disability Living Allowance, Carers Allowance and Personal Independence Payment and to contact tax credits. She was also supported to claim Carers Allowance for her older daughter.

As a result of the support provided, the youngest daughter was awarded an enhanced rate for both components of Disability Living Allowance. This led to a reduction in council tax and an award of Disability Living Allowance led to an increase in tax credits. At time of writing the mum has been awarded Standard Daily Living allowance bringing the total increase in income for the parents to £322.98 per week? A Carers Allowance award of £64.60 for the eldest daughter has given her recognition of the work she carries out, the opportunity to have her own income and to have her own bank account for the first time in her life.

### **Money Talks: Hamilton Citizens Advice Bureau**

Miss C contacted Hamilton CAB to ask for support with checking her benefit entitlements. She was 23 years old, pregnant and due to give birth in two months time. She wanted to find out what she might be entitled to when she had her baby. She was also struggling to access the drop-in service as she was working full-time.

A telephone appointment was arranged with the Money Talk adviser for the following week and a benefit check was carried out, which showed she would be entitled to Universal Credit and Child Benefit once the baby was born. She was also advised that she would be entitled to make a claim for the Best Start Grant pregnancy and baby payment once she was receiving her Universal Credit. She was advised how to claim these benefits and to get back in touch if she needed any further assistance. Miss C then contacted the adviser after the baby was born, for further help to make the benefit claim for Universal Credit. She was also provided with further information on how to apply for the Best Start Grant once she was awarded her Universal Credit.

Miss C contacted the Money Talk adviser again to advise that she had been awarded Universal Credit, Best Start Grant and Child Benefit resulting in a financial gain of £8558.76.





## South Lanarkshire case studies

### Telephone advice line for pregnant women and young families

A client who was pregnant and in a tenancy as a single person with no family support, contacted the advice line. She is on Universal Credit and had mental health issues. The client's midwife had referred her to the perinatal mental health team. The client wasn't working, (although she was previously) so wasn't entitled to Statutory Maternity Pay. The client was getting a council tax rebate and single person discount for council tax. While the client has most of the things she needed for her baby, she needed some support with her property e.g. help with papering, painting, laying carpets building her cot and gardening.

The client was provided with a range of support, including help with completing and claiming various benefits such as Child Health Benefit and Universal Credit (including Child Tax Credit and Working Tax Credit). The client was also supported with her mental health and helped complete a Personal Independence Payment application. She was also given a South Lanarkshire Leisure form, as she is entitled to a concession card to access fitness facilities, as this will help with physical and mental wellbeing. In addition, a referral for help was sent to the Community Payback team and Healthy Valleys.

As a result, the client has increased her income by nearly £80 per week, been awarded a one off Best Start Grant of £600 and received a baby box (worth £160). Her applications for Maternity Allowance and Personal Independence Payment are still pending. The Community Payback team have assisted with painting the house, building the cot and gardening and Healthy Valleys have provided a bed and furniture. Ongoing support is still being provided by the advice line and the midwife, the client's wellbeing has improved and she has reduced anxiety as a result of having someone to talk to about benefit and money issues.

## Key areas of challenge for 2020/21

- Broaden financial wellbeing work, extending pathways for families with school aged children, children with additional health needs and young people requiring advice.
- Strengthen communication links and information for staff and parents will be a priority. Targeting support to families with children returning to school after prolonged closures will ensure that families know about the benefits they are entitled to and new benefits being made available. E.g. child payment and winter heating.
- Improve workforce development and consider of the impact of COVID-19.
- The impact of COVID-19 on the delivery of services and capacity to offer support to vulnerable families.

Table 1: Actions and measures: what will we do in 2020/21?

| Change required                                    | Action to achieve change and who is responsible (Partner/Resource)  | Measure (2020/21)  | Baseline 2019/20  | Q4 target                            | Resources allocated   | Target groups                               |
|--|---|--|---|--------------------------------------|---|---|
| 1.1 Increased uptake of benefits and entitlements. | Deliver the Scottish Government Funded Financial Health check (Money Talk) to families via CAB.   | Number of health checks delivered to families with children<br>Number of families (with children) receiving benefit advice   | 85<br>280   | n/a                                  | £12,508.94 per CAB  | Families at risk of or experiencing poverty |
|  | Midwives and health visitors will deliver a routine enquiry on the financial wellbeing of families at key pregnancy and health visiting assessments visits and refer to Money Matters Telephone Family Advice Line when relevant. | Percentage of routine enquiries by midwives<br>Percentage of routine enquiries by health visitors  | 76%<br>13/15 mths – 92%<br>27/30 mths – 91%<br>4/5 year old review – 86%                            | 80%<br>92% across all health reviews | £15k NHS Lanarkshire<br>£90k Money Matters                                  | All priority groups                         |
|  | Monitor the impacts of COVID-19 and adapt Money Matters service provision and advice as needed.<br>(SLC Money Matters Service; NHS Lanarkshire)   | Number/percentage of families engaging with the telephone advice line (TAL database)<br>Total benefits awarded (TAL database)                                      | 1005 referral<br>77% engaging<br>£2,590,075   | n/a<br>n/a                           | £90k Money Matters<br>£15k NHS Lanarkshire                                  | All priority groups                         |
|  | CABs will deliver health and welfare advice services in hospital and community health settings.<br>(Health and Social Care Partnership;<br>South Lanarkshire CABs)  | Number of referrals to CAB Health and Wellbeing Hubs<br>Total benefits awarded<br>Number of referrals to the Royal Hospital for Children<br>Total benefits awarded | Total 816 clients<br>£775,569.77<br>323 *Pan Lanarkshire figure<br>£270,271 *Pan Lanarkshire figure | n/a<br>n/a<br>n/a                    | £5k (RHC) from NHS Lanarkshire<br>£15k Cambuslang CAB<br>£100k Hamilton CAB | Low income families                         |
|  |   |  |   |                                      |   |   |





| Change required  | Action to achieve change and who is responsible (Partner/Resource)  | Measure (2020/21)   | Baseline 2019/20                  | Q4 target | Resources allocated     | Target groups       |
|--|---|---|-----------------------------------|-----------|-------------------------|---------------------|
| 1.2. Families are more aware of changes in available benefits. | Partners will distribute updated benefit information to staff and families using a range of communication methods and social media platforms. | Number of Best Start Grant applications and percentage approved | 6470 applications<br>67% approved | n/a       | From existing resources | Low income families |
|  |   | Total Best Start Grant benefits awarded                         | £1,244,950.00                     | n/a       |                         |                     |
|  |   | Total Best Start Foods benefits awarded                         | £52,339                           | n/a       |                         |                     |
|  |   | Total number of eligible children receiving vitamins            | 773                               | n/a       |                         |                     |
| 1.3 Strengthen workforce development.                          | Money Matters and social security Scotland will deliver a range of training and awareness raising session to partners.                        | Number of sessions/ events delivered                            | 103                               | 110       |                         | Low income families |

# Chapter 2

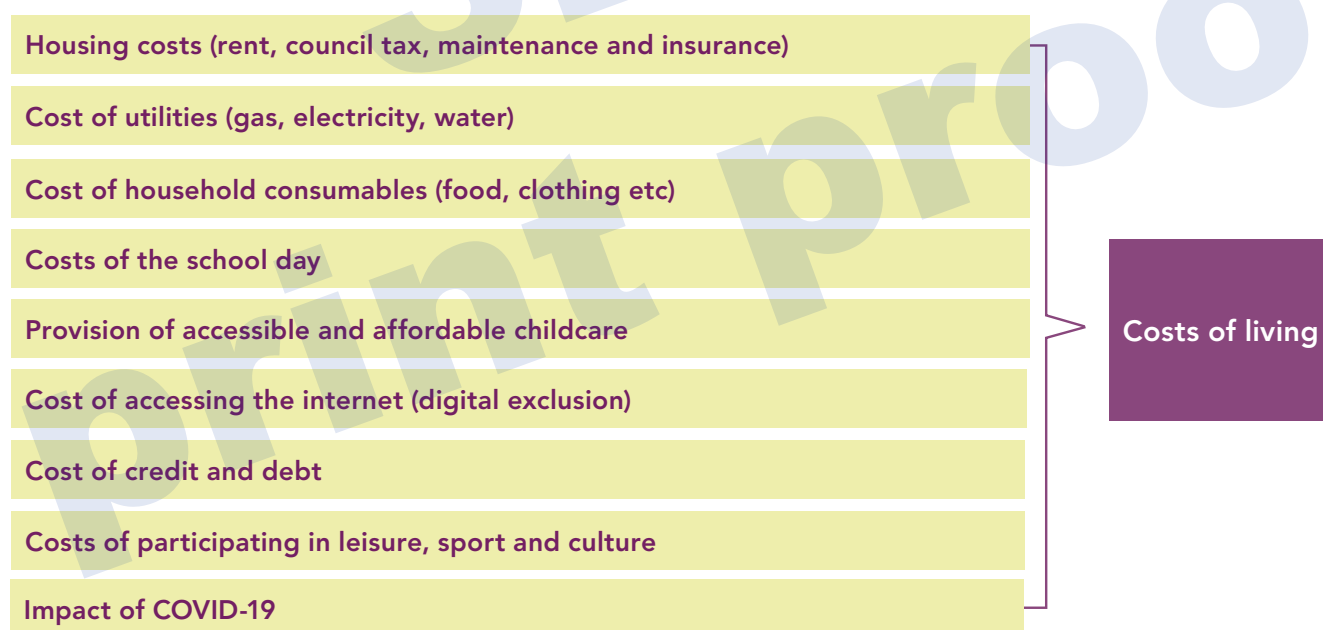
## Taking action to reduce the cost of living

### Why is this work important?

Rising living costs pose a very significant challenge to many of our families. We know from our front line staff and volunteers that some families are having to make hard choices about how to make very limited household income stretch to cover all the costs of running a home and feeding and clothing their children. Food banks refer to families requiring emergency food aid, but who can't afford the fuel bills to cook the food.

Families can very quickly move into poverty, or severe financial hardship through a change of circumstance, unexpected costs or issues relating to benefits, or income. Getting support as early as possible is key to minimising the financial and wider impacts for families. The Scottish Welfare Fund is a key source of support for families in these circumstances as are pathways into welfare advice from a range of settings including from health.

Figure 7: Cost of living factors impacting on families with children



Whilst impacting on every family in the country, COVID-19 is likely to have a particular damaging impact on those children and young people already living in poverty across Scotland and South Lanarkshire. It is likely that financial pressures will rise and low-income families already struggling to budget for unexpected expenses will be hardest hit by the increase in cost of living. Families have children at home more often and earnings for some parents are likely to decrease. This means many families are struggling with the cost of food and other household essentials. Increased childcare demands while children are not in school, and without the possibility of help from family networks (such as grandparents), are also likely to put additional financial strain on families.



The continued COVID-19 risks and restrictions may continue to impact on family finances, both in reducing income and increasing costs e.g. parents on zero-hours contracts, little job security, or parents relying on income from work in those industries hit most heavily by the pandemic such as hospitality.

Furthermore the mental health and emotional wellbeing of parents and children will be affected with increased isolation and uncertain short to medium term support from statutory and community organisations, who are experiencing a loss of income from reduced fundraising, disrupted support services to vulnerable families and support only available via telephone or online.

The impact of the additional cost of internet access and digital equipment may make learning parity difficult for many children unable to access online resources and school lessons.

Children and young people in particular categories may be hit hardest and may require extra support, e.g.:

- Care experienced children and young people
- Young carers
- Single parent families
- Children and young people experiencing abuse and neglect
- BME communities, economic migrants, refugees

## Where are we now?

We have worked hard to increase the available child care provision and support the uptake of funded and early learning and childcare entitlement for two and three-year olds.

In doing so, we have seen an increase from 10% to 15.5% in the uptake of 2-year-old places for children with entitlement over the 12 months to March 2020. Health Visitors and Family Nurses have provided information about free places to parents at the earliest opportunity and especially across families that need the most support at the 13-15 month and 27-30 month child health review.

Early Years staff have been working with health colleagues to highlight the option of 2-year-old places as part of the 13-15-month child health needs assessment. Health visitors help to signpost parents to nurseries who can advise if parents are eligible for either a funded place or would be exempt from charges as a 'Family Seeking Work' or through one of South Lanarkshire's low-income exemptions. Early Years staff are also working with a wider range of partners providing information to be shared with the wider workforce designed to encourage parents to take up 2-year-old places. Currently we are unable to verify if families have entitlement to funded provision, however Education Resources Early Years has taken steps to ensure that this is not a barrier for our most vulnerable children, or those living in poverty.

5.5%

increase in the uptake of  
two year old places for  
children with entitlement  
over the 12 months  
to March 2020.



While verification of eligibility will take place at a later date, the nursery admissions process continues to ensure that these children are categorised as Priority 1 and receive a place before other priority groups.

### **As a partnership we have worked to reduce financial barriers to education for school age children as part of our Cost of the School Day programme.**

We have a short-term action plan for Education establishments in relation to implementing a guidance toolkit. By March 2020, 142 out of 148 (or 96%) schools submitted a Cost of the School Day Position Statement. Guidance around Cost of the School Day has been issued in a recovery guidance document. As part of this, schools are identifying their training needs around Cost of the School Day challenges. Schools are also supported with up to date information that helps them signpost families towards the many financial supports available locally, such as Money Matters and the local CABs, who were able to provide valuable support during lock-down, and are continuing to help families in the current financial climate.

The response to the initial lockdown situation resulted in the delivery of 1017 physical resources packs and over 100 sanitary product packs to our most vulnerable primary-aged pupils, to provide much-needed support with at-home learning during the school closure period. Hundreds of secondary resource packs were also distributed at school-level.

Specific good practice examples include Trinity High School who have handed out food packages and electricity cards during the COVID-19 response and Netherburn Primary School, who were used as an example of good practice nationally. One of their many projects involves lending I.T. resources to families to ensure that all children have the same opportunities to learn. Their project has been so successful that the Child Poverty Action Group made a short film for their website [www.youtube.com/watch?v=XUx-wHn\\_rIY&t=6s](https://www.youtube.com/watch?v=XUx-wHn_rIY&t=6s)

All schools have developed local solutions and activity to provide further support for our most vulnerable learners, e.g. putting supplies in local shops/businesses for pupils to access and home-delivering packs and IT equipment. Secondary schools have been supplying hundreds of secondary pupils with similar packs at a local school-by-school level and some secondary schools had a drive-through. These large and small acts of kindness and support make massive a difference to the lives of our learners and their families by increasing connectivity, building confidence and making sure that children and families feel wanted and included in their school learning journey and in their local community.

Our most recent data shows a slight decrease in uptake of Free School Meals in both primary and secondary schools. As a result, a short life working group was established to identify and progress improvement actions to increase uptake of and an action plan is in place. The work is more focussed on secondary school uptake at this stage, where a greater improvement in uptake is desired. The work of the subgroup includes various actions to communicate more effectively with parents (such as changes to entitlement letters and schools advising parents when child doesn't use their entitlement).





South Lanarkshire Council is the third largest local authority landlord in Scotland and we have worked to make it one of the most affordable for tenants with the seventh lowest average weekly rent.

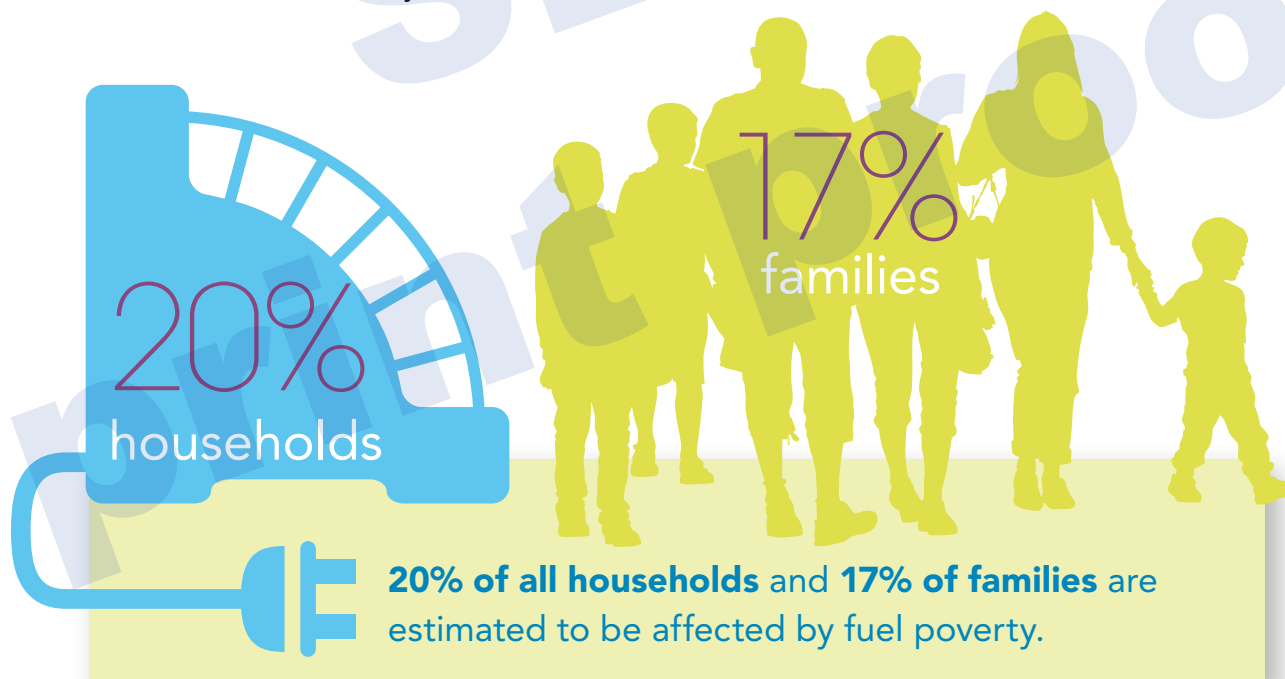
Over the past year 1,882 council homes were made available to let (not including sheltered housing). Of these, 32% were to family households providing good quality, energy efficient and affordable homes. The South Lanarkshire Local Housing Strategy 2017-22 includes actions that are responding to the particular needs of children, young people and families and reducing the costs associated with housing. These include:

- Investing in new affordable housing supply by delivering an additional 284 affordable homes in 2019/20, including 60 open market purchase properties, the council and its Registered Social Landlord partners increased the number of affordable homes available to rent across South Lanarkshire. This included a range of family sized homes, ensuring as many families as possible can access affordable housing.
- Maintaining lower than average rents to ensure rents are kept as low as possible whilst delivering the services and support tenants need. The council ensure rent levels remain affordable by working closely with tenant representatives and extensively consulting with tenants to understand the services they need.

1,882

council homes were made available to let

Of these, 32% were to family households providing good quality, energy efficient and affordable homes.



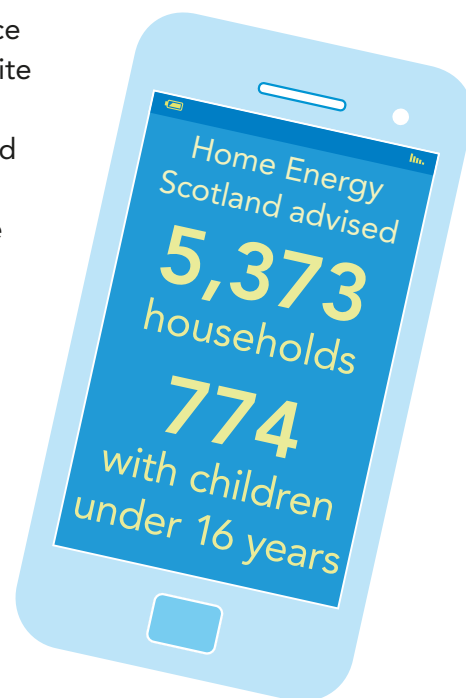
We know that around 20% of all households and 17% of families in South Lanarkshire are affected by fuel poverty.

Lone parents and low-income families living in rural South Lanarkshire are more likely to be affected, often relying on higher tariff methods for paying for the energy they use. South Lanarkshire continues its good track record in terms of partnership actions to tackle and reduce fuel poverty with a dedicated group progressing a range of actions to assist households in reducing their energy bills and making their homes more efficient.





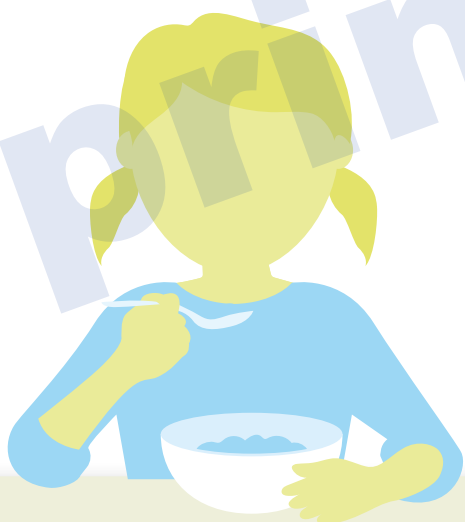
In 2019/20, local organisations, including the Money Matters Advice Service and third sector partners were able to help households write off over £46,000 of energy related debt. Home Energy Scotland also continued to increase the level of advice and support provided to households with, 5,373 households in contact with the service including 774 households with children under the age of 16. Home Energy Scotland have worked with health care staff to raise the awareness of fuel poverty and to ensure that service users are being directed to available supports within the community.



Launched in 2019, South Lanarkshire Rapid Rehousing Transition Plan 2019-24 (RRTP) sets out how the council and its housing, homelessness and health partners aim to prevent and tackle homelessness over the next five years. Key highlights of the progress already made in the first year of the plan include:

- A 34% reduction in the number of households waiting more than a year for permanent accommodation.
- A 7% reduction in the average time households spent in temporary accommodation from 200 days in 2018/19 to 186 days in 2019/20.
- An increase in the provision of permanent tenancies to homeless households across social housing providers.
- The development of a peer support network with service users trained to become peer mentors.
- A further 10 homeless households moved into settled accommodation through the 'Housing First' model with agreed support provided by a range of services.
- An expansion of the advice and support services available to homeless households and those who are at risk of becoming homeless.

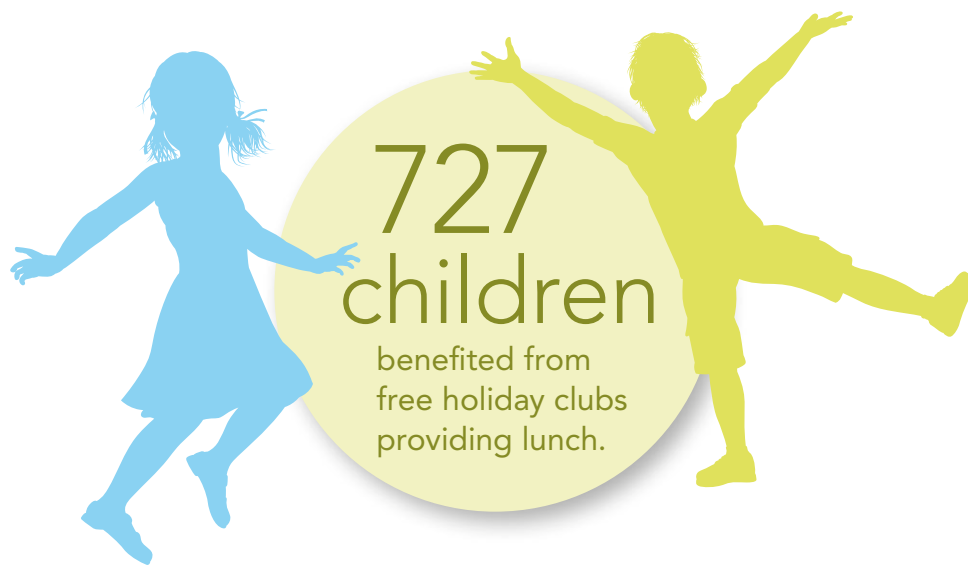
There has been a range of activity designed to address food poverty including extending the availability and participation in breakfast clubs.



6,637 pupils

attend breakfast clubs in South Lanarkshire per week.

We have seen the number of breakfast clubs increase from 44 primaries in March 2019 to 122 by March 2020. The number of pupils attending breakfast clubs per week in South Lanarkshire has increased by 484 in the six months, from 5,883 in June 2019, to 6,367 in December. By increasing the number of breakfast clubs available we address a wider range of issues than the provision of food. Breakfast clubs provide a calm and safe environment before school to help develop social skills and provide the opportunity for additional learning, encouraging pupils to arrive at school on time, or even encourage them to attend at all and be ready to learn when the formal school day begins. We know they enhance wellbeing, academic performance and behaviour, especially for children whose parents might not otherwise be able to afford to provide them with regular meals.



Over the Summer holiday period 2019, 727 young people accessed holiday lunch clubs that provided high quality activities and support along with a healthy lunch for children in areas of high deprivation. This provision helped many families financially and nutritionally manage the long school holiday period in the absence of Free School Meals support. Those participating also built on their term time achievements with 445 young people achieving nationally recognised awards like Hi5 and the Youth Award. The activities also provided opportunities for volunteering and the programme was supported by seven young volunteers and an adult volunteer, all trained through the Youth Family and Community Learning Volunteer Development Programme and the Burnbank Family Centre.

As part of our response to the COVID-19 pandemic and following the closure of all schools, early learning and childcare (ELC) and other childcare services with the exception of critical provision to protect some key groups or activities, a requirement was put in place for education authorities to provide ongoing critical childcare. This requirement was enshrined in the Coronavirus (Scotland) Act 2020. This meant that it wasn't possible to deliver a holiday lunch club programme in the Summer of 2020.

In its place there was childcare provision for the children of keyworkers on the basis that key workers help deliver essential services which support vulnerable people and families and aid local community resilience. They played a vital role in the national response to the pandemic and continued to be delivered throughout the 2020 Summer holiday period. Ten Summer Sessions programmes, led by the Youth, Family and Community Learning Service enabled us to support a number of key worker groups such as those employed in the NHS, care sector, emergency services etc. 1,081 children were registered eligible for an emergency childcare place in with 346 children and young people participating, including 42 young people with additional support needs and 73 3-5 year olds. Children attending the Summer sessions benefited from a full range of activities delivered through a youth work model of provision. Activities were agreed with participants at the beginning of the programme and included: arts and crafts, films, physical activities, fitness fun sessions and planting sunflower seeds and growing plants.

Also as part of the COVID-19 response, a range of activities and support was offered to vulnerable learners and families during the Summer period e.g. Themed Family Activity Packs and After School Club Busy Bags. These activities drew on the pre-Summer COVID-19 experience and continued to meet the identified needs of learners and communities and improve life chances. Youth, Family and Community Learning teams including ESOL (English for Speakers of Other Languages), ALAN (Adult Literacy and Numeracy), KEAR Campus, Universal Connections and After School Clubs created activity packs to support children, families and young people of all ages, including those





with additional support needs to promote engagement of children, young people and families who may have found themselves increasingly isolated and vulnerable during the period of lockdown. The activities were designed to be carried out on their own and/or with their families and were individualised, learner centred, and prioritised for those learners and families with limited access to technology or printing facilities. The packs were made up on a weekly basis and distributed directly by staff to the family. This enabled regular face-to-face contact (maintaining social distancing rules) and the opportunity for staff to offer and arrange support if required. Over 4000 packs were delivered.

**The South Lanarkshire Good Food Strategy and Action Plan 2020-21 was produced in 2019 and approved by the Council's Executive Committee in December 2019.**

The strategy covers the period 2020-2025 and provides a framework for new activity to move towards healthier, fairer and more sustainable food systems in the council's area and to make sure that food plays a positive role in everyone's lives. A copy of the strategy can be found here [www.southlanarkshire.gov.uk/downloads/file/13656/good\\_food\\_strategy\\_2020-2025](http://www.southlanarkshire.gov.uk/downloads/file/13656/good_food_strategy_2020-2025)

**South Lanarkshire Leisure and Culture Trust delivered a number of free programmes to children and young people through its Active Schools programme in partnership with Sports Scotland.**

They also delivered a number exiting health intervention programmes in partnership with the Health and Social Care Partnership. Overall there were 326,000 visits to Leisure and Culture run activities across the authority, 46% of which are children from our most deprived communities. The trust also provided access to reduced cost memberships via its concession scheme, which is a South Lanarkshire Council priority policy and allows a 50% reduction to the standard membership cost. The scheme is utilised by just under 5,000 card holders, a recent reduction due to a mixture of the recent changes to Universal Credit and the introduction of private sector gyms, which offer reduced membership fees in comparison to the trust. Leisure and Culture has been building capacity in it volunteer workforce for the past 10 years and on last year's figures was able to demonstrate the impact of its 1171 volunteers through the delivery of 25,056 hours of free physical activity to children and young people. Another key impact was the delivery of learning and development to leadership programmes and how its 2700 learners were engaged in eight priority learning outcomes in co-production with the Community Learning and Development Partnership.

**326,000** visits to Leisure and Culture activities across South Lanarkshire.

**46%** are children from our most deprived communities.

**25,056** hours of free physical activity to children and young people.



## South Lanarkshire case studies

### Housing

As part of a range of actions being taken forward through the Rapid Rehousing Transition Plan, Housing and Technical Resources have worked with households living in temporary accommodation to identify where it would be appropriate for the property to be offered on a permanent basis. Converting a temporary tenancy that already meets the needs of the household to a permanent home prevents further upheaval such as having to change schools or move away from family and friends.

This approach has proved popular with those offered the choice. In one instance, a customer highlighted that they were extremely pleased to accept the option to remain permanently in what had been a temporary tenancy, as one of his children lives with autism and does not cope well with change, stating that they were 'very pleased to receive the temporary accommodation we had as our new permanent home as this prevents any issues for our son'.

In 2019/20 the council 'flipped' 26 properties previously classed as temporary accommodation to allow families to remain in the community they made their home after being homeless.

### Digital inclusion/cost of the school day

Netherburn Primary School came up with a really smart way to reduce the Cost of the School Day through developing their ICT Lending Scheme, where staff, pupils and parents support the use of key ICT tools in school and at home. Pupils were encouraged to borrow Chromebooks, Kindles and Laptops, which extended the classroom learning into the family home and increased the time spent developing important digital skills.

The increased use of IT tools has helped to increase parental involvement in children's learning and made them feel more involved and a greater part of the school community. Pupils have benefited from increased literacy using Kindles and Ipads to encourage reading and have increased literacy and numeracy skills developed in a fun way through using Chromebooks to support additional learning time.

[www.youtube.com/watch?v=XUx-wHn\\_rIY](https://www.youtube.com/watch?v=XUx-wHn_rIY)



# Key areas of challenge for 2020/21

- We know that those who experienced poverty prior to the epidemic were already pushed into unacceptable hardship and may have been pushed deeper into poverty due to the effects of the coronavirus. There will also be a number of families who are now experiencing poverty for the first time. There will therefore be a greater need to extend Cost of the School Day across all our schools, as many families are now facing quite different financial situations.
- We will continue with efforts to increase the uptake of 2-year-old places. However, the current COVID-19 pandemic may impact on health visitors' ability to share information with families due to the changes and additional demands placed on their working practices. Education Resources has established an online resource for parents to apply for a place and for professionals to submit wellbeing assessments and requests for assistance where appropriate while our establishments are closed during lockdown.
- There is still a need to work to increase the uptake of Free School Meals, especially across secondary schools. The Working Group will continue to develop innovative ways of increasing use of the free school meal award. E.g. a pre-ordering app is being introduced in August to support an increase uptake. Additionally, all families that were entitled to receive free school meals will continue to receive vouchers throughout the Summer period.
- There is an identified issue with the cost of transport impacting on missed health appointments, as families find it difficult to cover the cost of travel to allow them to access relevant support.
- Impact of COVID-19 reduced inclusion amongst vulnerable families. Priority to ensure that families are not digitally excluded and that families with school pupils are supported to enable their child's education at home, particularly if blended learning situations occur. Specific action for partners to identify families who need the extra digital support.

Table 2: Actions and measures: what will we do in 2020/21?

| Change required   | Action to achieve change and who is responsible (Partner/Resource)  | Measure (2020/21)  | Baseline 2019/20   | Q4 target                    | Resources allocated  | Target groups       |
|---|---|--|--------------------|------------------------------|--|---------------------|
| <b>2.1 Increased uptake of funded and early learning and childcare entitlement for 2 and 3 year olds.</b> | Continue to work with a range of professionals and services who will have contact with eligible families and will promote free Early Learning and Childcare (ELC) for 2-year-olds.<br>(South Lanarkshire Council Education Resources) | Percentage uptake of funded 2-year-old places  | 15.5%              | Maintain 15.5%               | Existing resources   | Low income families |
| <b>2.2 Reduction in financial barriers to education for school age children.</b>                          | All schools will establish a Cost of the School Day policy by the end of academic year 2020/21.   | Percentage/number of schools with a policy in place  | Nil                | 100%                         | Pupil Equity Fund<br>Scottish Attainment Challenge funding | Low income families |
|   | Continue to raise the profile on Cost of the School Day by encouraging schools to be "poverty-aware" schools.   |  |                    |                              |  |                     |
|   | All schools will review their equity policies and procedures as part of their COVID-19 recovery school improvement plan.  |  |                    |                              |  |                     |
|   | Schools will work with Money Matters and signpost parents and families for appropriate financial help.  | Number of families referred  | Establish baseline | Establish baseline           |  |                     |
|   | Continue to offer targeted Privileged School Transport Places for pupils entitled to Free School Meals and develop new active travel opportunities for pupils.  | Number of Privileged School Transport Places offered<br>Number of pupils recorded as using active school methods | 2019/20<br>55      | Maintain 2019/20 levels – 55 | Existing resources   | Low income families |



| Change required   | Action to achieve change and who is responsible (Partner/Resource)  | Measure (2020/21)  | Baseline 2019/20            | Q4 target  | Resources allocated  | Target groups       |
|---|---|--|-----------------------------|--|--|---------------------|
| 2.2 Reduction in financial barriers to education for school age children (continued). | Increase the uptake of free school meals through continued automated enrolment and through the work of the FSM working group develop additional activity to promote and encourage uptake with a focus on uptake in secondary schools.<br>(South Lanarkshire Council, Finance and Education Resources) | Percentage of free school meals uptake primary/ secondary schools<br><br>Percentage free school meals uptake secondary schools | 65.21%<br><br>40.89%        | Maintain   | Existing resources   | Low income families |
|   | Continue to offer an increased level of school clothing grant, currently £130 per child and increase uptake through automated enrolment and additional promotion to encourage uptake.<br>(South Lanarkshire Council, Education Resources and Finance Resources)                                       | Number/percentage of pupils claiming school clothing grants  | 12,537 (29.38%)             | Maintain   | £1.621m<br>An additional investment of £0.36m per annum from SLC | Low income families |
| 2.3 Reduced housing costs for families.   | Maintain affordable rents for council homes, benchmarked against Scottish average.  | Average rents for all council homes and for larger-size family homes   | SLC average per week £70.26 | Maintain rent levels lower than national average   | Housing Revenue and Capital Account Budget 2020/21 (£108.016m)   | All                 |
|   | Invest and deliver additional affordable housing, built to Housing for Varying Needs (HfVN) standards (meeting higher energy efficiency standards and minimising fuel costs) and ensure this includes allocations to families with children and young people.   | Number of new affordable homes delivered for families  | 30,545                      | Increase the number of new homes on existing stock | Resource Planning of £30.488m                                    | All                 |

| Change required  | Action to achieve change and who is responsible (Partner/Resource)   | Measure (2020/21)   | Baseline 2019/20                     | Q4 target               | Resources allocated  | Target groups                 |
|--|--|---|--------------------------------------|-------------------------|--|-------------------------------|
| <b>2.4 Reduced energy costs for families.</b>                                      | Target housing investment to improve fuel and thermal efficiency of larger homes and reduce energy costs.  | Proportion of housing meeting energy efficiency standards | 93.4%                                | 94.0%                   | Housing Investment Programme £26.537m                                  | All                           |
| <b>2.5 Reduced homelessness including families with children and young people.</b> | Prioritise allocation of available housing for those in need, including homeless households.   | Number of homeless household with children                | 238 (31/3/2020) (449 children)       | Reduce against baseline | Part of wider housing support and homelessness budgets                 | All                           |
|  | Provide housing support service provision to improve homelessness prevention and support tenancy sustainment.  | Range of advice and support offered to households         | Revised baseline                     | Revised baseline        | Homelessness Business Plan and Rapid Rehousing Transition Plan funding | All                           |
| <b>2.6 Increased financial wellbeing of families.</b>                              | Continue to implement joint-working through the care protocol to prevent and reduce homelessness for care experienced young people and support them move to independent living in the community. | Number of care experienced young people supported         | 87 through care applicants supported | n/a                     | Within Homelessness Business Plan and Social Work Resources budgets    | Care experienced young people |
|  | Partners will explore ways to support families with travel costs to access support, appointments, and opportunities.   | A report based on findings provided for consideration     |                                      |                         | Existing resources   | Low income families           |
| <b>2.7 Improved digital inclusion amongst families in the most deprived areas.</b> | Implement the support to vulnerable families provided through the Connecting Scotland scheme.  | Number of families supported                              | Establish baseline                   | Establish baseline      | Scottish Government Connecting Scotland Fund                           | Low income families           |
|  | Identify and provide support to families with school pupils who require extra help with digital inclusion to enable any blended learning model to take place effectively.                        | Number of families supported                              | Establish baseline                   | Establish baseline      | Scottish Government Connecting Scotland Fund Pupil Equity Fund         | Low income families           |





| Change required   | Action to achieve change and who is responsible (Partner/Resource)   | Measure (2020/21)  | Baseline 2019/20                       | Q4 target                    | Resources allocated  | Target groups       |
|---|--|--|--|------------------------------|--|---------------------|
| <b>2.8 Reduce Food Poverty.</b>   | Re-establish delivery of Breakfast Clubs in schools when possible.<br>(SLC Education/Vol sector partners)  | Number of breakfast clubs operating in schools<br>Number of children benefiting from breakfast clubs | 88 (2019)<br>5883 (2019)               | No target for 2020/21<br>n/a | £0.175m for further expansion *2019/20 allocation  | Low income families |
| <b>2.9 Reduced costs of participation in Leisure and Culture experiences.</b> | South Lanarkshire Leisure and Culture will work with schools to maintain a targeted delivery approach of the Active Schools programme where possible throughout the COVID-19 recovery phase.<br>(SLLC)                             | Number of pupils participating   | 21,200 (48% of all pupils).<br>2018/19 | n/a                          | 18 FTE active schools co-ordinators (funded by Sports Scotland, Education Resources and SLLC) £789,528 | Low income families |
|   | Continue to offer the SLLC concession scheme through promotion and awareness raising.<br>(SLLC)  | Number of concessions  | 6,005<br>2018/19                       | n/a                          |  |                     |
| <b>2.10 Period Poverty.</b>   | Distribute free emergency sanitary products within toilets across a wide range of public/community buildings and facilities in all localities of South Lanarkshire.<br>(South Lanarkshire Council /Community Planning Partnership) | Number of distribution points for free emergency provision   | 169 locations                          | Maintain the baseline of 169 |  | Low income families |
|   | Establish distribution points for free packaged sanitary products in a wide range of community settings.<br>(South Lanarkshire Council/Community Planning Partnership)   | Number of distribution points for free emergency provision   | 55 Locations                           | Maintain the baseline of 55  |  | Low income families |

# Chapter 3

## Taking action to increase income from employment

### Why is this work important?

**Having access to sustainable, fair work is a long-term route out of poverty for many families.**

Having access to sustainable, fair work is a long-term route out of poverty for many families. Every Child, Every Chance (Scotland's national child poverty delivery plan) identified 'increasing income from employment' as one of the three main drivers that will reduce child poverty. Being in employment does not guarantee a route out of poverty, as over half of families living in poverty have at least one parent working. Parents need to be able to access high quality jobs with a decent rate of pay and with enough hours to meet their family's needs. Many parents are able to progress towards, into and within work with ease and with little support. However, some find that personal circumstances such as caring responsibilities, poor health and a lack of qualifications and work experience are barriers they find difficult to overcome.

For some families the financial impact of working is marginal, often families claiming benefit state that after childcare, work expenses, transport, debt, bills and general living costs that they are often better off on benefits compared to working. There is no one size fits all around tackling child poverty and there is varying degrees of challenge per household.

The latest data (2019) for South Lanarkshire suggest that over 9,000 children (before housing costs) and 16,000 children (after housing costs) are living in poverty. Child poverty rates are very low for children in families where two parents are in work, with at least one in full-time work. Families with a single earner, or with only part-time workers experience much higher poverty rates. Data shows that

23% of the population are in part-time employment, 6.3% of part time workers are looking for additional hours and 8.3% of households with dependent children have no parent in employment. In-work child poverty rates are closely linked to the number of adults in work in the family and their hours of work.

**16,000**  
children are living  
in poverty.

### Impact of COVID Pandemic

The local labour market prior to COVID-19 was relatively buoyant, however families who fall within the priority groupings, in particular lone parents struggle with childcare, debt issues and in general feel lack of support to enable them to move off benefits and take up employment that fits around their individual circumstances. There is increasing evidence that households with children, which were already at greater risk of poverty, have been particularly affected by the



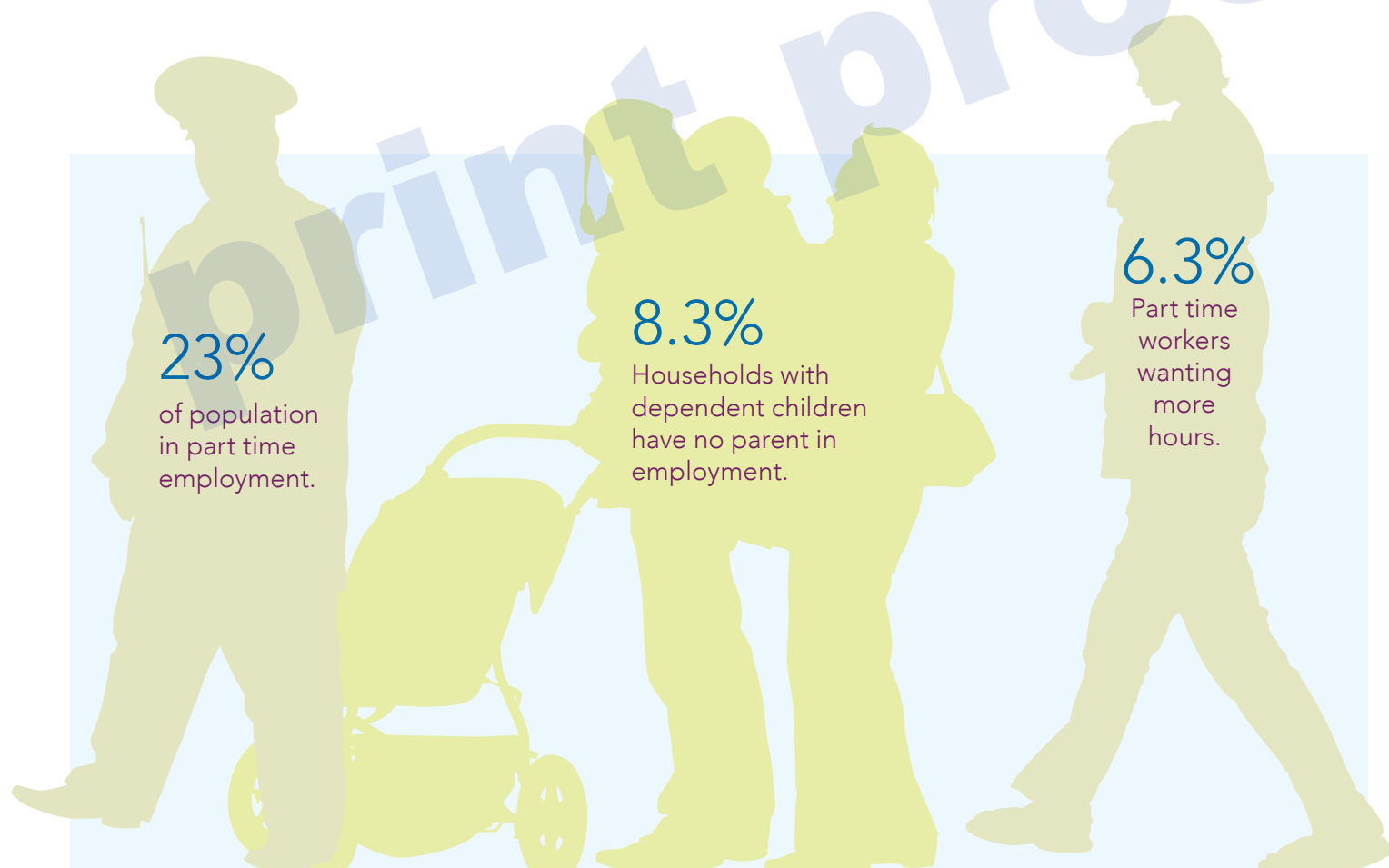


financial impact of COVID-19, and are being pulled deeper into poverty. It is increasingly important to ensure the connections between all three themes are aligned and integrating services to support those adversely impacted by COVID-19. The council's employability team have been working with the Money Matters Service to ensure that those who have lost their jobs are able to access support on benefit advice and entitlement, debt advice and wider financial inclusion services. As the local economy continues to suffer there will be a significant increased demand for employability services and wider services such as money advice for those who have lost their incomes in this unprecedented time.

IPPR Scotland analysis shows that since lockdown, nearly half of households with dependent children in Scotland find themselves in the two most serious categories of financial distress – 'in serious financial difficulty' or 'struggling to make ends meet.'. This is compared to 30 per cent of all households reporting the same levels of financial stress. If these estimates were applied to South Lanarkshire now (August 2020) this would mean, there are potentially around 14,000 households with dependent children currently experiencing serious financial distress due to the economic effects of COVID-19.

We need to ensure we reach out and have a positive impact on families experiencing poverty affecting their daily lives by delivering employability interventions that bring the obvious benefit of getting local people into the right work opportunities. Thereby enhancing access to education, mitigating health inequalities and the life chances of our citizens.

We know that children of working families will do better in terms of long-term education and employment chances, which provide a gateway out of poverty, increase self-esteem, build resilience and make a positive contribution to emotional wellbeing. Young People who experience periods of unemployment at an early age are more likely to experience unemployment in later life and the support provided to young people through effective career management skills, appropriate training and employability skills development can reduce youth unemployment, improve young people's life chances and increase incomes for young people and their families.



## Unemployment claimants

In South Lanarkshire, the increase in the number of unemployed claimants is recorded at 13,915 in August 20 (6.9% of the working age population), the highest level recorded for 27 years (since August 1993). The current rate of claimant unemployment amongst women (5%) is at the highest level recorded for almost 33 years and amongst men, the current claimant rate of 8.9% is the highest level recorded for almost 25 years.

The number of unemployed claimants in the most deprived 20% data zones now stands at 4,780 with a rate of 12%, the highest rate recorded since records began in 2013. This is almost twice the South Lanarkshire average (6.9%) and the Scottish average (6.5%).

## COVID-19 – Job Retention Scheme (CJRS)

The most recent data from the HMRC on COVID-19 Job Retention Scheme numbers suggests that there has been a further increase in furloughed employees in South Lanarkshire between July and August from 46,400 to 48,600. The latest CJRS figures suggest that just under a third of the eligible workforce are now furloughed, roughly in line with the Scottish average. South Lanarkshire now has the fourth highest number of furloughed employees in Scotland, with only Glasgow, Edinburgh and North Lanarkshire recording higher figures.

In the case of employment levels in South Lanarkshire, the latest figures from the HMRC for furloughed employees (48,600 at August 2020) would now suggest that the eventual high point will be somewhat above the modelled prediction of 44,000. From this increase it can be predicted that around 8,000 to 10,000 jobs will be lost over the 18 months. Based on the number of furloughed employees and a noted increase in the number of unemployed claimants recorded over the month to July 2020 it is potentially going to be at the higher end of the scale e.g. 10,000 or above.

## Self-Employment Income Support Scheme (SEISS)

South Lanarkshire continues to record the fourth highest level of claimants for the UK Government's (HMRC) Self-Employment Income Support Scheme out of the 32 council areas. The latest figures for the scheme (up to 31st July 2020) suggests that South Lanarkshire continues to rank fourth highest in Scotland, both for the financial value, and the number of claims. It should also be noted that the rate uptake of IS claims amongst the self-employed in South Lanarkshire now (August 2020) stands at 79%, the highest level recorded since the scheme was introduced (May 2020) and higher than either of the national averages (Scotland 76%/ UK 77%).



As with the UK government's furlough scheme, the fact that the latest statistics for the uptake of SEISS (31 July) suggest increasing levels of claims indicates that many people who are self-employed and small businesses remain dependent on financial support, and haven't fully recovered from the economic impacts of lockdown, even in cases where these businesses/ individuals have re-started their operations.

The fact that South Lanarkshire ranks fourth in terms of Self-Employed Income Support payments also re-emphasises the greater dependence that the South Lanarkshire economy has both on small business and the self-employed compared to the rest of Scotland, and the fact that many of these small businesses are operating in sectors predicted to be the worst affected by the economic lockdown.

The economic crisis has highlighted that digital access (infrastructure and skills) varies significantly across geographical areas and can be challenging in rural areas. This impacts across a range of areas including access to information and advice services, employment and training opportunities, health and wellbeing information, educational resources and social connectivity.

There are increased levels of debt, including rent arrears as families struggle with lower incomes. Before the pandemic, lower income households were more likely to report having no savings than those with higher incomes. Some of the initial actions taken by families during lockdown may create more longer lasting problems, e.g. borrowing from high cost lenders to purchase essentials, selling assets or borrowing from family.

The impact of COVID-19 on employment, has seen sectors such as hospitality, retail, travel and tourism, aviation, and manufacturing disproportionately affected. Notably all sectors have and will continue to contract in the coming months and years. The biggest challenge will be creating job opportunities in a loose labour market where supply will outstrip demand with increasing competition for jobs. Unemployment rates are expected to increase, and employment opportunities decrease, we also expect an increase in redundancies after the COVID-19 Job Retention Schemes comes to an end.

The Joseph Rowntree Foundation has recently published its analysis, indicating unemployment in South Lanarkshire is likely to rise to 12.6% (25,400). This would make it potentially the eighth worst in Scotland. Further analysis for current numbers of unemployed per local vacancy estimates there are 25.8 people for each local vacancy in South Lanarkshire (fourth worst in Scotland and 42nd worst across the UK).

The first year of local child poverty action reports demonstrated significant progress in understanding local need and development and implementation of focused actions. It is now more important than ever that this is built on and further enhanced. COVID-19 has brought inequality into sharp focus, highlighting the impact of low paid and insecure work.

# Where are we now?

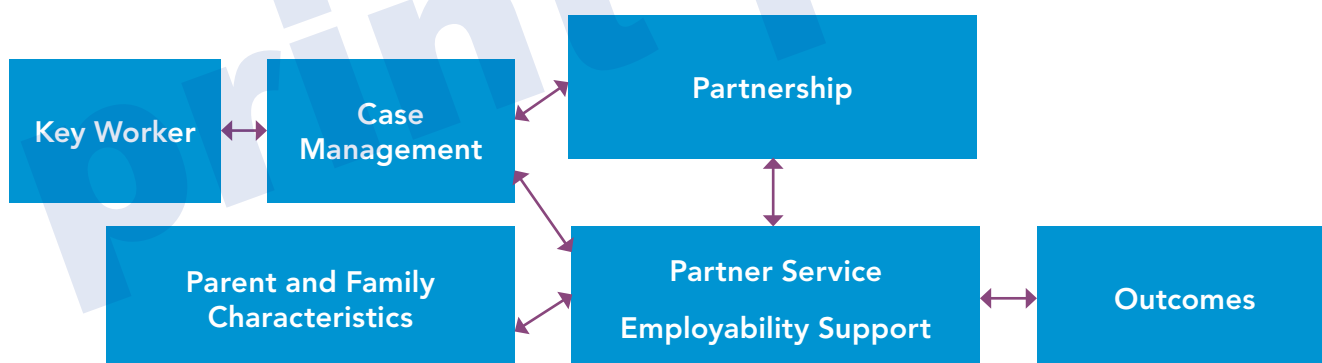
South Lanarkshire has made significant progress in the first year of our local plan to deliver sustainable employment for these families. Our focus has been on offering parents decent rates of pay, access to training, bespoke support, opportunities for progression, a flexible working environment and enough hours in work to provide a wage that meets basic family needs as a minimum. Our local action plan outlines a range of actions and measures to support fair work opportunities for families, delivered through our local employability services and the Parental Employment Support Programme. Our approach is based on the 'No One Left Behind' principles, working with partners to draw extensively on the lived experience of potential service users and identify practice that will deliver best possible outcomes. We have worked to build on existing services, enhancing what we know is already working and increasing the support for those facing poverty.

Partners support a range of activity to support young people in the senior phase of education up to age 19 to develop the skills and experiences and to progress to sustained positive destinations. This activity has a key role to play in increasing income from employment for young people and improve young people's life chances and increase income for young people and their families.

We have worked in partnership to enhance employment support for parents on low income and deliver a 'Working with Families' model that focuses on a personal approach to tackling inequality and poverty and tackles barriers to employment for parents who are in receipt of low income. The model will be fully rolled out in 2020/21 to support a holistic approach to tackling child poverty. Further work with schools will be further developed to ensure priority groups can benefit from the parental employment support programme.

We have put in place new protocols and systems to link in with housing, social work, money advice and health partners. The case management approach puts the family at the centre of support to ensure parents can enter sustainable employment and progress within the workplace. Last year we supported unemployed lone parents and families with children seeking employability to overcome their difficulties, build strengths and increase resilience to be able to fulfil their goals more effectively.

Figure 8: Service and community model



Over the last year we have supported 27 in-work lone parents in receipt of low pay to improve their skills and enhance their career opportunities through the Working with Families model. The parents are working towards qualifications and already five have successfully completed their in-work training programme.

Through the Opportunities For All Partnership, we have supported a range of youth employability activity in all our secondary schools and work together to identify young people most at risk of failing to move to a positive post-school destination. Education Resources' Aspire Service provide bespoke packages of support to the most vulnerable young people and have led on delivering an increase in the number of vocational learning opportunities for young people in the senior phase through the Foundation Apprenticeship and GradU8 programmes. A care experienced employability pilot saw four young people supported to employment with South Lanarkshire Council through a targeted, flexible approach.

The Employability Fund funded by Skills Development Scotland, had a total of 454 young people aged 16-24 starting over the last year, which was 69% of all starts. Also funded by Skills Development Scotland 1,844 young people aged 16-24 participated in a Modern Apprenticeship, which was 11.5% of all those in this age group who were in employment. The equivalent figure for Scotland was 8%. Skills Development Scotland advisors also provided a range of information, advice and guidance support for 11,312 school pupils through a mix of group and one-to-one sessions.

One of our key targets was to increase the number of employees being paid a living wage. To support this, we have produced a new booklet to promote fair work including the real living wage to employers. The council also co-hosted a Living Wage Big Breakfast event during Living Wage Week in November 2019, which was aimed at local employers. The Living Wage Accreditation Discount Scheme was launched in March 2019 and has continued, with 13 employers taking up the offer of the discount by April 2020 leading to 179 staff receiving a pay uplift thanks to the scheme.



The Employability Fund funded by Skills Development Scotland, had a total of **454 young people** aged 16-24 starting over the last year, which was **69%** of all starts.

**1,844** young people aged 16-24 participated in a Modern Apprenticeship.

The council's Business Development Support Enquiries now require applicants to confirm whether they pay a living wage. The Council has also added a requirement within the commissioning process for the Business Gateway to discuss and monitor the living wage with all businesses supported. As a result of this activity the number of accredited living wage employers across South Lanarkshire has grown by over a third compared to last year, from 67 employers in April 2019, up to 90 employers in April 2020. South Lanarkshire continues to rank as the 4th best authority in Scotland for the number of accredited Living Wage employers.

South Lanarkshire Council, NHS Lanarkshire and other partners have prioritised working with supported businesses who are living wage employers and provide employment for people with disabilities, or from disadvantaged circumstances e.g. 106 contracts awarded by the council in 2018-19, 83 suppliers were committed to pay the real Living Wage, and 24 were accredited Living Wage employers.

We have also noted some key improvements in employment targets over the last year, e.g. the income and employment gap between most and least deprived communities has narrowed between SIMD 2016 and SIMD 2020.

- The gap in income deprivation has declined from a 24.1% gap (2016) to 23.9% (2020)
- The gap between the most and least deprived data zones has closed from 20.1% (2016) to 16.8% (2020)

In addition, there has been a reduction in the gender pay gap for full time weekly earnings between men and women in South Lanarkshire Council, which is now £61.50, a 42% reduction on the £105.60 recorded in 2018. (Annual Survey of Hours and Earnings, 2019 residents analysis) Women in South Lanarkshire Council currently enjoy the fifth highest level of full time earnings (£556.50 per week) out of the 32 council areas, £29.20 per week above the Scottish weekly average (£527.30).





## South Lanarkshire case study

Bernadette is a 42 year old single parent from Blantyre with two children 14 and 20 and had suffered from anxiety issues finding it difficult to travel on her own outwith her local area. Initially she volunteered at the Haven project in Blantyre once her children started school, which provided her with the confidence to apply for employment. Her first opportunity at Calderglen Care Home in Blantyre was working with laundry and in the Kitchen for eight years. She enjoyed her job, but due to lack of permanent hours she decided to apply for a kitchen assistant post elsewhere. Bernadette began working at Victoria Care Home as a Kitchen Assistant, which she thoroughly enjoyed. The manager had observed Bernadette's excellent caring nature over a period of time and suggested she would be ideal for working as a personal carer. Initially Bernadette refused saying she couldn't do the paperwork side of it, however the care home manager said she could do the care role for three months on a trial basis. After a month in the caring assistant post it was clear that Bernadette was thriving, increasing her confidence and self-esteem. She impressed so much she was given the opportunity to progress to a permanent care assistant within the home.



Given the potential shown by Bernadette, she was referred to the Upskilling programme to further develop her skills and go through her SVQ Level 2 in Health and Social Care, a key requirement in gaining registration through the Scottish Social Services Council and remain working within the care sector. Bernadette was great on the job but had never done any post school qualifications. The thought of doing the SVQ and traveling to South Lanarkshire College raised Bernadette's anxiety levels and she was initially hesitant to complete the qualification.

The council's up-skilling team met with Bernadette putting her at ease with a clear explanation of what the course would entail. A workplace package of mentoring and support was put in place and a structured learning pathway in partnership with the college was planned to help her with her qualification. It was noted that Bernadette may have been suffering from Dyslexia, having demonstrated difficulties with reading, writing and spelling. The upskilling team arranged for a scribe to be put in place and for her to have one-to-one meetings with the college to enable her to achieve her qualification to the best of her ability.

The one-to-one bespoke support provided by the upskilling team and Bernadette's commitment has seen her successfully complete her qualification within a 6-month period. Completing the qualification has significantly made a difference to her health and wellbeing, her confidence is growing further, and her anxiety is better managed.

## South Lanarkshire case study

Her employer commented “Bernadette is so much more confident, she has flourished within the workplace and she is so grateful for all the support from upskilling and the college and is now looking to complete another qualification, (PDA in Dementia Skilled Practice) which will also help her to further enhance her career.” Bernadette commented “If you don’t try these opportunities in life you will never know. I am grateful I had this opportunity and it has now given me the confidence to go on and do more studying. I am now in the process of doing my PDA in Promoting Excellence in Dementia Skilled Practice, which will give me more knowledge of the service users I work with in the care home. I am now able to remain working within the care sector now that I have this qualification”.

Bernadette’s supervisor commented “Initially Bernadette was apprehensive going for the SVQ Level 2 in Health and Social Care because she felt she couldn’t cope with the paperwork and couldn’t do the qualification. This took a lot of persuasion, I told her to go for it and I would support her through the qualification. Bernadette is great on the floor and is a fabulous care assistant. Since gaining this qualification it has built up her confidence and she is a valued team member”.

Bernadette has moved on to a higher hourly rate of pay and has a permanent contract of employment and is now fully registered with SSSC. She is continuing to study and her confidence and progress is remarkable.

## Key areas of challenge for 2020/21

- There are key challenges around access to childcare provision, as many providers have lost income during the COVID-19 crisis. In the medium term a longer lasting fall in demand for childcare and an increase in costs relating to social distancing could seriously impact the financial stability of the sector going forward, resulting in childcare capacity challenges that may affect parents seeking childcare provision.
- There are labour market challenges meaning the creation of new Job opportunities will be difficult given the current economic decline, An increase in redundancies is expected and employers may be less likely to recruit given the uncertainty of how the economy will contract over the coming months/year.
- Delivering employability support will be an increasing challenge with the lack of face to face and interactive group work, proving difficult to help those further removed from the labour market who require more intensive support and interventions to facilitate their journey back into work. Digital connectivity will be essential to support those most in need and help those who are less digitally aware. There are key challenges ahead to ensure that parents have the appropriate access to technology and connectivity to be able to access employability services including IT support and training for those not digitally experienced.
- Necessity for home working where possible may limit the number of workplace placements that are available as part of the employability pipeline.



Table 3: Actions and measures: what will we do in 2020/21?

| Change required  | Action to achieve change and who is responsible (Partner/Resource)  | Measure (2020/21)   | Baseline 2019/20   | Q4 target   | Resources allocated   | Target groups       |
|--|---|---|--|---|---|---------------------|
| 3.1 Increased employment support for parents on low incomes. | Support unemployed parents access fair work opportunities addressing barriers to employment continuing to adopt a whole system approach to tackling inequality and poverty for parents who are in receipt of low incomes. | Number of parents engaged   | 108 Unemployed Females with dependent children – (of which 36 are lone parents)<br>99 Unemployed Males with dependent children – (of which 5 are lone parents) | Maintain baseline   | Scottish Government Employment Support Fund<br><br>Existing resources | Low income families |
|  |   | Number of parents gaining access to quality employment opportunities  | 27   | Maintain baseline   |   |                     |
|  | Support parents from deprived and rural areas to become registered childminders. (SLC in partnership with Scottish Childminders Association)  | Number of childminding business start-ups in lowest 15% SIMD areas and rural areas  | Establish baseline   | Establish baseline  | Scottish Government Employment Support Fund<br>Existing resources     | Low income families |
|  | Support and up-skill parents in low skilled/income jobs to enhance their career opportunities. (SLC and partners)   | Number of parents with increased skills<br>No. of parents reporting improved career opportunities<br>Number of parents with improved income | 27<br>Establish baseline<br>Establish baseline   | Maintain baseline<br>Establish baseline<br>Establish baseline | Scottish Government Employment Support Fund<br>Existing resources     | Low income families |

| Change required  | Action to achieve change and who is responsible (Partner/Resource)  | Measure (2020/21)  | Baseline 2019/20   | Q4 target  | Resources allocated   | Target groups   |
|--|---|--|--|--|---|---|
| 3.1 Increased employment support for parents on low incomes (continued). | Establish new digital blended learning support for those seeking employability support as a result of COVID-19 moving to new digital platforms of delivery.   | Number of parents engaging on-line/ digitally  | Establish baseline   | Establish baseline   | Scottish Government Employment Support Fund Existing resources                              | Low income families   |
|  | Raise awareness and work in partnership with schools and early learning providers to market parental employability support to engage with families/ parents who may benefit from employability support leading to employment. | Number of awareness sessions to schools and early learning providers<br>Number of referrals and engagements to Parental Employment Support Programme   | Establish baseline<br>Establish baseline                       | Establish baseline<br>Establish baseline                       | Scottish Government Employment Support Fund Existing resources                              | Low income families   |
|  | Provide an inclusive employability support programme within the Clyde Gateway corridor supporting families in the Rutherglen Project and Glenburgh Nursery into fair work opportunities.                                      | Number of parents supported into employment<br>Number of parents who have received health and wellbeing supports<br>Number of parents who have gained new skills which in turn will support future employment opportunities<br>Number of parents who have been supported to increase their income via benefits/employment<br>Number of parents supported with home life and housing issues | Establish baseline<br>Establish baseline<br>Establish baseline | Establish baseline<br>Establish baseline<br>Establish baseline | 50k total investment<br>35k from Clyde Gateway<br>7k from SLC HSCP<br>8k from SLC Education | Parents/young people in low income families in the Clyde Gateway area |
|  |   |  |  |  |   |   |
|  |   |  |  |  |   |   |



| Change required  | Action to achieve change and who is responsible (Partner/Resource)  | Measure (2020/21)  | Baseline 2019/20   | Q4 target   | Resources allocated               | Target groups                 |
|--|---|--|--|---|-----------------------------------|-------------------------------|
| <b>3.2 Reduced gap in positive destinations between young people from the most and least deprived areas.</b> | Continue to work to close the gap in outcomes for young people in the most deprived data zones and their peers in the least deprived data zones.<br>Youth Employability | Percentage reduction in the gap of positive destination outcomes for young people in the most deprived data zones and their peers in the least deprived data zones | 2017/18<br>Gap between South Lanarkshire, least and most deprived 20% = 4.6%<br>Gap between Scotland, least and most deprived 20% = 6.8% | Maintain 2018/19 level<br>Gap between South Lanarkshire, least and most deprived 20% = 4.9%<br>Gap between Scotland, least and most deprived 20% = 5.3% | Aspire VDW linked to each school  | Young people                  |
|  | Continue to ensure that the multi-agency tracking group supports care experienced young people with post school destinations.   | Percentage of positive destination outcomes for care experienced young people (linked to the national average)   | 2017/18<br>South Lanarkshire 90%<br>Scottish Average 80.43%  | Maintain 2018/19 level<br>South Lanarkshire 91.55%<br>Scottish Average 82.43%   | Existing resources                | Care experienced young people |
|  | The Youth Employability Service will deliver a new level four/five Foundation Apprenticeship programme in Construction.   | Number of young people completing the Foundation Apprenticeship  | Establish baseline   | 150 completers  | SDS funding – £229k per completer | Young people                  |
|  | Youth Employability will work with Skills Development Scotland and other partners to develop a locality approach to youth employability tracking and planning.          | Locality model in pace   |  |   | Existing resources                | Young people                  |

| Change required  | Action to achieve change and who is responsible (Partner/Resource)   | Measure (2020/21)  | Baseline 2019/20   | Q4 target   | Resources allocated     | Target groups       |
|--|--|--|--|---|-------------------------|---------------------|
| <b>3.3 Increased proportion of South Lanarkshire employees being paid the living wage.</b> | Broaden scope of Living Wage promotion activity to a Lanarkshire wide campaign. Target medium/large employers within low paying sectors. (Lanarkshire Living Wage Campaign group) –                      | Proportion of South Lanarkshire employees earning below the Living Wage<br>Number of Accredited Living Wage Employers, South Lanarkshire | 17.8% (2019)<br><br>90 (at 31st March 2019)  | Maintain 2020 level – 17.8%<br><br>Maintain 2020 level – 90   | Existing resources      | Low income families |
| <b>3.4 Increased proportion of South Lanarkshire employees being paid the living wage.</b> | NHS Lanarkshire and South Lanarkshire Council procurement policies will continue to incorporate, monitor and improve community benefits and fair work principles in procurement contracts and decisions. | Proportion of trade spend to Living Wage accredited suppliers  | NHS Lanarkshire 0.11% (£251,109) (2018/19)<br>SLC 78% of regulated contracts awarded to Real Living Wage employers (2018/19)<br>SLC 23% of regulated contracts awarded to Accredited Living Wage employers (2018/19) | Maintain 2019/20 level<br>NHS Lanarkshire 2.7%<br>SLC 90% Living Wage<br>SLC 2% Living Wage employers 2019/20 | From existing resources | Low income families |
|  |  | Proportion of trade spend to Lanarkshire based suppliers   | NHS Lanarkshire 23% (2018/19)<br>SLC 18% (2018/19)   | Maintain 2019/20 level<br>NHS Lanarkshire 24.8%<br>SLC 18%  |                         |                     |
|  |  | Proportion of trade spend to Supported Businesses  | NHS Lanarkshire 0.002% (2018/19)<br>SLC 0% (2018/19)   | Maintain 2019/20 level<br>NHS Lanarkshire 0.0035%<br>SLC 0%   |                         |                     |

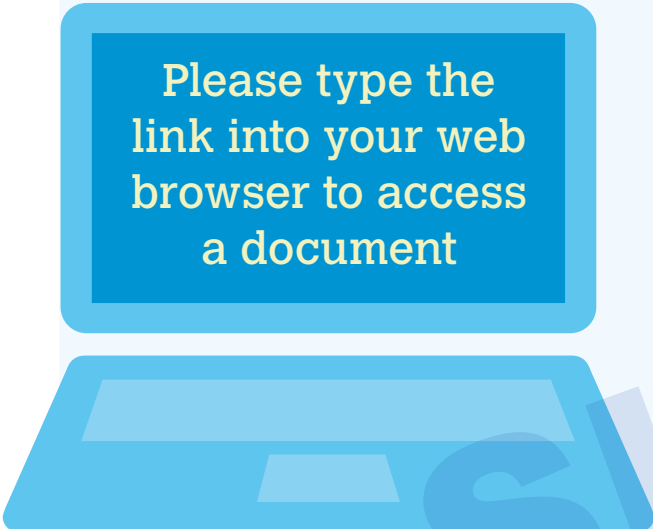




# 9 Appendices

## Appendix 1:

### Links to associated plans and policies



Please type the  
link into your web  
browser to access  
a document

**Child Poverty (Scotland) Act 2017**

<http://bit.ly/ChildPovertyAct2017>

**Scottish Government Child Poverty Delivery Plan 2018-22**

<http://bit.ly/ChildPovertyDeliveryPlan>

**Scottish Government Child Poverty Delivery Plan Guidance**

<http://bit.ly/ChildPovertyDeliveryGuidance>

**Fairer Scotland Action Plan**

[www2.gov.scot/fairerscotland](http://www2.gov.scot/fairerscotland)

**South Lanarkshire's Community Plan 2017-27**

[www.southlanarkshire.gov.uk/CommunityPlan2017-2027](http://www.southlanarkshire.gov.uk/CommunityPlan2017-2027)

**South Lanarkshire Children's Services Plan**

[www.southlanarkshire.gov.uk/childrens\\_services\\_plan](http://www.southlanarkshire.gov.uk/childrens_services_plan)

**South Lanarkshire Health and Social Care Commissioning Plan**

[www.southlanarkshire.gov.uk/slhscp/SLHSCP\\_Commissioning\\_Plan](http://www.southlanarkshire.gov.uk/slhscp/SLHSCP_Commissioning_Plan)

**South Lanarkshire's Economic Strategy**

[www.southlanarkshire.gov.uk/economic-strategy](http://www.southlanarkshire.gov.uk/economic-strategy)

**South Lanarkshire Local Housing Strategy**

[www.southlanarkshire.gov.uk/local\\_housing\\_strategy](http://www.southlanarkshire.gov.uk/local_housing_strategy)

## Appendix 2:

### Useful links

#### **Advice Line for Pregnant Women and Young Families**

Phone: 01698 453154 or 01698 453180

Email: [telephoneadvice@southlanarkshire.gov.uk](mailto:telephoneadvice@southlanarkshire.gov.uk)

Opening hours: Monday to Thursday 8.45am to 4.45pm;

Friday 8.45am to 4.15pm (outwith these times you can leave a message)

#### **Managing Your Money**

[www.southlanarkshire.gov.uk/managing\\_your\\_money](http://www.southlanarkshire.gov.uk/managing_your_money)

#### **Financial Inclusion within Maternity and Health Visiting Services**

[www.youtube.com/watch?v=bM7V9S3vKzs](http://www.youtube.com/watch?v=bM7V9S3vKzs)

#### **Best Start Grant and Best Start Foods**

[www.southlanarkshire.gov.uk/best\\_start](http://www.southlanarkshire.gov.uk/best_start)

#### **When Money is Tight Booklet**

[www.southlanarkshire.gov.uk/money-is-tight](http://www.southlanarkshire.gov.uk/money-is-tight)

#### **Citizen's Advice Scotland**

[www.cas.org.uk/](http://www.cas.org.uk/)

#### **Money Matters Advice Service**

Phone: 0303 123 1008

[www.southlanarkshire.gov.uk/mmms](http://www.southlanarkshire.gov.uk/mmms)

#### **Housing support and homelessness**

[www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk)

Local Housing Office – phone: 0303 123 1012

Out of hours – phone: 0800 24 20 24

If you would like to talk to us about the content of this report or be involved in helping us plan further actions, please contact the Community Engagement Team.

Phone: **0303 123 1017**

Email: [communities@southlanarkshire.gov.uk](mailto:communities@southlanarkshire.gov.uk)







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