

Social Recovery Taskforce
10 June 2021 at 15:00
Via Microsoft Teams

Agenda

1. Welcome, Introductions and Apologies
Chair
2. Minute of Previous Meeting
Chair
Attached
3. Matters Arising
Chair
4. Workstream Updates
Attached
5. Children's Neighbourhoods Scotland
Claire Bynner, Elaine Feeney and Sarah Weakley
Attached
6. Property Workstream Update
Ian Robertson
Presentation
7. The Agent for Change Working Model (Race)
Naomi Shoba
Presentation
8. A.O.B
9. Meeting Schedule:
05/08/2021, 14:00
02/09/2021, 14:00
07/10/2021. 14:00
04/11/2021, 14:00
02/12/2021, 14:00

OFFICIAL

MINUTES

Social Recovery Task Force

20th May 2021, at 14:00

via Microsoft Teams

Present: Councillor Jennifer Layden, Glasgow City Council (Chair); Councillor Richard Bell, Glasgow City Council; Bernadette Monaghan, Glasgow City Council, Community Empowerment Services; Shaw Anderson, Glasgow City Council, Community Empowerment Services; Des McNulty, Academic Advisory Group; John Dawson, GCC Chief Executive Department; Jatin Haria, BAME Representative; Dawn Fyfe, Glasgow Women's Voluntary Sector Network; Candy Walker, Glasgow's Advice Tressa Burke, Glasgow Disability Alliance; Kirsti Hay, Glasgow City Council, Violence Against Women; Anne Fehilly, Glasgow City Council, Violence Against Women; Lorraine Barrie, Glasgow Equality Forum; Jill Miller, Glasgow Life; Pete Seaman, Glasgow Centre for Population Health; Michael McNally, Glasgow City Council Glasgow Partnership for Economic Growth; Colin Birchenall; Glasgow City Council; Fiona Moss, NHSGGC; Robin Ashton, Glasgow Kelvin College; Marshall Poulton, Glasgow City Council, Neighbourhoods & Sustainability (Transport); Afton Hill, Glasgow City Council, Strategic Policy & Planning; Cormac Quinn, Glasgow City Council, Strategic Policy & Planning

In attendance:

Helen Hunter, Glasgow City Council, Community Empowerment Services

Apologies:

Councillor Ruairi Kelly, Glasgow City Council; Paul Buchanan, Glasgow Colleges Regional Board; Alan Benson, Glasgow Third Sector Interface;

1.Welcome, Introductions and Apologies

The Chair welcomed everyone to the meeting and apologies were given.

2.Minute of Previous Meeting

No amendments requested. The minute was approved.

3.Matters Arising

No matters were raised.

4. Workstream Updates

Updates were provided on each of the following workstreams:

- Mental Health
- BME Communities
- Disabled Communities
- Digital Glasgow
- Violence against Woman
- Volunteering
- Child Poverty
- Disabilities
- Young People and Transitions

The following workstreams were not covered due to the workstream leads not being in attendance. Will be covered at the next meeting:

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- Third Sector
- Food Provision

The Chair thanked everyone for the update and the ongoing work.

5. Digital Glasgow Strategy Attached

Colin Birchenall gave an overview on the three working groups established through the Digital Glasgow Board; Digital Inclusion and Participation; Open Data and Open Innovation and The Smart City. Members were asked to consider representation on the three groups.

The Chair thanked Colin for his update she suggested an email be circulated to the group to seek membership for the groups.

Agreed Action

- Email members of SRT to seek membership for Digital Glasgow Board working groups.

6. New GCC Equalities Outcomes

Afton Hill gave a presentation to the group to provide an overview on each of the 14 GCC Equality Outcomes. She gave detail on why each outcome was prioritized and how they will be delivered.

She added that plans were underway for further development and that input from this group would be of value.

Jill noted that in section on 10.3 it referred to Glasgow Life having a recently appointed a Diversity Officer. She advised that it was an Agent for Change that had been appointed and asked for the document to be updated. Afton agreed to update the document.

Agreed Action

- Afton to update section 10.3 within Equalities and Outcome document to reflect that Glasgow Life had appointed an Agent for Change and not a Diversity Officer.

7. Women's Workstream Update

Bernadette asked members of the group to consider the draft Terms of Reference and proposed membership for the new Women's Workstream. Dates for initial meeting still to be arranged.

Dawn added that the workstream was still at the early stages. Members have all been contacted and are keen to link in with other workstreams to ensure they are reflecting on what is happening elsewhere.

The Chair thanked Dawn and Bernadette for their work.

8. Social Recovery Taskforce – future arrangements to follow

The Chair advised members that the Taskforce was due to come to an end around June/July 2021. She asked members to consider the following proposals:

- SRT continues to meet until the end of the calendar year
- SRT to produce high-level guidance for a refreshed Community Action Plan (CAP)/based on workstream output
- Report outlining high-level priorities for CAP to be produced for the October meeting
- Ownership of the CAP to be with GCPP Strategic Partnership
- Publicising the work of the SRT

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- 8th July meeting be cancelled due to summer holidays

Members agreed with the proposals.

Des suggested the group consider inviting along the new Cabinet Secretary for Social Justice. The Chair agreed.

Agreed Action

- Cabinet Secretary for Social Justice to be invited to future meeting.
- Bernadette and Shaw to meet to discuss raising awareness of the work of the SRT
- Meetings to be scheduled for remainder of 2021

9. A.O.C.B

None.

10. Date of next meeting

10th June 2021.

GCPP STRATEGIC PARTNERSHIP

SOCIAL RECOVERY TASK FORCE


EXECUTIVE SUMMARY | JUNE 2021



GLASGOW COMMUNITY
PLANNING PARTNERSHIP



EXECUTIVE SUMMARY | SOCIAL RECOVERY TASK FORCE

STATUS	TASK FORCE LEAD BERNADETTE MONAGHAN	WORKSTREAM OVERVIEW	REPORT AUTHOR	WORKSTREAM KEY MESSAGE	 TEN Q										
	▶▶	Mental Health	Provide support to those in the city struggling with the impact of COVID-19	Fiona Moss	Presentations at NHS services by people in acute distress rising. GP’s reporting that they are seeing patients they have not seen in years who are now distressed by changes in circumstances. Concern for the next period.	0	10	0	0						
	▶▶	Technology and Digital	Provide assistance relating to sudden digital demands of the COVID landscape	Colin Birchenall	Numerous initiatives implemented throughout the past year, delivering devices & training, allowing schools and workplaces to continue to function. Establishing a working group to align the cities approach to digital inclusion.	1	9	0	0						
	▶	Third Sector	Evaluate, review and modernise the 3rd sector’s relationships with partners	Ian Bruce	The 3rd sector group has now met three times, most recent meetings on Community Empowerment and Funding. We await sponsorship/support to secure public partner input to reviewing these future topics.	0	10	0	0						
	▶▶	Black & Minority Ethnic Comm.	Challenge racism and make sure BME communities have access to necessary support	Jatin Haria	Socioeconomic status and other factors mean BME communities have been disproportionately affected by COVID. Now working with BME groups to develop new streams of work, with £250,000 in funding recently secured.	0	10	0	0						
	▶	Disabled Communities	Improve lives and reduce inequalities supercharged by the pandemic	Tressa Burke	Agreed priority themes for the workstream are around Access to Services and embedding Lived Experience in codesign. Areas will include: Participation, Anti Poverty, Health & Social Care, Social Isolation and Mental Health.	0	10	0	0						
	▶	Food Provision	Assist in the launch of the GCFP and help improve referral pathways for food	Louise MacKenzie	GCFP team reviewing response from online consultation prior to launch. Food pantries being opened across city, but currently constrained by availability. Working to improve referral pathways but increased partnership would help.	0	10	0	0						
	▶	Violence Against Women	Continue to reach out to at risk individuals, especially those isolated due to COVID	Kirsti Hay	Progressing a range of partnership initiatives. Planning for the potential increase in referrals when restrictions ease. Working to improve connections and pathways to services for those experiencing VAW.	0	10	0	0						
	▶	Volunteering	Review our shared Strategy for recovery/renewal in light of COVID-19	Jill Miller	An independent review of volunteering activity has been completed, and is now being discussed alongside partners. Aim to use the review to develop a whole system approach to policies, programmes, services in the city.	0	10	0	0						
	▶	Child Poverty	Minimise the impact of COVID-19 on efforts to combat child poverty	Fiona Moss	Early planning for furlough ending financial advice provision	0	10	0	0						
	▶	Young People / Transitions	Co-design and management of the SG funded Young Person’s Guarantee (YPG).	Mike McNally	GCC are co-ordinating the development and delivery of the Scottish Government’s Young Person’s Guarantee (YPG). A steering group from our Local Employability Partnership is guiding its development.	0	10	0	0						
▶	Property	Delivery of PAL strategy will enable the provision of better quality services.	Ian Robertson	The People Make Glasgow Communities programme will encourage the people who know, use and are passionate about their local resources to make them more relevant and accessible to everyone in the local community.	0	10	0	0							
KEY	SYMBOL	<div></div>	<div></div>	<div></div>	<div></div>	<div>▲</div>	<div>⏮</div>	<div>⏸</div>	<div>▶</div>	<div>▶▶</div>	ANSWERED	IN PROGRESS	NOT ANSWERED	N/A	KEY
	MEANING	ON-TRACK	ISSUES	BLOCKED	PLANNED	CLOSED	PENDING	PAUSED	STARTED	FAST					

FLASH REPORT | MENTAL HEALTH



LEAD: Fiona Moss

KEY MESSAGE

Presentations at NHS services by people in acute distress rising. GP's reporting that they are seeing patients they have not seen in years who are now distressed by changes in circumstances. Concern for the next period.

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STATUS – KEY MESSAGE



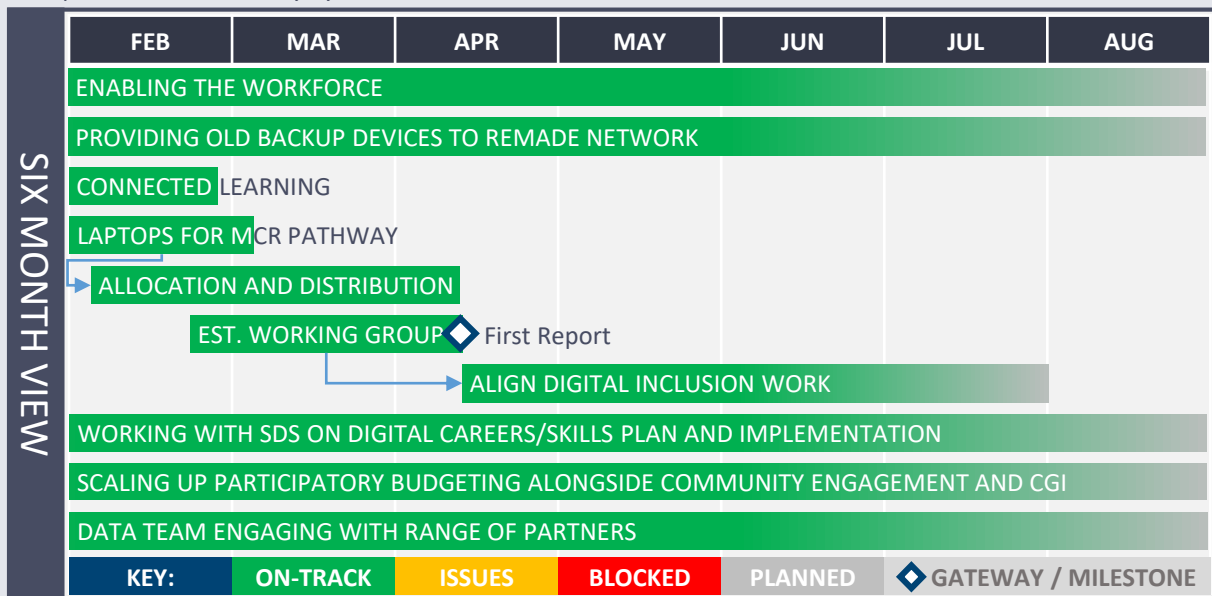
THE 10 QUESTIONS

1. Local Knowledge			2. Glasgow's Needs
3. Other Partnerships			4. Lockdown Experience
5. Best First Moves			6. Why Those Moves
7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

FLASH REPORT | TECHNOLOGY & DIGITAL



No Update Provided in May Cycle



LEAD: Colin Birchenall

KEY MESSAGE

A number of initiatives have been implemented throughout the past year, delivering devices and training, allowing schools and workplaces to continue to function. Now moving to establish a working group intended to align the approach to digital inclusion taken by partners in the city.

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STATUS – KEY MESSAGE

PAST 4-WEEKS

- Digital Inclusion working group established with representation from elected members and partners across public, third, and academic sector.
- All participants recognised the need and value of a more coordinated approach to target digital inclusion support to those in most need in the city

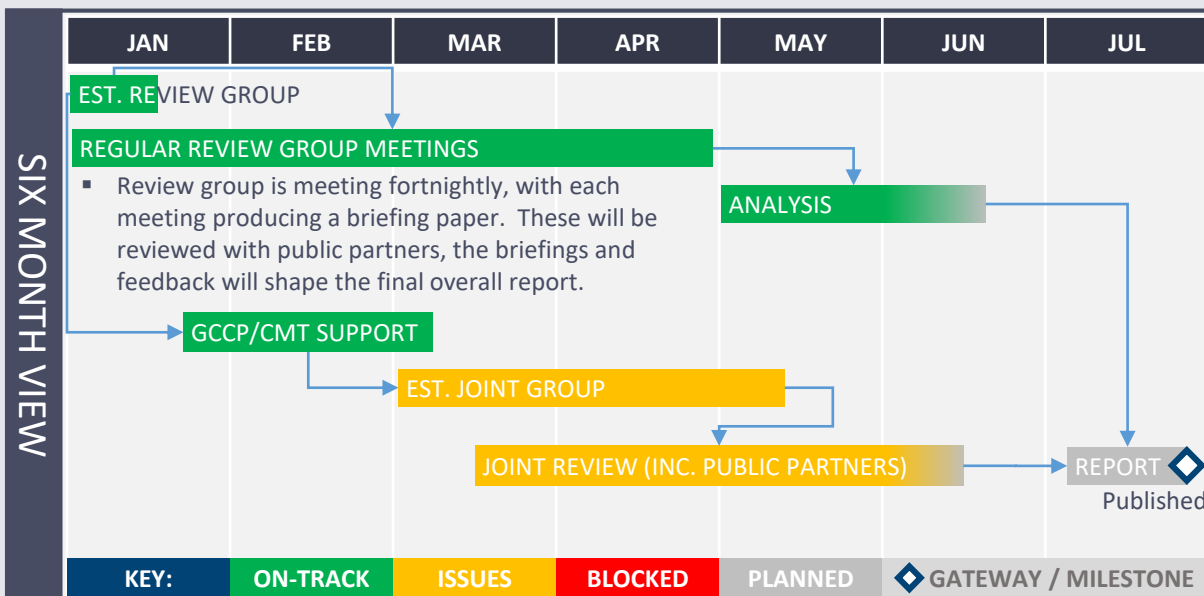
NEXT 4-WEEKS

- Engagement with participants of the Digital Inclusion working group to prioritise activities for closer collaboration.
- Further work required to scope the reporting for digital into SRTF will be required
- Kimberley Hose and the Data team continuing to assist key partners.

THE 10 QUESTIONS

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9. Improve Collaboration			10. Required Sys. Changes
1	9	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

FLASH REPORT | THIRD SECTOR



LEAD: Ian Bruce

KEY MESSAGE

Evaluating the 3rd sector relationships with partners, to shape discussion and review the Concordat, report due this summer. Review group is 3rd sector members, and resource is awaited for public sector partners to review the groups briefings, to shape the final report.

STATUS – KEY MESSAGE

PLAN

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BUDGET

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PAST 4-WEEKS

- All third sector only groups have now completed. Final report on this being produced for circulation, with a set of recommendations for implementation.
- Glasgow City Council has begun its internal process to look at priorities.

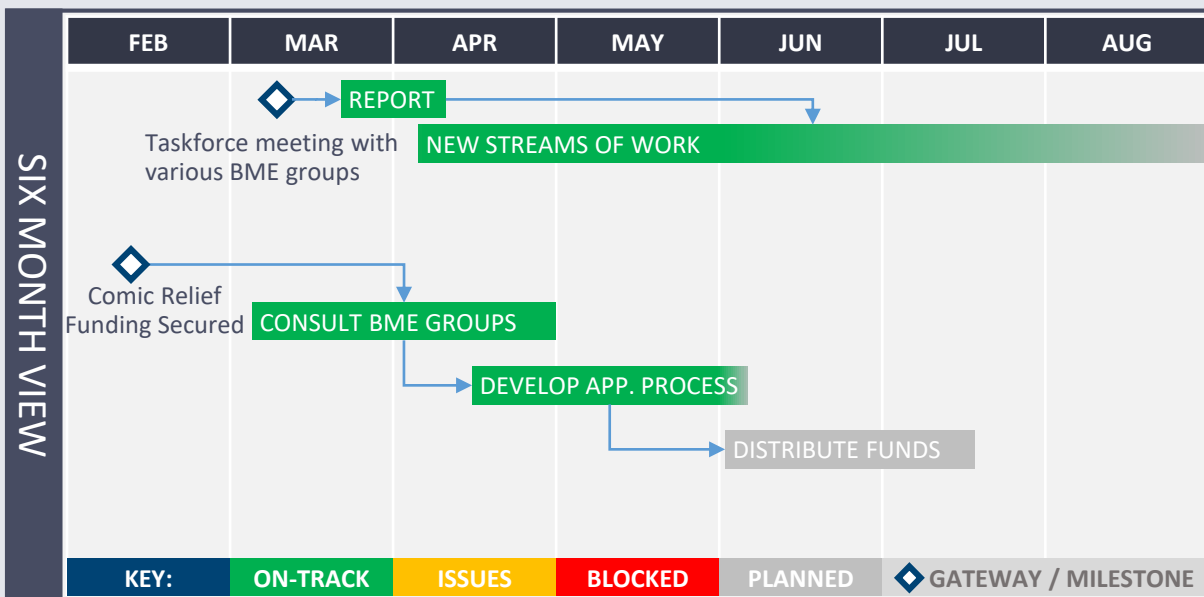
NEXT 4-WEEKS

- Intend to confirm sponsorship and support for public sector managers joining the review process (Establish Joint Group).
- Anticipate third and public sector colleagues coming together from June onwards

THE 10 QUESTIONS

1. Local Knowledge			2. Glasgow's Needs
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9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

FLASH REPORT | BME COMMUNITIES



LEAD: Bailie A. Christie

KEY MESSAGE

Socioeconomic status and other factors mean BME communities have been disproportionately affected by COVID. Now working with BME groups to develop new streams of work, with £250,000 in funding recently secured. Would be valuable to discuss how other workstreams are embedding racial equality issues in their work.

STATUS – KEY MESSAGE

PLAN

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BUDGET

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RESOURCE

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PAST 4-WEEKS

- £250,000 awarded to CRER by Comic Relief to fund BME groups on COVID recovery issues - £150,000 of which will be spent in the Greater Glasgow area.
- Consulted with BME groups in the city regarding allocation of Comic Relief funds.
- Reviewed the detailed information given by the 15+ BME groups who took part in the March 2nd meeting to identify issues and priorities.

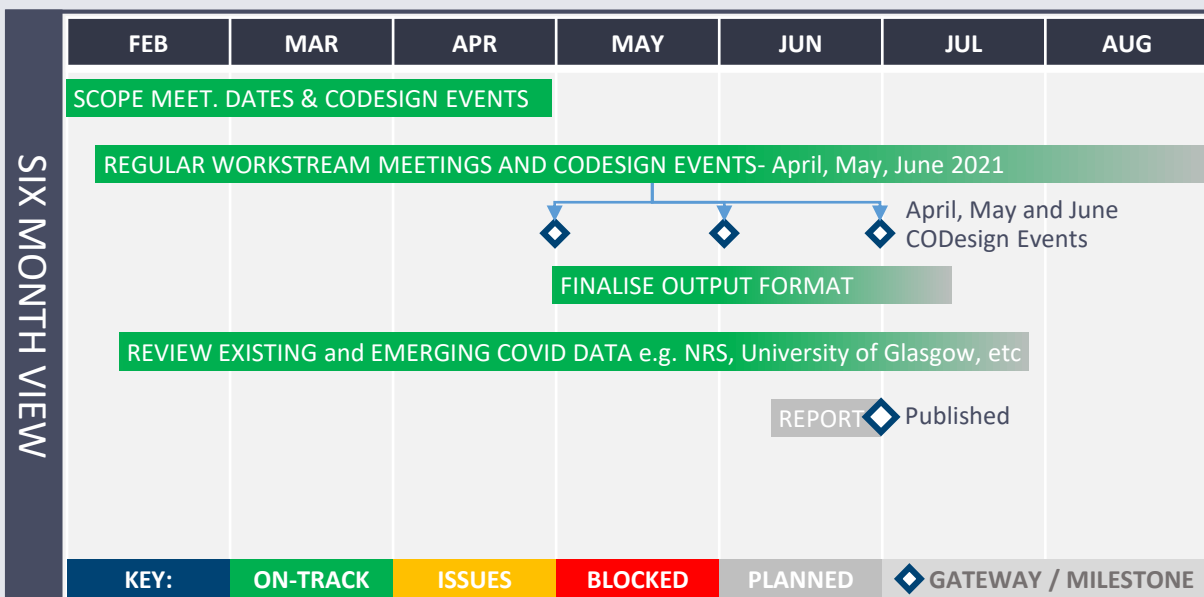
NEXT 4-WEEKS

- 80+ responses received for CRER's Comic Relief funding survey - will add information from this to input gathered at last meeting to get a better picture of activity, needs and priorities in the City.
- CRER Comic Relief funding application process being finalized, with the applications due to go live mid-May
- Next meeting of BME Task Force 1st June 2021 - intending to look in detail at BME Children/YP Mental Health Issues, and also at Child Poverty in the city.

THE 10 QUESTIONS

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5. Best First Moves			6. Why Those Moves
7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

FLASH REPORT | DISABLED COMMUNITIES



LEAD: Tressa Burke

KEY MESSAGE

Jointly chaired by Tressa Burke and Councillor Layden. Agreed priority themes are around Access to Services and embedding Lived Experience in codesign. Areas will include: Participation, Anti Poverty, Health & Social Care, Social Isolation & Mental Health. Outputs Reports will review evidence, appraise what has worked and will set targets for improvement.

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RESOURCE

AMBER

STATUS – KEY MESSAGE

PAST 4-WEEKS

- Glasgow DPO Network planning meeting 8th April
- Planning meetings with GCC Officers/ Secretariat
- CoDesign Event #1: Participation held Thursday 22nd April- attend by 50+ invited officers, disabled people led orgs, their members and elected members, chaired by Fiona Garven CEO, SCDC.
- Debrief with secretariat and CoChair on Friday 30th April
- Analysis of recommendations underway

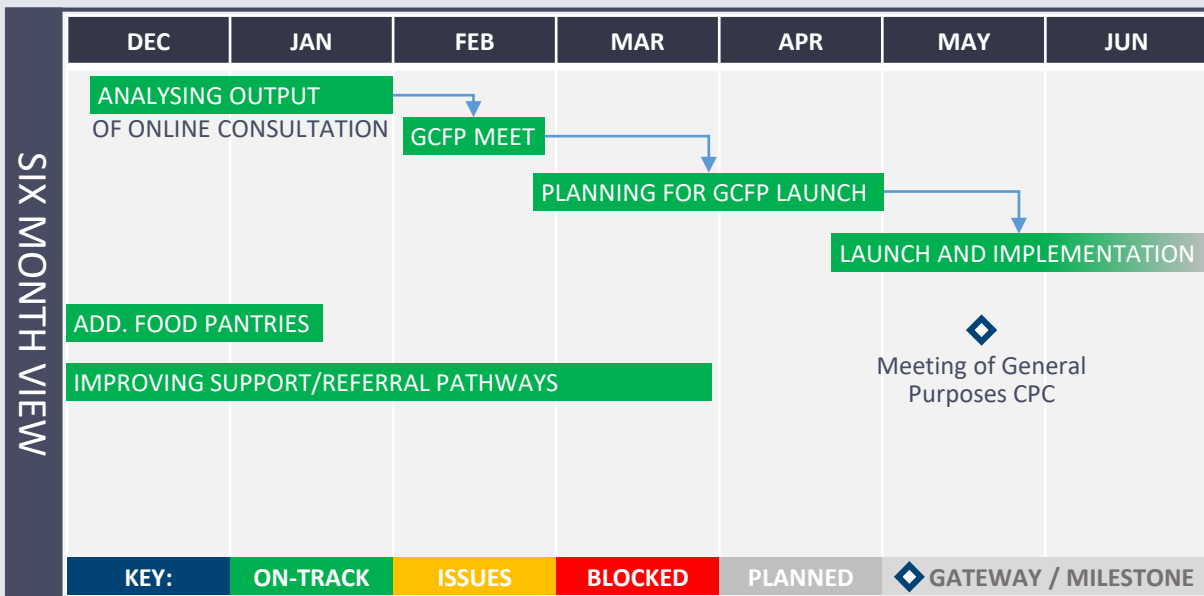
NEXT 4-WEEKS

- Planning May CoDesign Event #2 on theme of Poverty and Work:
- Planning meetings to agree invites with secretariat and DPO Network and create Event Brite invitations
 - CoDesign Event #2 planned reviewing evidence; exploring 'What Works' to tackle poverty and employment gap/barriers for disabled people; event will codesign recommendations, targets and actions which are practical and measureable
 - Event date: Wed 26th May, chaired by Dr Jim McCormick, CEO The Robertson Trust
 - Early planning for CoDesign #3 H&SC June

THE 10 QUESTIONS

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9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

FLASH REPORT | FOOD PROVISION



LEAD: Louise MacKenzie

KEY MESSAGE

The GCFP team is now reviewing the response from online consultation in preparation for launch. Additional food pantries are being opened across the city, but are currently being constrained by food availability. Working with GCVS to improve referral pathways but would benefit from increased partnership in this area.

STATUS – KEY MESSAGE

PLAN

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BUDGET

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RESOURCE

AMBER

PAST 4-WEEKS

- Meeting of the Glasgow City Food Plan team to discuss the findings of the online consultation and to prepare for the launch of the initiative in Spring.
- Continuing to work alongside GCVS on improving support offered to those experiencing food poverty, and increasing accessibility via more effective referral pathways

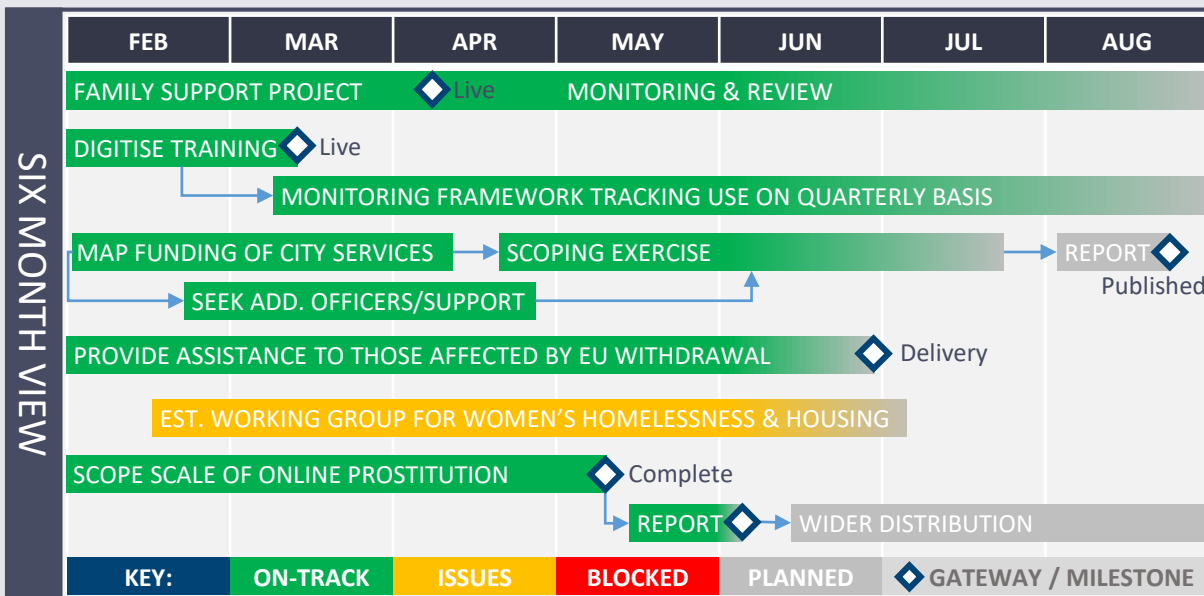
NEXT 4-WEEKS

- Glasgow City Food Plan approved 11/5. Planning underway for launch and promotion.
- Glasgow Food Policy Partnership development session planned.
- Update on food pantries and further development of food growing to be discussed by General Purposes CPC in May.

THE 10 QUESTIONS

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7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

FLASH REPORT | VIOLENCE AGAINST WOMEN



LEAD: Kirsti Hay

KEY MESSAGE

Progressing a range of partnership initiatives. Planning for the potential increase in referrals when restrictions ease. Working to improve connections and pathways to services for those experiencing VAW.

PLAN

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BUDGET

AMBER

RESOURCE

AMBER

STATUS – KEY MESSAGE

PAST 4-WEEKS

- Appointment of MARAC Coordination Team
- Translated information developed for women from EU communities with JRS & SWRC
- Family Support Project now live and reporting schedule commenced
- Highlighted need for discretionary funding and refuge accommodation in light of public health restrictions. Working group commenced
- Scoping exercise begun to consider current framework of funding for 3rd sector VAW Services. Report August 21.

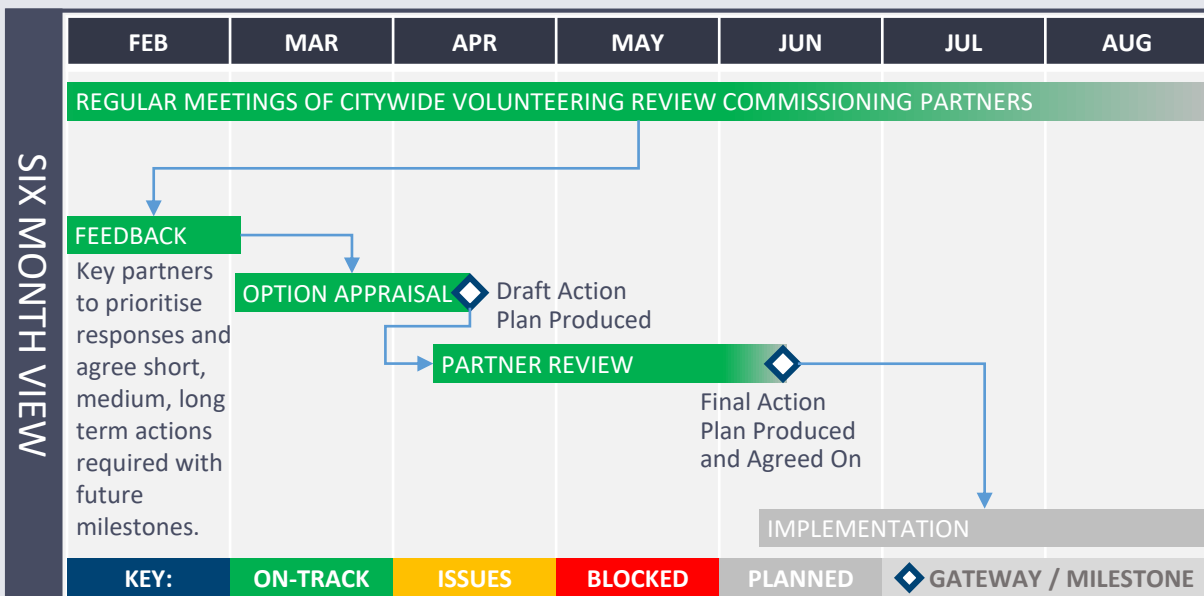
NEXT 4-WEEKS

- Circulate training offer for public and voluntary sector in relation to EU withdrawal, providing information on immigration status pre/post June.
- Develop and plan induction of MARAC Coordination Team. Agree management of transition with Police Scotland
- Present Impact Assessment brief to GVAWP for approval
- Complete 10 questions for SRTF

THE 10 QUESTIONS

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0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

FLASH REPORT | VOLUNTEERING



LEAD: Jill Miller

KEY MESSAGE

An independent review of volunteering has been completed, along with a governance and structural options appraisal. Aim to use the review to develop a whole system approach to policies, programmes, services in the city.

PLAN

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BUDGET

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RESOURCE

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STATUS – KEY MESSAGE

PAST 4-WEEKS

- Key partners met on 19th and 29th April to continue discussions on independent review recommendations.
- Three lead organisations joined in a collaborative approach to options appraisal for future governance of city's Volunteering Strategy. Characteristics and options appraised, with preferred options highlighted for further investigation.

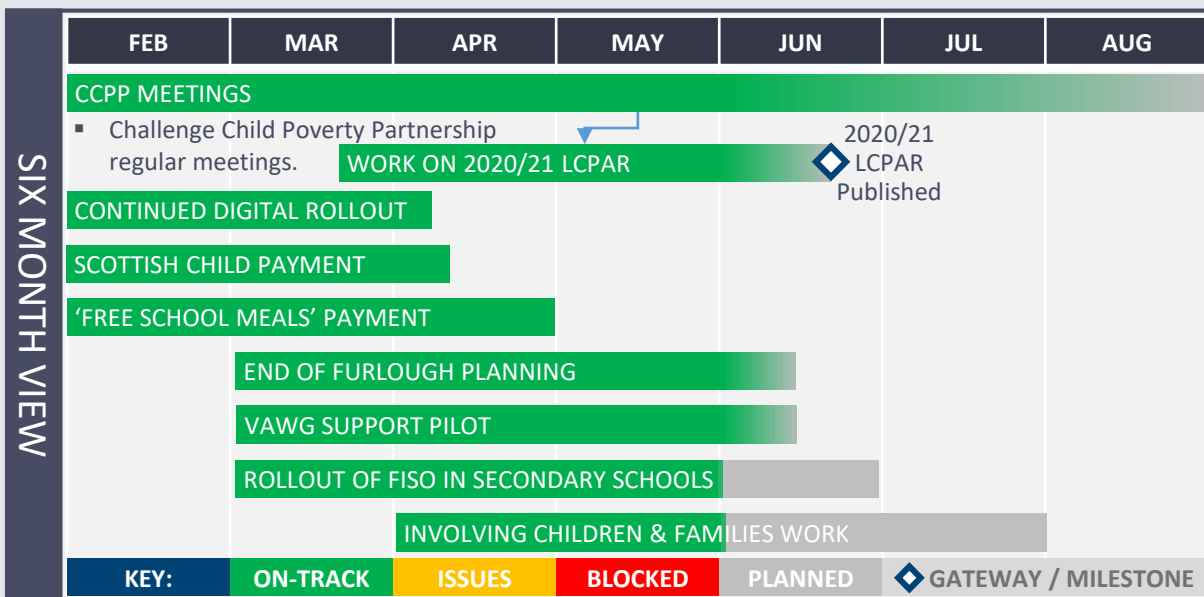
NEXT 4-WEEKS

- Three lead organisations independently discussing preferred options of proposed models and characteristics with boards.
- Further development of preferred options underway.
- Group meeting 25th May to continue conversations on options appraisal along with other review recommendations.

THE 10 QUESTIONS

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9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

FLASH REPORT | CHILD POVERTY



LEAD: Fiona Moss

KEY MESSAGE

Early planning for furlough ending financial advice provision

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STATUS – KEY MESSAGE

4-WEEK VIEW

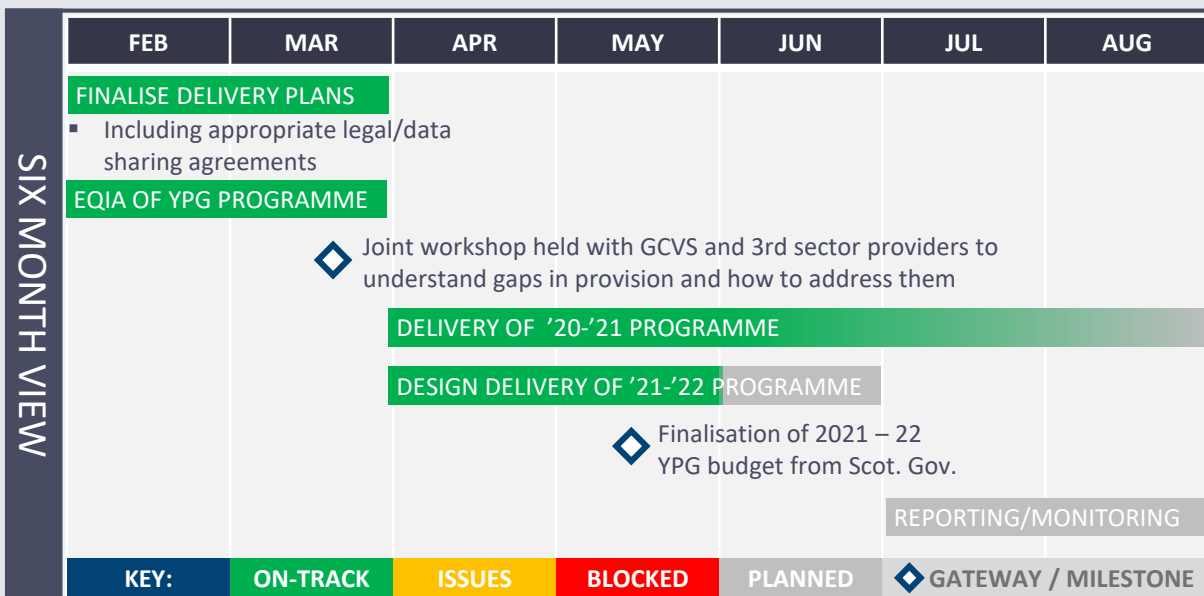
PAST 4-WEEKS
<ul style="list-style-type: none"> Prep ongoing for 2020/21 LCPAR due for publication this year – aiming for summer Digital rollout has continued for children & families, and SCVO allocations. Follow-up planning session of Challenge Child Poverty Group held and key programmes for development – pathways for financial advice and peer support Glasgow Food Plan finalised with support from CCPP - food security and well-being families pilot commencing in 3 neighbourhoods

NEXT 4-WEEKS
<ul style="list-style-type: none"> Commencing roll-out of Financial Advice in further secondary schools Involving families project with Get Heard Scotland and Children's Neighbourhood Scotland – data collection commenced with parents from priority families Work to link strategies and plans related to children & families including C&S, CLD, Com. PI & CMH&WB Launch of the Worrying About Money leaflet aimed at ensuring accurate information & advice on supports available when experiencing financial difficulty

THE 10 QUESTIONS

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ANSWERED	IN PROGRESS	NOT ANS.	N/A

FLASH REPORT | YOUNG PEOPLE / TRANSITIONS



LEAD: Mike McNally

KEY MESSAGE

GCC are co-ordinating the development and delivery of the Scot Gov Young Person's Guarantee (YPG). A steering group from our Local Employability Partnership is guiding its development. The YPG will offer all young people (16-24) the opportunity to continue in education, training, access volunteering or a job.

STATUS – KEY MESSAGE

PLAN

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BUDGET

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PAST 4-WEEKS

- YPG delivery of activity has commenced
- YPG Operational Group has met to update project partners on activity and understand opportunities for collaboration
- Workshop session with LAs from across the Glasgow City Region to understand what other authorities are delivering

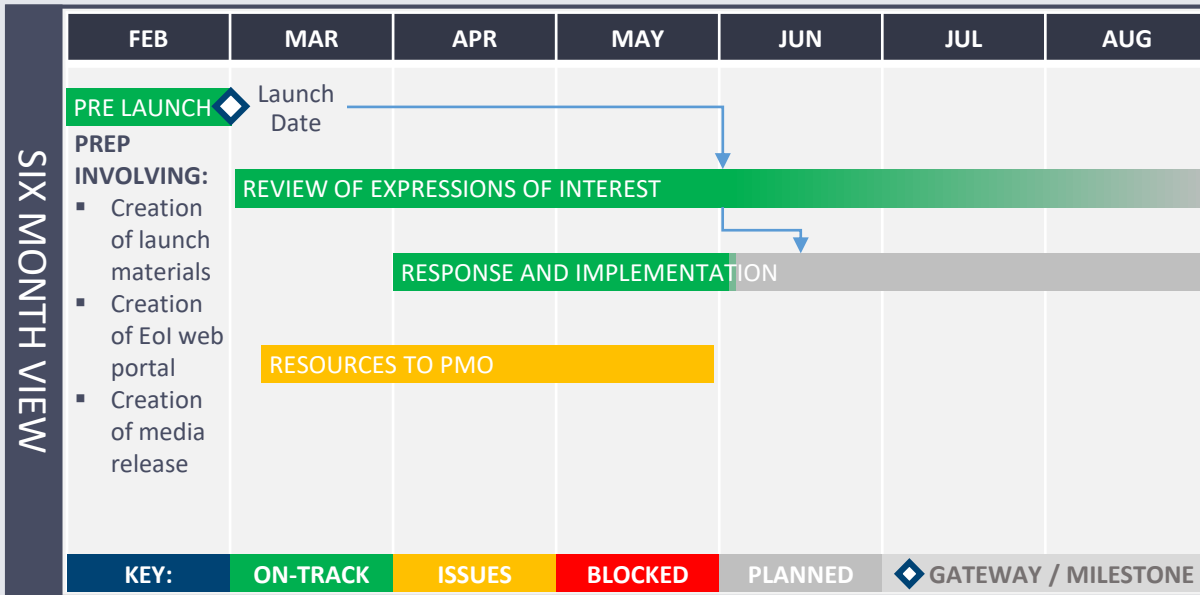
NEXT 4-WEEKS

- YPG Steering Group continuing to design and plan for '21-'22 programme. Session planned with college Vice-Principles re. curriculum development
- Looking forward - finalisation of 2021 – '22 YPG budget from Scot. Gov likely by May.

THE 10 QUESTIONS

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0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

FLASH REPORT | PROPERTY (PMGC)



LEAD: Ian Robertson

KEY MESSAGE

The People Make Glasgow Communities programme will encourage the people who know, use and are passionate about their local resources to make them more relevant and accessible, removing the previous binary choice of having a fully transferred asset or a council owned asset.

STATUS – KEY MESSAGE

PLAN

GREEN

BUDGET

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RESOURCE

AMBER

PAST 4-WEEKS

- Identify and allocate resources (people). This has not gone as quickly as desired, however progress was made
- Over 230 (Eols) have been received via the online portal by interested individuals or organisations
- Initial responses to Eol's have been issued.
- Engagement with Glasgow Life and other parts of GCC over Eol's.
- Initial analysis of Eol's ongoing

NEXT 4-WEEKS

- The focus for the next 4-weeks needs to be on the allocation of resources to the PMO who will manage the programme.
- Continue to respond to Eol's
- Continue the analysis of each proposal including engagement with those who currently manage or deliver services from the assets.
- Information gathering in relation to individual Eol's
- Engagement with interested parties

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0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

1. **LOCAL KNOWLEDGE:** How can local knowledge and experience be communicated to policy makers at national level in ways that genuinely inform and improve decision making?
2. **GLASGOW'S NEEDS:** How can the Council and its partners better evidence the complex, multiple nature of needs that services in the city of Glasgow are responding to, and more effectively make the case for increased resources and/or support to the city from the Scottish and UK governments that takes account of the higher level of need?
3. **OTHER PARTNERSHIPS:** What robust (i.e. non-anecdotal) evidence do we have about local partnerships that have worked well, enabling voluntary sector, Council and other partners to respond quickly and effectively to the challenges posed by the pandemic? Conversely, what evidence do we have about things that have not worked so well? Evidence in this context might take the form of short case studies, especially if they highlight the complexity of need, challenges and opportunities within partnership working and show what can be done when the right conditions are created or illustrate some of the barriers to effectiveness.
4. **LOCKDOWN EXPERIENCE:** What worked well during the lockdown period and its aftermath in identifying and addressing need? Are the mechanisms involved in the initial emergency response e.g. methods of funding or ways of collaborative working, being adopted or modified in the light of experience? How are partner organisations and the Council learning from experience?
5. **BEST FIRST MOVES:** Given that we face a combined health and jobs crisis, what are the (small number) of best first moves that the partners (not just the Council) should be taking?
6. **WHY THOSE MOVES:** Given limited resource and competing priorities, why are these (the recommended best first moves) the most appropriate steps to take now?
7. **MEASURING SUCCESS:** How would your work stream define and measure success? What evidence is there (or will there be by next July) that the steps recommended and taken will be (or have been) the most impactful and that other options would have (had) less impact?
8. **CITY PRIORITIES:** How would success measures relate to the city's priorities? What evidence is there (or will there be by next July) that steps being taken now or proposed by the social recovery partners will contribute towards key shared objectives including addressing poverty, making progress on equalities, tackling climate change and delivering inclusive growth?
9. **IMPROVE COLLABORATION:** Are there other actions proposed or that should be considered that would help improve collaboration between the social recovery partners and/or lead to enhanced future community engagement?
10. **REQUIRED SYSTEM CHANGES:** Are system changes required in the relationship between the Council and voluntary sector partners to reduce duplication and lead to greater transparency in determining how resources should be distributed between place, interest and identity priorities? The working groups are asked to consider a range of options including the possibility of moving to a commissioning system for service delivery rather than the bidding and scoring system used for the Communities.

REPORTING SCHEDULE | SOCIAL RECOVERY TASK FORCE

January						
Mo	Tu	We	Th	Fr	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February						
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SRTF	REPORT DUE	PRE-AGENDA PAPERS DUE	SP
SRTF	PAPERS ISSUED	PRE-AGENDA MEETING	SP
SRTF	MEETING	GCPP SP MEET	SP

EG	PAPERS DUE
EG	PAPERS ISSUED
EG	GCPP EG MEET



**Children's
Neighbourhoods
Scotland**

**Glasgow City Council
Social Recovery Taskforce Briefing:
Research on local responses and
the experience of refugee, asylum
seeking and Roma families during the
COVID-19 pandemic
June 2021**

Children's Neighbourhoods Scotland

CNS Briefing to Glasgow City Council Social Recovery Taskforce

June 2021

About CNS and our model of working

Children's Neighbourhoods Scotland (CNS) is a place-based programme working to improve outcomes for all children and young people in neighbourhoods with high levels of poverty. In partnership with children and young people, their families, and local public, private and third sector organisations, CNS is supporting efforts to reduce poverty and increase participation and capacity within communities. CNS is focused on strengthening the voices and promoting the priorities of children and young people and supporting partnerships and collaboration between organisations and services.

Place-based approaches have the potential to mitigate the effects of structural inequalities and improve outcomes for individuals and families living in areas of disadvantage.¹ CNS recognises that the effects of poverty are often geographically concentrated: with some areas experiencing higher levels of socioeconomic deprivation than others, and people's life chances being shaped by where they live. CNS adopts a holistic, community-led, context-informed approach, driven by the views and involvement of local people and professionals.

A total of six CNS sites have now been established. CNS is working in the urban communities of Bridgeton and Dalmarnock, Castlemilk and Drumchapel in Glasgow city, Radnor Park in Clydebank in West Dunbartonshire, and the rural community of Rigside and the small town of Lanark in South Lanarkshire. The first CNS site in Bridgeton and Dalmarnock was officially launched in March 2018. Our second site in Clydebank commenced in September 2019, and in October 2020, the CNS sites in Castlemilk, Drumchapel, Rigside and Lanark were established.

CNS activity in each neighbourhood focuses on promoting the priorities of children and young people; and supporting partnerships and collaboration between organisations. Priorities for action are distinctive to each area, responsive to existing local activity and demographics, and focused on developing context specific responses and local solutions. This work is led by a CNS Local Coordinator, who is based in the neighbourhood and is the visible presence of the programme locally. In alignment with the [Community Learning and Development Standards Council Competences Framework](#), CNS Local Coordinators bring a range of attributes and skills to the role. CNS also has an embedded research and evaluation team.

CNS continues to be supported by the Scottish Government's Tackling Child Poverty Delivery Plan; [Every Child, Every Chance: tackling child poverty delivery plan 2018-2022](#) through the Helping Families in Other Ways range of actions, and a number of funders from the public and private sector. These include Baillie Gifford, Glasgow City Health and Social Care Partnership and Glasgow City Council, West Dunbartonshire Council and South Lanarkshire Council.

For more information about the CNS model of working and our programme progress in the last year please see the [CNS Annual Report 2020/2021](#).

¹ McBride, M. (2018). *Place-based approaches to support children and young people*. Glasgow: Children's Neighbourhoods Scotland.

COVID-19 Research: Key Findings

The COVID-19 pandemic has brought into sharp focus the inequalities affecting children and families in Glasgow's high poverty neighbourhoods, and how these have been heightened by the crisis. Children's Neighbourhoods Scotland (CNS) conducted new research on the perspectives of service providers in the third sector and public sector in Scotland, including frontline professionals working in local neighbourhoods and managers working at a strategic level. The findings provide insights into the impacts of COVID-19 on children and families and how services have collaborated across sectors to respond to the urgent needs of communities and families during the pandemic. You can find the [full report on our research in Glasgow](#) on our website.

Our research with service professionals in Glasgow between April and June 2020 spoke to three distinct themes: family wellbeing, local service responses and collaboration.

Family Wellbeing²:

- The financial, social and emotional impacts of lockdown, school closures and disruption to services are now well known; with the negative short and longer-term impacts of this crisis disproportionately impacting families and children and communities that were already struggling with high levels of poverty and inequality.
- In addition, the crisis exposed the 'financial fragility' of a new cohort of families who had been previously 'coping and even thriving' but were now only 'just coping'. Many of these individuals and families struggled to navigate the welfare system and had little, if any, previous experience of receiving direct support from public services.³ Identifying these financially fragile families, the type of support they will need and for how long was highlighted by interviewees as a key issue.
- Related to the increasing stress on families from economic insecurity and lockdown were concerns about planning for future mental health and wellbeing. A few interviewees suggested that community-based mental health services could reduce the pressure on statutory services and have a role in preventing more serious health issues from developing. COPE Scotland was given as an example of an excellent community-based project supporting good mental health.
- As government restrictions ease, service managers believed there will be a challenge ahead in re-connecting children and families back into services and into their social networks. *'You're going to get families that are just going to self-isolate and go into themselves'*.
- At the same time, service providers across the sectors recognised that COVID-19 recovery provides a unique opportunity to increase the agency, resilience and decision-making skills of children and young people. In the education sector this could be an opportunity to *'rethink the purpose of education'* and develop a broader vision and understanding of what it means for children and young people to grow up to be resilient adults.

Local Service Responses

During the pandemic, third sector organisations were often the 'primary engagers' who provided support to children and families, often extending their service provision to other family members and

² For the full briefing on family wellbeing, local service responses and collaboration see the CNS website: <https://childrensneighbourhoods.scot/home/covid-19/>.

³ Note that public services in this context refers to third and public sector services delivered at a local level by professionals across sectors described here as front-line professionals, workers or staff.

other areas of the city. At the frontline they provided essential services and were quick and agile in their response to the crisis, including in food provision, fuel poverty and practical support, and keeping connected with families.

- The *'turn to the third sector'* in response to the pandemic was described by one third sector manager as *'remarkable'*. Another concluded that *'community-focused asset-based approaches'*⁴ had proven to be the most effective response to this type of crisis:
 - *"We talk a lot about the value of asset-based approaches and community work, but actually these have really shone out as being the fastest and best response possible during this time. There's something here public policy wise [...] about the value of community"* (John, third sector, Glasgow City).
- Stable grant funding was a fundamental enabler of the COVID-19 third sector response. Learning from the faster grant funding process adopted under the COVID-19 emergency response could be used to inform the development of a more flexible long-term approach to third sector funding.
- Interviewees suggested that while the practical support the third sector organisations were able to provide for families had been excellent, there were limits to its capacity to respond to increasing demand and more complex needs, especially around mental health. There is strong evidence that the COVID-19 pandemic will have a significant impact on mental health over the longer-term. One third sector interviewee reflected that while there was *'a willingness to help'* professional expertise was also needed: *'We're not experts in mental health issues'*.

Collaboration

- Many third sector workers recognised the historic significance of the COVID-19 pandemic and that the response required building a new form of social solidarity. Existing tensions with other organisations were set aside and organisations demonstrated what could be achieved by working together.
 - A number of the third sector interviewees in this study observed that the new spirit of collaboration between third sector organisations was significant because in normal circumstances relationships between these organisations were *'constrained [...] by having to be in competition with one another'* for funding.
- At a city-level the Glasgow Helps helpline was an example of a new citywide multisector partnership established at pace. Redeployment and volunteering programmes for employees across public and third sectors provided a means of collaborating and sharing resources across departments and organisations.
- Third sector interface organisations at a city and local level played a key role in coordinating, sharing information, facilitating learning and collaboration and identifying gaps in service provision.
- Despite partnership initiatives such as Glasgow Helps working well, the potential for a strategic cross-sectoral approach to emergency response planning and recovery was not fully realised.
- From mid-March 2020, nearly all Council meetings were suspended, including those for community planning, sector and area partnerships that make decisions on funding and grants.

⁴ Asset-based approaches value the skills, strengths and successes of individuals and communities, recognising the importance of achieving a balance between service delivery and community building, as well as meeting people's needs and nurturing their strengths and resources (McLean, Mitchell and McNeice, 2017).

A number of interviewees questioned the suspension of these cross-sector communication channels at such a critical time and suggested that this was a lost opportunity to work with the third sector, including smaller locally embedded community organisations to build a shared understanding of Glasgow's response strategy.

- This research suggests that a more effective and coordinated response could be enabled by ensuring that communication between the sectors is sustained during a crisis. This could operate through community planning or a mechanism for multisector emergency response planning.
- Future collaborative working could be improved with a shared digital infrastructure for team working and video conferencing.

Refugee, asylum seeking and Roma families during the COVID-19 pandemic⁵

This exploratory research sought to understand the impact of the COVID-19 pandemic on vulnerable migrant families (including refugee, asylum seeking and Roma families). Early in the lockdown period a 'rapid review' of existing research and literature was conducted to identify and understand the risk factors faced by marginalised groups which may be exacerbated by the impact of the pandemic. An empirical research study was then carried out with a small sample of third sector frontline workers (9) during May and June 2020 to gain insight into the experiences of refugee and migrant families during the pandemic.

The findings from this research project provide new insights into the impact of COVID-19 on children and families in Glasgow who were further disadvantaged on account of their insecure immigration status.

- Higher levels of poverty left migrant families vulnerable to the economic impact of the pandemic. Insecure employment and a lack of access to social security resulted in significant loss of income for many families.
- Migrant families' experience of the pandemic was further compounded by poorer housing conditions, with a reliance on the private rental sector or Home Office asylum seekers' accommodation.
 - Government initiative is required to respond to the increased financial insecurity of vulnerable migrant families, through social security reforms and improving access to safe, affordable housing.
- Social isolation, the disruption of routine and activity, and the loss of formal and informal support networks during the lockdown period strongly influenced the mental health and wellbeing of migrant families and individuals seeking asylum.
 - Community-based mental health and wellbeing services should be resourced to cope with increased demand and designed to meet the specific needs of vulnerable migrant families, such as complex trauma, social isolation, and language barriers.
- Hospitals, GP practices, social work, and other statutory services, should review their translation and interpreting processes. Work with the third sector to ensure that urgent

⁵ The full report on this research as well as a literature review underpinning this research can be found on the CNS website: <https://childrensneighbourhoods.scot/home/covid-19/>.

information on public health and access to services and appointments is reaching vulnerable migrant families at the appropriate time and can be understood.

- While recognising that the asylum process is a power reserved to the UK Government and the Home Office, this research suggests that there are some measures that can be adopted at a local level to alleviate the severe poverty and hardship faced by asylum seekers, refugees and Roma families. This includes providing financial support to third sector organisations who act as intermediaries between families and key statutory services and ensuring that vulnerable migrant groups with lived experience of poverty are involved in shaping changes and plans for COVID-19 recovery.



Children's Neighbourhoods Scotland

This report is published by Children's Neighbourhoods Scotland.

About us

A children's neighbourhood is an initiative that brings together people, resources and organisations in a neighbourhood area, so that all of those things can work together towards better lives for the children living there.

Children's Neighbourhoods Scotland is a collaborative centre, developed by Glasgow Centre for Population Health, Policy Scotland and Robert Owen Centre at the University of Glasgow.



Children's Neighbourhoods Scotland is funded by Scottish Government.



Get in touch

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People Make Glasgow Communities

Aims & Objectives

- People Make Glasgow Communities programme is a mechanism by which local people, community groups, third sector organisations, businesses and entrepreneurs can express an interest in having a greater involvement in the management of local venues and the delivery of services which are valued and relied upon by members of their local communities. It is open to everyone to ensure the entire community can get involved.
- The PMGC call out is also seeking to address the issues that many organisations face with the Community Asset Transfer Legislation. Many organisations find the process complicated and intimidating and it leads to a very binary outcome of either full transfer or nothing. The PMGC programme will look to develop new operating models with community groups that will be easier and quicker to deliver and will alleviate the “all or nothing” ownership challenges.

Expressions of Interest Thus Far

Since its launch on the 26th February 2021,
the PMGC Web Portal has received **246**
Expressions of Interest (as at 19 May 2021)

Expressions of Interest Thus Far

OVERALL EXPRESSIONS OF INTEREST (EOI) RECEIVED TO DATE	246
EOIs received for Glasgow Life venues	112
EOIs received for GCC owned assets (land and buildings)	42
EOIs received for CGPI owned assets	4
General property enquiries received	47
Organisations/ individuals that only want to be kept informed	41

Expressions of Interest Thus Far

Breakdown of Interests	246
Interested in a specific property	146
Interested in a specific neighbourhood	50
Interested citywide	50

Breakdown of Interests in specific property	146
Interested in active management of property	96
Interested in use of property	28
Wish to be kept informed	19

Expressions of Interest Thus Far

Breakdown of EOIs for Glasgow Life venues	112
EOIs received for Sport	67
EOIs received for Community Facilities	35
EOIs received for Libraries	8
EOIs received for Museums	2

Programme Management Office

Key challenges

- Property transactions by their nature can take a long time to mature
- A wide range of skills will be required within the PMO
 - Engagement Officers
 - Legal Resources
 - Surveying Resources
 - Finance Resources
 - Administration
- The Team Currently Comprises:
 - 2 lead officers
 - 1 engagement officer
 - 1 administration officer

Programme Management Office

What The PMO Will look Like

- 1 x Senior Responsible Officer
- 2 x Programme Principal Officers
- 3 x Engagement Officers
- 3 x Graduate Assistants (Engagement Officers)
- 1 x Senior Property Lawyer
- 1 x Graduate Assistant (Legal)
- 1 x Senior Surveyor
- 1 x Graduate Assistant (Surveyor)
- 1 x Programme Administrator

The Process

Application

Initial Assessment

Engagement

Development

Implementation

Other Matters

- The “Asset List”
- Existing Tenants
- Competing Interests
- Timescales
- Closing Date
- Reporting & Communications
- Finance

Questions?