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East Renfrewshire Community Learning and Development Plan 2021-2024



EAST RENFREWSHIRE COMMUNITY LEARNING AND DEVELOPMENT PLAN 2021 – 2024

The CLD plan for East Renfrewshire sets out how services will be delivered over the next 3 years. Consultation and engagement with residents, partners and staff have influenced the key themes and strategic focus for this plan. These are

- Health and well-being
- Learning, life and work
- Diversionary
- Strong and resilient communities
- Equality and equity
- Digital
- Early years and family learning

This plan will shape our new ‘business as usual’ with the community at the heart of it. The COVID 19 pandemic has taught us a lot about what can be achieved when public services, communities and partners pull together. We must continue to build upon the spirit, drive and sense of purpose that has been fostered across our communities during this time.

INTRODUCTION

Community learning and development (CLD) provides young people aged 12-25 and adults (aged 16+) with skills for life, learning and work including addressing personal, social and educational development, active citizenship, and individual health and well-being issues. CLD includes work with community groups to support them to be well-run, sustainable and independent. It also focuses on growing community-led groups and services that make communities more cohesive, sustainable and better able to overcome the challenges they face. CLD enables participants to gain a voice, influence decision-making and service delivery, and a place in society. CLD is developed in dialogue with communities and participants, and by using a person-centred approach, they are empowered to identify individual and collective goals, to participate and take action to make changes for themselves and their communities.

The Requirements for Community Learning and Development (Scotland) Regulations (2013) state that education authorities are required to secure adequate and efficient provision of school education, further education and CLD. Each authority is required to publish a Plan every 3 years detailing information about the provision of community learning and development within their area. Although the focus of the CLD Regulations is upon local authorities, the Scottish Government recognises that successful CLD plans can only be achieved through partnership activity with third sector organisations and other providers of public services.

The Scottish Government's strategic focus for CLD is:

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

For the duration of the 2021-24 CLD planning period, the national policy context includes digital engagement, mental health support, raising attainment, employment and skills, family learning, community empowerment and outdoor learning.

This CLD Plan is intended to be a living document that is flexible and responsive to the changing needs in communities as we move through the COVID-19 pandemic. Year 1 of the plan will focus on recovery and renewal. Using a targeted approach, individuals and communities will be supported to participate, build back stronger and create communities that are thriving and sustainable. Ongoing engagement and regular monitoring in Years 2 & 3 will allow this plan to continually evolve, reflect and respond to the changing circumstances, needs and priorities of our communities

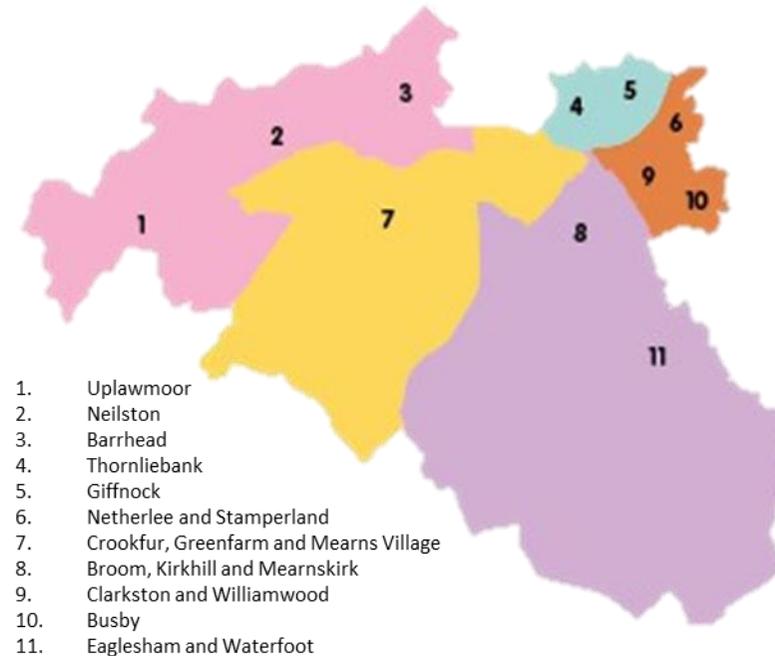
CONTENTS

EAST RENFREWSHIRE COMMUNITY LEARNING AND DEVELOPMENT PLAN 2021 – 2024	1
INTRODUCTION.....	1
STRATEGIC CONTEXT.....	4
About East Renfrewshire	4
Key Facts	5
Community Plan.....	6
Local policy and national drivers.....	7
COVID 19 response	8
Community Involvement and Influence	13
Service users inform and direct their learning.....	13
Community Directory.....	14
Empowering communities	14
How CLD will be delivered in East Renfrewshire	16
Governance and performance management	16
Self-evaluation	17
Workforce development.....	17
Consultation Response	19
Priorities 1 – 7	20
Challenges and Unmet Need	34
Challenges.....	34
Equality and Fairness Impact Assessment	35
Summary	35

STRATEGIC CONTEXT

About East Renfrewshire

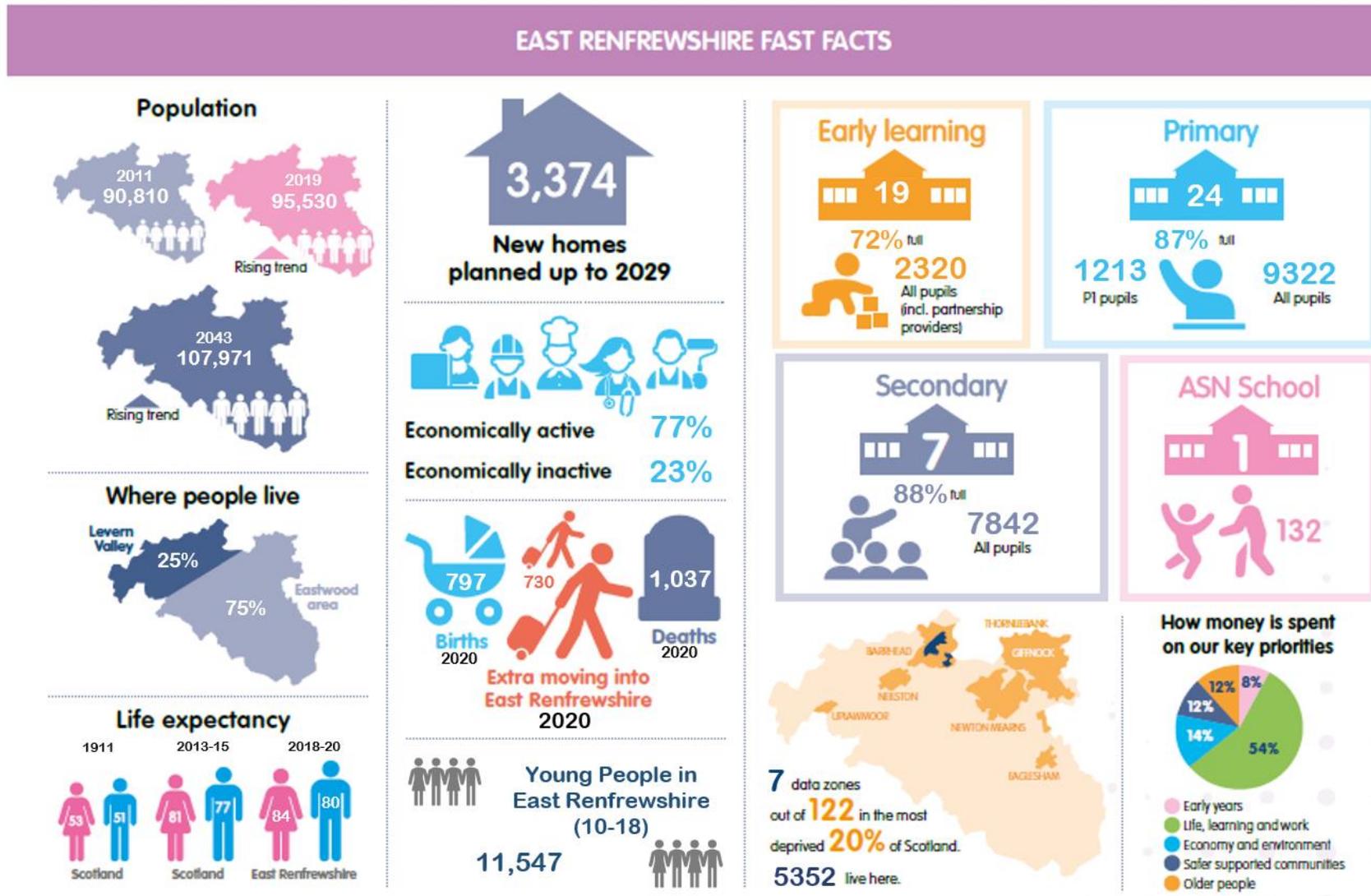
East Renfrewshire lies to the south of Glasgow and stretches from rural Uplawmoor (area 1 in the map below) to Eaglesham and Waterfoot (area 11 below). It covers an area of 67 square miles; 85% of which is rural land with the remaining area comprising mainly residential suburbs. National Record of Scotland figures in 2018 estimated the population of East Renfrewshire was 95,530, with the overall population expected to continue to rise to 98,849 by 2024, an increase of over 3300 people.



Although East Renfrewshire is a relatively prosperous area, it does have pockets of deprivation. The Scottish Index of Multiple Deprivation is an accessible tool for understanding deprivation. East Renfrewshire has the highest percentage of data zones of all the Scottish Local Authorities classed as being in the 20% least deprived in Scotland. Seven of the 122 data zones (population units) in East Renfrewshire are classed as being within the 20% most deprived in Scotland, this represents 6% of data zones in East Renfrewshire. They are located within Barrhead and Auchenback. Two of the data zones are classed as being within the 10% most deprived in Scotland and one of these is classed as being within the 5% most deprived. Reducing inequalities arising from socioeconomic disadvantage is a partnership priority and given the significant disparity between the least and most disadvantaged, closing the gap is crucial.

Key Facts

Data collection and analysis are used to inform and direct the strategic planning and service delivery across Easy Renfrewshire Council and partners. The information below is a snapshot of the most appropriate data for CLD partners and has been used to direct the plan.



Community Plan

East Renfrewshire Community Planning Partnership’s (CPP) Community Plan was approved in June 2018. The plan sets out the high-level ambitions for all age groups and communities in East Renfrewshire over ten years to meet the CPP’s vision for East Renfrewshire:

An attractive and thriving place to grow up, work, visit, raise a family and enjoy later life.

Our Community Plan also includes a layer of Fairer East Ren outcomes, and sets out how partners will work together to reduce inequality across groups and communities in East Renfrewshire. CLD is provided across the whole local authority area, but in the main is targeted at areas or groups most in need and is crucial to closing the poverty-related attainment gap, reducing social isolation and tackling inequalities. There is a clear strategic focus of CLD provision in our locality plan areas – Barrhead, Neilston and Thornliebank. CLD will contribute to tackling inequalities in these areas including addressing the poverty gap, which has increased as a result of the pandemic.

The outcomes of the Community Plan and Fairer East Ren are set out in the diagram below with the Fairer East Ren outcomes highlighted in purple.

				
Early Years and Vulnerable Young People	Learning, Life and Work	Economy and Environment	Safe, Supportive Communities	Older People and People with Long Term Conditions
All children in East Renfrewshire experience a stable and secure childhood and succeed	East Renfrewshire residents are healthy and active and have the skills for learning, life and work	East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses	East Renfrewshire residents are safe and live in supportive communities	Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives
<p>1.2 Child poverty is reduced.</p> <p>1.2 Parent provide safe, healthy and nurturing environment for their families</p> <p>1.3 Our children are healthy active and included.</p>	<p>2.1 Residents have the right skills learning opportunities and confidence to secure and sustain work</p> <p>2.2 Children and young people are included</p> <p>2.3 Children and young people raise their educational attainment and achievement and develop the skills they need</p> <p>2.4 Residents are as healthy and active as possible</p>	<p>3.1 East Renfrewshire's transport links are accessible, attractive and seamless</p> <p>3.2 East Renfrewshire is a thriving place to invest and for businesses to grow</p> <p>3.3 East Renfrewshire is an attractive place to live with a good physical environment</p> <p>3.4 East Renfrewshire is a great place to visit</p> <p>3.5 East Renfrewshire is environmentally sustainable</p>	<p>4.1 Residents' mental health and wellbeing is improved</p> <p>4.2 Residents live in safe communities with low levels of crime and anti-social behaviour</p> <p>4.3 Residents are protected from harm and abuse and public protection is safeguarded</p> <p>4.4 Residents live in communities that are strong, self-sufficient and resilient</p> <p>4.5 Residents are protected from drug and alcohol related harm</p>	<p>5.1 Residents are safe and are more socially connected within their communities</p> <p>5.2 Older people and people with long term conditions stay as healthy as possible</p> <p>5.3 Older people and people with long term conditions live safely and independently in the community</p> <p>5.4 Carers are valued and can maintain their own health and wellbeing</p>
Organisational Outcomes				
Customer	Satisfied customers access services that meet their needs			
Efficiency	Our physical information and financial assets are efficiently managed			
People	We have engaged employees who are motivated to deliver on our outcomes			

There is a clear role for CLD across many of our Community Plan and Fairer East Ren outcomes. The CLD Plan 2021-24 will be structured around the Community Plan and will set out the planned CLD contribution towards key outcomes. The COVID-19 pandemic has highlighted new and additional priorities for CLD, both locally and nationally, that are not explicit outcomes within our Community Plan. To reflect the importance of these, Health and Well-being, Digital and Diversionary will now be included as ‘standalone’ priorities for CLD.

Local policy and national drivers

To avoid duplication, the priorities in the CLD plan will only focus on those that CLD partners will be responsible for. The tables below are included to demonstrate the breadth of local strategic policies that CLD contribute to and the key national drivers that have informed the development this plan.

HEALTH & WELL-BEING ● LEARNING LIFE & WORK ● STRONG & RESILIENT COMMUNITIES ● DIVERSIONARY ● EQUALITY & EQUITY ● DIGITAL ● EARLY YEARS & FAMILY LEARNING ●

Local Policies	Priority
Community Plan 2018 (Including Fairer East Ren)	●●●●●
Outcome Delivery Plan 2021 - 2024	●●●●●●
Children & Young People’s Plan 2020 - 2023	●●●●●●●●
East Renfrewshire Alcohol and Drugs Strategy 2020-23	●●
East Renfrewshire Employability Strategy 2016-2019 (renewed post furlough)	●●
East Renfrewshire Community Justice Partnership: Outcome Improvement Plan 2017 - 2021	●●●
Education Local Improvement Plan 2021-2024	●●●●●
East Renfrewshire Local Child Poverty Action Report 2020-2021 (YEAR 3)	●●●
Equalities Mainstreaming Report 2021	●●

National Drivers
Lifelong Learning Framework 2022–27
National Youth Work Strategy 2021-26
Adult Learning Strategy 2021–2026
New Scots Refugee Integration Strategy 2018 - 2022
United Nations Convention on the Rights of the Child
No One Left Behind Delivery Plan 2020
The Scottish Attainment Challenge : Scotland, The Best Place In The World To Learn
Scotland’s Refreshed Curriculum Narrative Sept 2019 (CforE)

COVID 19 RESPONSE

The Covid 19 pandemic has seen services and organisations across the authority respond quickly and efficiently to meet the needs of the community they serve. Early in the pandemic, the Council established a Humanitarian Steering Group, enabling ERC and Voluntary Action East Renfrewshire (VAER) to jointly co-ordinate much of the humanitarian response. VAER acted as the co-ordination point between the community and the third sector, the Steering Group and ERC's Corporate Resilience Management Team. This ensured that services and support was directed at the most isolated, vulnerable and at risk members of our community.

VAER were also quick to respond to the rapidly deteriorating situation and organised a "Keep Calm and Co-ordinate" event, involving the local voluntary sector, community groups, organisations, ERC and HSCP. This event provided voluntary organisations and council services the opportunity to understand how to best support the community. Twenty-nine groups attended from a wide range of organisations and groups from statutory bodies, third sector organisations, faith groups and Mutual Aid groups.

Diverse partnerships with local Third Sector providers, including, Cosgrove Care, IncludeMe2 and Strathclyde 4x4 were key to augmenting council services and the outstanding community response from the public, social and community sectors ensured that local residents received the help they needed when they needed it most.

In the very first weeks of what became a national crisis the CLD team were diverted towards the provision of humanitarian support. For the first 6 months of the pandemic the team coordinated and worked alongside partners, including, Culture & Leisure Trust, Scottish Fire & Rescue Service and other council departments to establish and deliver Humanitarian food support. Partners worked intensively to respond to the needs of the community; working weekends, holidays and out of hours to ensure that those who were vulnerable, shielding, isolating or who faced financial difficulty received the appropriate support. Donations from FareShare, our Council's allocation from the government food fund and local foodbanks were used to provide weekly essentials to over 300 families across the authority.

The CLD team carried out shielding and welfare calls working closely with partners to ensure that some of the most vulnerable people living in East Renfrewshire received the help they needed in terms of food provision, financial information, health and well-being and digital support through the Connecting Scotland Programme. Our normal offer didn't go away during this time and we adapted how we worked to continue to engage with our services users, moving online, using social media, phone calls and group chats to stay in touch prioritising individuals and groups most in need. We directed our full team to delivering a detached youth work programme across the authority to engage with young people who we knew from national research and local knowledge, were struggling with their mental health and well-being, home schooling and isolation. We recognised the need and importance for support within our wider communities and as such, introduced our first ever sessions of community engagement detached work in our locality planning areas. These sessions allowed community workers to make and maintain relationships with residents and encourage participation in locality planning. This approach will be used in future to target and inform residents who would not traditionally be involved in our service provision. We returned to schools with the focus of our work being on supporting the health and well-being of pupils who struggled with the return to the school environment. We began delivering small targeted group work sessions when restrictions allowed providing much needed support to young people who were most affected during

lockdown. As restrictions began to ease many of our programmes and activities were delivered in outdoor environments, this allowed CLD services to re-engage with the wider community. Being outdoors not only allowed us to increase the numbers of residents we could engage with but has also had a positive impact on both staff and residents mental health and well-being. As we move forward, we will continue to offer activities in a range of settings including outdoor spaces. Outdoor learning will be a focus for us as a lead partner in the Scottish Governments Summer of Fun activities for young people across the authority to aid young people's recovery and help mitigate mental health.

Adult Learning Services transformed their provision in consultation with adult learners to establish needs, priorities and preferences. As a result the team created online learning provision for those who had digital access. Staff trained as Digital Champions through Connecting Scotland and through this programme were able to provide devices and connectivity for learners to engage online. For those without digital access, or those who did not want to engage in this way, distance learning opportunities were developed to ensure support remained inclusive. Digital support was provided to shielding residents enabling them to access shopping slots, medicine deliveries and offered general IT support to those that needed it. The team provided, and continue to provide, a range of ESOL, Adult Literacies, Learning for Work and Personal Development programmes, including SQA accredited options in partnership with Clyde College and West College Scotland. Through ongoing consultation with adult learners, online Learning Hours and a Digital Café were created to increase digital skills and confidence. Partnership working has been integral throughout this period and has enabled the team to share up to date information with adult learners on current restrictions, access to health services, money and benefit support and advice. Through our Individual Learning Plan and Review processes, we encouraged people to reflect; recognise achievements and look ahead to the future with a focus on well-being and resilience.

In the immediate aftermath of the lockdown announcement VAER, together with East Renfrewshire Council and Health & Social Care Partnership set up a Community Hub helpline to coordinate the community response across East Renfrewshire. The Community Hub helpline acted as a "one-stop shop" for those who wanted to volunteer or those who could not leave their homes, were without friends, family or neighbours to help out and no means to organise their own essentials.

VAER initiated a well-being phone call process, to keep in touch with those who were most isolated and vulnerable using volunteers to support this service.

The resilience, commitment and support shown throughout the voluntary sector, community groups, public sector partners has ensured that our most vulnerable and isolated residents from all communities have been supported throughout the pandemic. However, the real heroes were the hundreds of people who have volunteered during these unprecedented times.



The Community Hub between April '20 & July '21
Received over **2000** calls & more than **1500** volunteer offers.

5186 well-being calls made and coordinating **1112** prescription & shopping deliveries.

Coordinated the production of over **5000** affordable, reusable face masks by volunteers across the authority.

Detached Youth Workers have delivered:

455 streetwork sessions over 1137.5 hours, having **5696** interactions

This occurred between June 2020 and May 2021 (Due to COVID restrictions there was no detached youth work deliver from January to March 2021.) Throughout the pandemic detached youth work remained our main focus for engaging with young people in local communities. In order to respond to the need, youth workers were deployed into areas where we have previously not delivered this service. This gave us the opportunity to engage with young people in their own community, build relationships with those who did not access our services and signpost, when relevant, to other agencies and organisations for support. Through this engagement young people highlighted their concerns to staff about the impact of Covid-19, their own mental health and well-being, increased drugs and alcohol use, their fears around increased knife crime and large scale anti-social behaviour



Digital Inclusion



Over **120** digital devices and connectivity distributed to ER residents, by CLD strategic partners

These devices have been key to enable residents to stay connected, access learning, socialise online with family and friends, secure online shopping slots and access popular games and online movies/cartoons sites.

16 Digital Champions were trained to ensure that those who need extra support to get the most from their device can do so.

Keep Calm and Coordinate was developed to provide a forum to support the coordination of effort and to enable sharing of resources and guidance as the situation rapidly changed. It was a useful networking tool to develop contacts with the very localised activity which was taking place at a neighbourhood and village level.



ER Council and Trust via the Humanitarian Food Hub delivered more than **4,000** vital food parcels to those who were shielding while **100** shielded clients were supported to use their own digital devices at home.

CLD staff from **Adult Learning** provided digital support to **72** Shielding Residents to enable them to access priority shopping slots, order food boxes and care package and access other relevant services. Staff offered longer-term support to those who were interested in developing their IT skills and accessing further learning opportunities.



Adult Learning provided online learning opportunities for ERC residents. In total, **155** adults progressed in their learning journey to increase essential core skills and knowledge which included ESOL and Adult Literacies programmes. **Fifty-one** adults successfully completed SQA courses in partnership with Clyde College and West College Scotland including ESOL, Wellbeing, Early Years & Childcare and IT.

CLD services were successful in securing Scottish Government funding which recognised the role that youth work could play in supporting young people in the recovery phase of the pandemic. This has resulted in over **£100,000** being allocated from both the Youth Guarantee and the Youth Work and Education Recovery funds to support young people most in need.



New partnerships brought together a range of services from ERC, HSCP, community members and the private and voluntary sector to respond to the emerging needs of residents in our local communities. These partnerships focused on three key themes: - digital, food dignity and health and well-being.

The Council's **Data Team** rapidly built new applications, systems and processes to support the efficient operation of the community/food hubs and undertook client data matching to enable us to identify the most vulnerable clients and where possible ensure they were appropriately supported by services and/or staff they were known to.



Mutual Aid Groups offered street level support for neighbours such as shopping, prescriptions and welfare checks. They included Eaglesham and Waterfoot Self-Isolation Helping Hands, East Renfrewshire Volunteer to Help Platform, East Renfrewshire Self-Isolation Supporters, Williamwood Community Support, Neilston Together, IncludeMe2, Netherlee Neighbours and Eaglesham, Neilston and East Ren Community Larders

COMMUNITY INVOLVEMENT AND INFLUENCE

Community learning and development partners use a range of tools and approaches to ensure that CLD delivery fits with people's needs and priorities.

Service users inform and direct their learning

Community involvement and influence is at the heart of CLD planning. Service users inform and direct their own learning and work with CLD practitioners towards their learning and personal development goals. CLD partners also provide support for community capacity building which is determined by the particular requirements of each community group. The Community Plan outcomes have been informed by community engagement and the CLD contributions towards these outcomes, as set out in this Plan, have been influenced by local residents and communities.

In order to allow us to consult with our service users, communities and partners, a variety of current data was gathered and analysed, including:

- Socio-economic data
- National COVID-19 impact research
- Local COVID-19 emergency response data
- On-the-ground knowledge of CLD staff.

This research identified 7 priority areas and these were used to develop a consultation exercise to gather the ideas, opinions and suggestions from local residents, service users, community groups and partner organisations. These priorities are:

- Health and well-being
- Early years and family learning
- Diversionary
- Learning, life and work
- Digital
- Equality and equity
- Strong and resilient communities.

During May and June 2021, CLD practitioners, alongside partners, used data and their own community intelligence to identify broad priorities that would shape the consultation for local residents. Residents were asked to rank these priorities in order of importance and identify gaps. Due to the COVID-19 pandemic and the restrictions in place, the consultation was completed through surveys, online focus groups, targeted face to face group work and one to one discussions. 225 people, representing local community groups and individuals, and 28 partner organisations, including representation from Education, HSCP, Environment and the third sector, participated in the consultation. In addition, practitioner workshops were held to ensure staff had had a key role in influencing the CLD contributions and activities that are detailed within this plan. All stakeholders' feedback has informed the plan and will continue to shape service delivery in the future.

Community Directory

East Renfrewshire Council has developed an online Community Directory which provides information on community groups within the local authority area. This is intended to be a live resource which is regularly refreshed and updated and can be used by residents and services to access contact details and information about the wide range of community groups in East Renfrewshire. Access to this type of information can reduce social isolation among local residents by signposting them to groups they may be interested in being involved with. The data gives a strategic overview of provision within the authority by highlighting the geographic spread of groups, identifying gaps in provision and scoping potential areas for capacity building.

The pandemic has impacted community groups with many unable to deliver their services. As yet, we have limited understanding of the number of groups who will re-establish or emerge. As we progress through the recovery phase of the pandemic, the directory will be used to identify groups that may require additional support. The directory will continue to be updated to reflect any changes and can be accessed online at www.eastrenfrewshire.gov.uk/communitydirectory

Empowering communities

The introduction of the Community Empowerment (Scotland) Act 2015 places formal requirements upon CPPs to support communities to be involved in decision-making in their community and to be active in improving their local area. CLD makes a critical contribution to this through building the capacity and resilience of community groups and empowering them to participate in the decision-making process. The Act also places tackling inequality at the heart of community planning, part of this is the requirement for locality plans to be developed with those communities who experience poorer outcomes.

The Council, CPP partners and residents use a 'locality' approach in these areas to work together to consider the unique challenges, take a whole neighbourhood view and plan in order to improve outcomes for local people. This approach has been used to develop plans for 2 communities within the Barrhead area. This enabled community groups and local residents to co-produce each of the plans with the CPP to address the needs and aspirations of each area. Neilston and Thornliebank have also been identified as locality planning areas and prior to COVID work was progressing within these communities to develop and implement these plans. As a result of the pandemic the priority for communities shifted from planning as a community, to supporting their community, diverting their skills and attention to focus on COVID support. As restrictions eased and guidelines allowed, the priority has been to re-engage the community in activity directed by their needs. The CLD team supported online engagement with groups in these areas and undertook community engagement detached work to meet with and support people in their own communities. As we move through the pandemic and focus on recovery, we will continue to re-engage local people and partners in the locality planning process which includes reviewing existing plans to focus on and include changing priorities.



As part of the council's approach to tackling inequality in the most disadvantaged areas of East Renfrewshire the CLD team have worked in partnership with Linking Communities steering group to develop and implement a grant making Participatory Budgeting (PB) process. Linking Communities is a constituted umbrella organisation involving representatives from the Barrhead, Neilston and Thornliebank localities. They are in contract with the Council and have lead responsibility for designing the PB process and allocating grants. This successful initiative has seen over £300,000 distributed to local groups and organisations. In March 2020 three events were planned with 68 applications being made for funding to support local projects. These events were cancelled as we entered national lockdown. Due to ongoing restrictions and through community consultation, this process has been suspended until such times as we can have face-to-face community participation and decision-making, this will also include the launch of Youth PB in East Renfrewshire. Over 2020-21 and beyond our aspiration continues to focus on creating more opportunities for communities to influence how we spend our budgets including the council's commitment to mainstreaming PB. Although the Council's capacity and financial position will be challenged for some time yet due to the COVID 19 pandemic, quality PB with a focus on inequalities can help to address some of the complex problems that communities are facing.

The Humanitarian Steering Group have commissioned a community engagement and research exercise to help us understand the impact of the Covid 19 pandemic on our most vulnerable residents. This evidence-based approach will be used to inform the short term support needs of our communities as well as longer-term recovery and renewal. This research will influence future CLD priorities and shape and drive the councils long term strategic planning including the Child Poverty agenda. The research outcomes will also be used to shape a community bid process later in 2021 which will be open to all community and third sector (not-for-profit) organisations from across the authority to apply. The focus of this funding will be on capacity building and sustainable solutions. CLD will be integral to this process

HOW CLD WILL BE DELIVERED IN EAST RENFREWSHIRE

In East Renfrewshire Council CLD delivery is comprised of three core elements:

- Youth work
- Community capacity building
- Adult learning

Youth work and community capacity building are delivered by the CLD team within the Corporate and Community Services department with Adult Learning Services sitting within the Education department. Services work collectively to deliver a needs-led offer to individuals and communities. Although the core elements are delivered by ERC, there are range of partners who are responsible for ensuring appropriate resources are directed to meet the priorities in the CLD Plan.

Core CLD services are in the main delivered by professionally qualified workers across all sectors and supported by a range of casual staff, tutors and volunteers. Volunteers bring with them a vast range of skills, knowledge and experience which is invaluable to communities, which has been evermore confirmed throughout the Covid19 pandemic: demonstrating that CLD approaches are not just a way of working but also a way of living in our local communities. In East Renfrewshire we will continue to nurture and develop this blended approach to CLD delivery.

Governance and performance management

There is an established CLD Partnership who are responsible for delivering the plan. The partnership meets regularly to develop and monitor actions and performance towards the priorities, outcomes and contributions contained in the CLD Plan, this will include developing detailed action plans across each of the priorities. The CLD Partnership report progress towards priorities at the CPP's Performance and Accountability Review meetings which take place twice a year. This gives the CPP time for scrutiny of CLD performance and activity as well as an opportunity for the CLD Partnership to showcase good practice, case studies and improvement actions. Progress reports will be circulated widely to all stakeholders. In order to keep this a live process partners will undertake ongoing consultation and engagement with a review planned for the end of year one to inform years two and three.

Members of the CLD Partnership includes:

- East Renfrewshire Council
- Community Learning and Development
- Adult Learning Services
- Education Department
- Work East Ren
- East Renfrewshire Health and Social Care Partnership
- East Renfrewshire Culture and Leisure Trust
- Voluntary Action East Renfrewshire

In response to the pandemic, ERC and wider partners have changed how they work together to support the immediate crisis and the emerging needs of local communities. The strength and breadth of partnership working, during this time, has enabled partners to provide a holistic and humanitarian response. We will build on these relationships to strengthen the CLD Partnership membership and in turn, the delivery of the CLD Plan. This will include greater representation from the third sector and community groups.

There are robust management information systems in place that record baselines, targets and outcomes. These will continue to be used to monitor the progress towards outcomes contained in this Plan. CLD services have a range of both formal and informal reporting methods to report progress to stakeholders. Mid and end year corporate reports, annual reports and quality standards reports, are complimented by less formal reporting mechanisms including infographics, use of social media, press releases and award ceremonies.

Self-evaluation

Self-evaluation is core to the CLD Partnership and drives improvement at both strategic and operational levels. The CLD Partnership use the CLD Plan and the well-established culture of self-evaluation and improvement to identify risks, and to anticipate and plan for change. As a result of the culture of self-evaluation, effective systems are in place across all CLD provision to jointly plan, evaluate and gather feedback with participants, staff and partners. Implementing and embedding the new How Good is our Community Learning & Development 4 (HGIOCLD4) self-evaluation framework will allow the Partnership to monitor and evaluate the CLD Plan and service delivery.

As well as using self-evaluation methods CLD also use a range of other quality improvement systems which allow to us evaluate, inform and plan our services. These include the development of Service Business Plan, SWOT and PEST analyses, PDSA improvement model and the scrutiny of local and national data.

In areas where CLD works with other services we proactively look for opportunities to use a blended self-evaluation approach using indicators across the breadth of frameworks including those used by Culture and Leisure, HSCP, Education and Further Education to evaluate the effectiveness and drive improvement of our partnerships.

Workforce development

To ensure that service delivery is current and of high quality, we are committed to workforce development and continuous improvement. Practitioners, volunteers and partners access and share regular Career Long Professional Learning (CLPL) opportunities to improve practice and develop new skills based on areas of work and/or specialisms. There are processes in place for staff and managers to identify professional development needs throughout the year including Quality Conversations and Personal Development and Appraisal. We will seek opportunities for staff, volunteers and partners to participate in professional development opportunities focusing on the seven priorities outlined within this plan that have been identified by our communities.

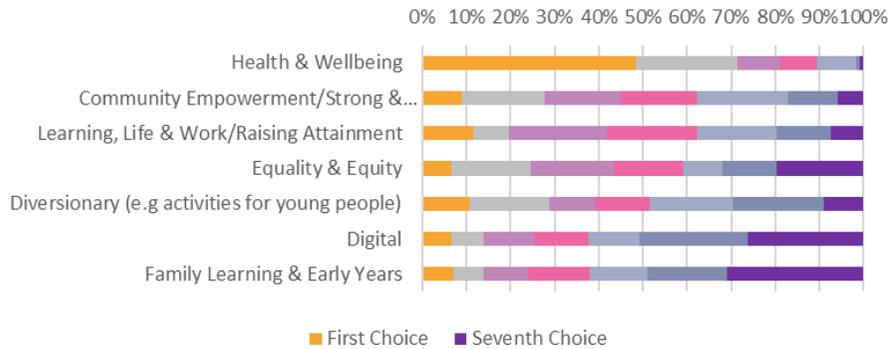
In addition, all core CLD staff and partners have access to ongoing support for planning and self-evaluation, to ensure consistency, quality of practice and improved impact for learners. The CLD Practitioners Network is open to all CLD practitioners and partners in East Renfrewshire and provides opportunities to network and share practice.

Priorities for CLPL in 2021-24 will focus on the needs of both practitioners and participants to support recovery and renewal including their health and well-being, resilience and digital skills. We will also focus on increasing and enhancing staff knowledge and skills in relation to locality planning and co-production to continue to strengthen community involvement and participation. There is a corporate commitment to further developing the knowledge and understanding of equalities and human rights including UNCRC, trauma informed practice and the impacts these have in our communities. We will continue to access national upskilling and sector specific development opportunities through our involvement in the West CLD Alliance, CLD Standards Council and Education Scotland. Local strategic partnerships also provide opportunities for shared professional development training and collaborative working. This will ensure our practice remains current and we continue to meet evolving needs.

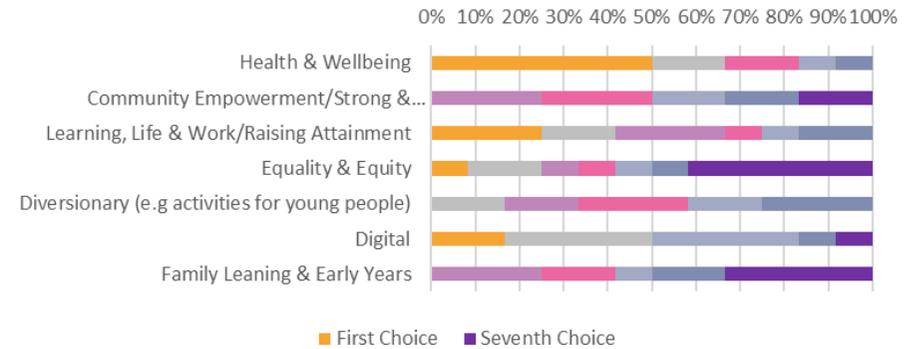
CONSULTATION RESPONSE

The diagrams below show an analysis of the online surveys and focus groups, where individuals, partner organisation and community groups ranked the themes to reflect their own needs and priorities.

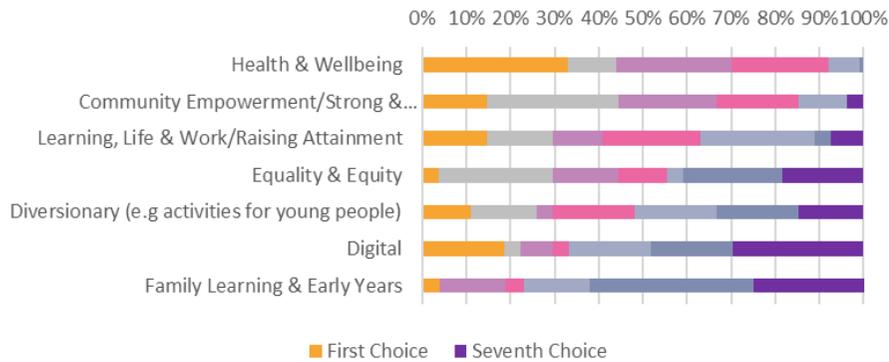
Individual Response



Focus Group Response



Partner Response



OVERALL RANKINGS

Priority	Rank
Health & Wellbeing	1
Learning, Life & Work	2
Strong & Resilient Communities	3
Diversionsary	4
Equality & Equity	5
Digital	6
Family Learning & Early Years	7

Priority - Health and well-being

This priority focuses on the contribution that CLD makes to improve the health and well-being of some of the most vulnerable residents living in East Renfrewshire. Health and well-being has never been more important or talked about at a political, professional and community level. Local consultation confirms that the same issues and concerns that are being experienced in East Renfrewshire are being experienced across Scotland.

A key feature of CLD is to promote positive health and well-being across all services. CLD has a crucial role to play in providing an early intervention and prevention approach to health and well-being including general health, mental health, sexual health and harm reduction. These interventions will complement the services delivered by our partners to target the well-being of those who have been affected prior to, during and following the Covid 19 pandemic.

CLD services are delivered in a range of settings using a universal and targeted approach to ensure the needs of our residents are met.

Through local consultation and dialogue with participants, there is a recognition that Covid 19 and lockdown has had a major impact on the mental health and well-being of our communities. The following themes have been identified:

- General health and well-being
- Mental health
- Young people's mental health
- Older peoples isolation

What our residents and partners told us:

General health and well-being

"Health and wellbeing generally has been affected by Covid and I am sure I am not alone in that"

Mental health

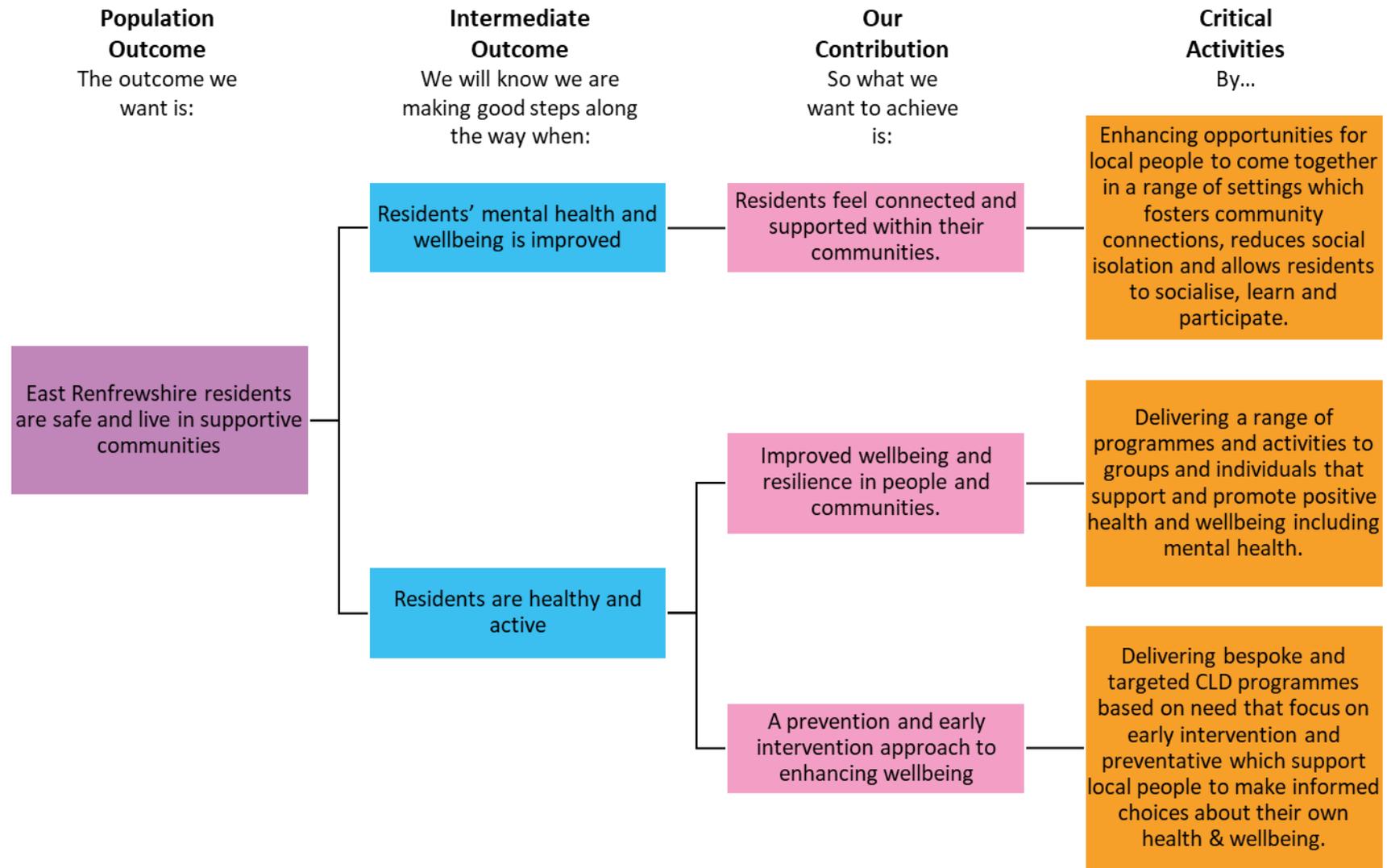
"After coming out of the pandemic we need to make sure that everyone has a good mental health"

Young people's mental health

"Hard times at the moment we NEED to address mental health for children and young people"

Older peoples isolation

"Activities for residents to meet people to combat isolation"



CLD partners contribute to critical activities that focus on this priority within other strategic plans (as detailed in the Local Policy grid which can be found on page 7). The driver diagram above highlights the critical activities that are unique to CLD partners and are not included other policies. This will avoid duplication and cross reporting.

As we continue to move through the Covid recovery phase, this priority will not be measured using quantitative data but will focus on qualitative evidence from stakeholders to inform CLD services. This will allow CLD partners the opportunity to reconnect and engage meaningfully with communities to baseline activity which in turn will allow us to set quantitative targets where appropriate.

Priority - Learning, life and work

Lifelong learning has always been a key priority for CLD services and plays a critical role in skills development. In East Renfrewshire, our focus has been to work with people who have been negatively impacted because of their low self-esteem, skills and confidence and as a result often face exclusion from work and learning opportunities. The Scottish Government guidance outlines the need to ensure effective community provision for lifelong learning and skills development, which will be critical to addressing economic recovery post Covid-19.

National and local data outlines the severity of the impact that the pandemic has had on employment across Scotland. CLD has a key role in the local employability partnership at both a strategic and operational level. This provides us with a current and up to date picture of the employability needs of local residents and allows us to influence service design and delivery. In response to this, the employability focus of CLD will be to support residents to gain the right skills and confidence, and to access appropriate learning opportunities to secure and sustain work.

There is an identified need to support children and young people to raise their educational attainment and achievement, and to develop the skills they need for gaining entry to the workplace and for future life. Almost all young people in East Renfrewshire progress to a positive destination on leaving school, however there remain some young people who are not achieving or sustaining a positive outcome. CLD will focus on reducing the poverty related attainment gap by providing learning and wider accreditation opportunities in partnership with schools and within community based provision.

Developing a coordinated learning offer with partners is vital to ensure that young people and adults have high quality opportunities to gain the necessary skills and qualifications to progress in learning, training and employment. For adults there will be a strong focus on Core Skills, Adult Literacies, ESOL, Learning for Work provisions and accreditation opportunities.

Through local consultation and dialogue with participants and our partners, the following themes have been identified for this priority:

- Learning for employability
- Non formal lifelong learning and personal development
- Young people
- ESOL and adult literacies

What our residents and partners told us:

Young people

“Attainment – so everyone gets a fair chance to do well in their career to help break the poverty cycle, also for life skills, especially for young people to have a fair chance in society”

ESOL

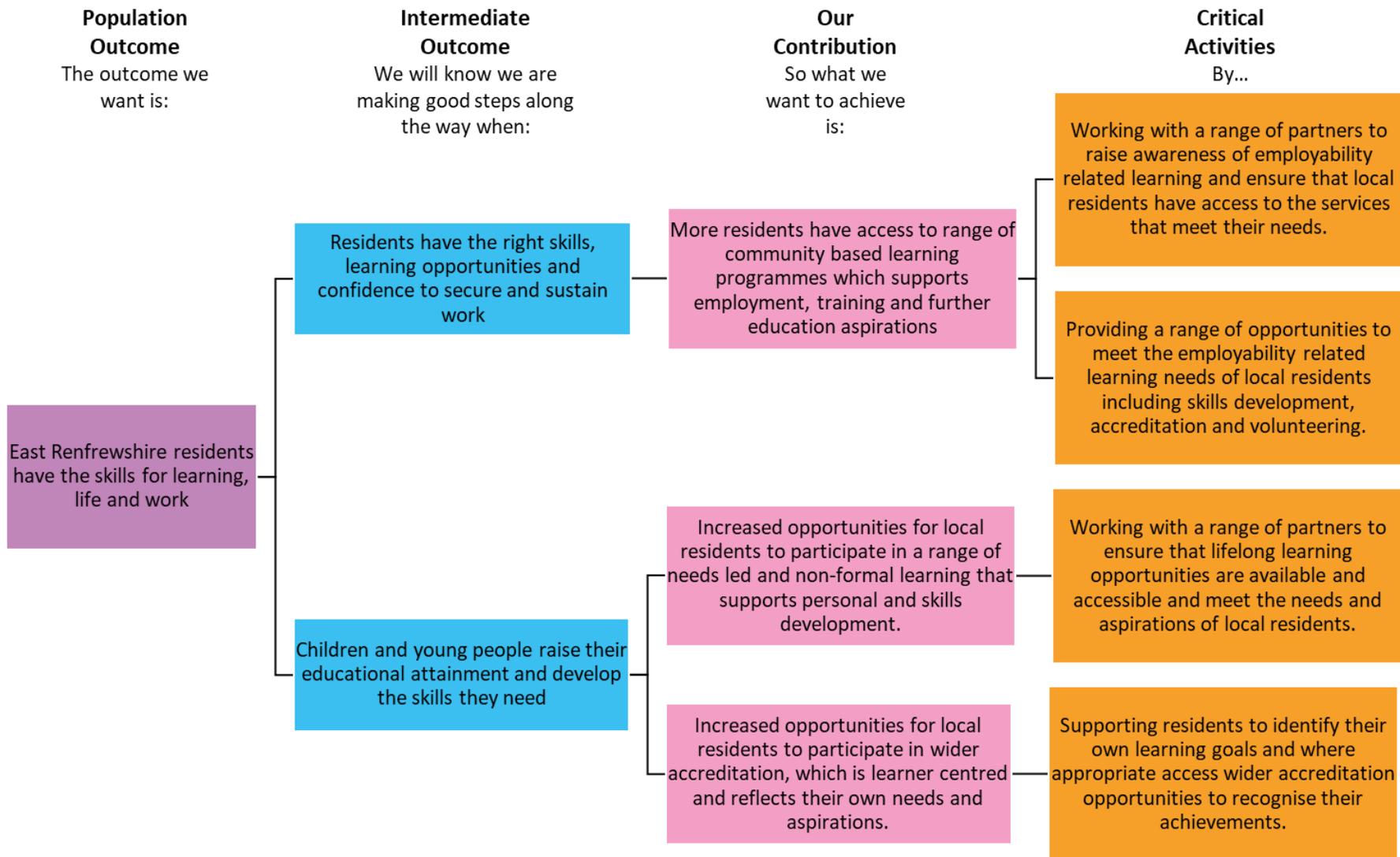
“We are all learning English, ESOL, and need this to continue as a priority. Also, ESOL for Work and ESOL for Parents is needed for our work and family needs”

Learning for employability

“Being able to stay connected and to continue learning skills/gain qualifications was important for getting back to work/further learning”

Non formal lifelong learning and personal development

“Access to learning and learning new skills both physical and creative is good for the mind and self belief”



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As we continue to move through the Covid recovery phase, this priority will not be measured using both quantitative and qualitative data from stakeholders to inform CLD services. This will allow CLD partners the opportunity to reconnect and engage meaningfully with communities to baseline activity which in turn will allow us to set quantitative targets where appropriate.

Priority - Strong & resilient communities

Creating stronger, more resilient, supportive, influential and inclusive communities is a key part of the Scottish Government's strategic focus for CLD. Research has shown that when communities feel empowered, there is:

- greater participation in local democracy
- increased confidence and skills among people
- more people volunteering in communities
- greater satisfaction with the quality of life in the neighbourhood.

It is imperative that residents, including young people, have a voice and are actively involved in decision-making. CLD are vital in the delivery of the community empowerment agenda and are committed to supporting residents to make a difference in their communities. Our focus will include supporting residents to develop the skills they need to be actively involved and influence locality planning and participatory budgeting. We will work alongside communities to empower them to identify local needs and take action.

Building the capacity of community groups will contribute to stronger, more resilient communities where communities themselves are able to deliver services and contribute to outcomes and priorities. Results from the most recent Citizen Panel survey shows that, as a result of the pandemic, almost half of respondents felt lonely and less connected with their local community, family and friends. CLD will play a key role in providing opportunities for local residents to reconnect with each other and their community.

Through local consultation and dialogue with participants and our partners, the following themes have been identified for this priority:

- Strong, resilient, thriving communities
- Community and youth voice in decision making
- Community capacity building
- Community involvement

What our residents and partners told us:

Strong, resilient, thriving communities

"Community empowerment and resilient communities builds a confident and thriving community"

Community and youth voice in decision making

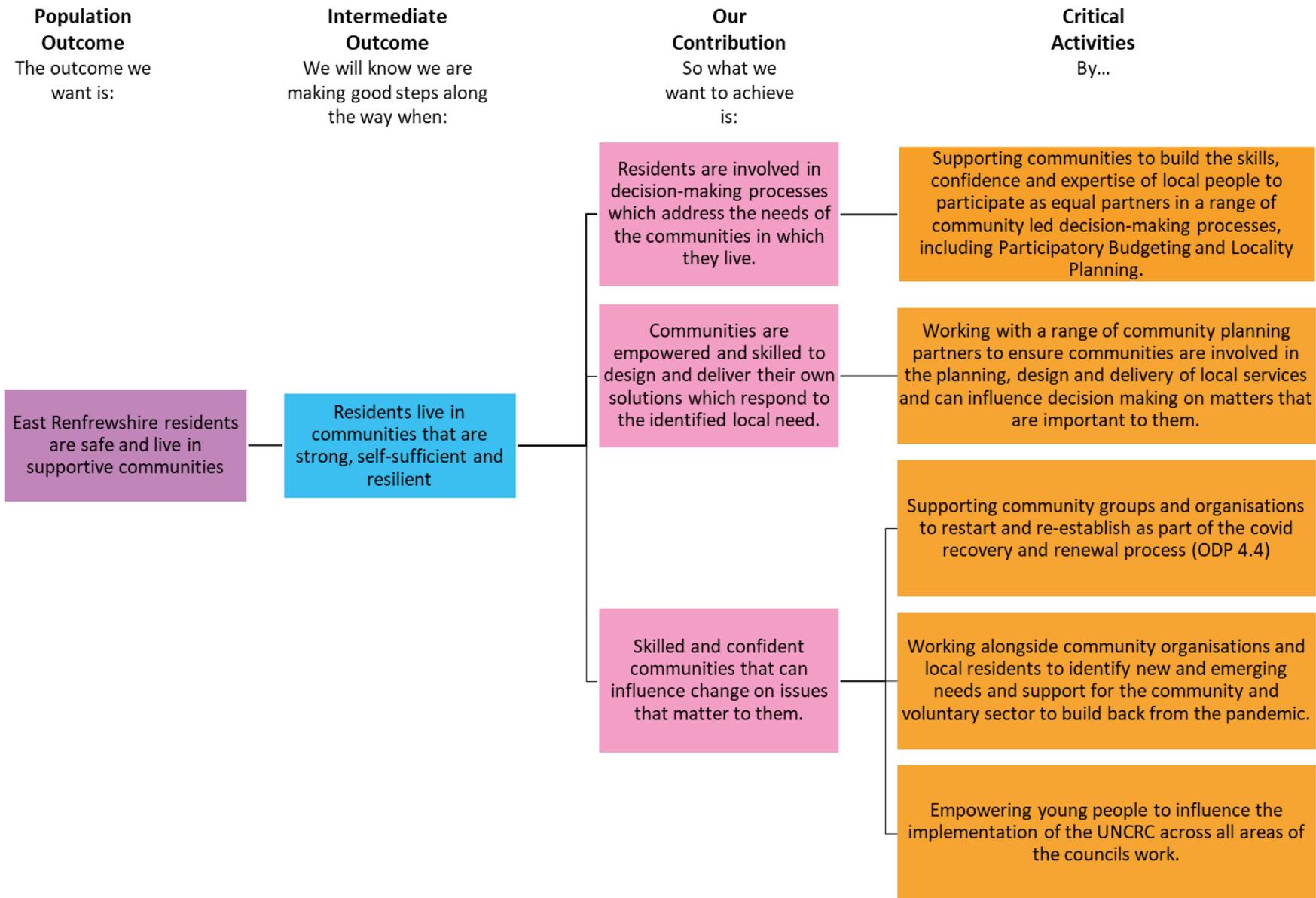
"So that everyone can feel that their voices are heard and can make a real change"

Community capacity building

"With the budgets and council resources being cut. Communities need to be empowered to have the tools to self-support"

Community involvement

"Make it easier and more inviting for people to get involved in a level appropriate to them"



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As we continue to move through the Covid recovery phase, this priority will not be measured using quantitative data but will focus on qualitative evidence from stakeholders to inform CLD services. This will allow CLD partners the opportunity to reconnect and engage meaningfully with communities to baseline activity which in turn will allow us to set quantitative targets where appropriate.

Priority - Diversionary

This priority focuses on early intervention and prevention through the provision of diversionary activities to provide young people with the opportunity to participate, spend time with their peers, form relationships with trusting adults and ultimately divert them from anti-social behaviour. Community planning partners are committed to providing effective diversionary activities for young people with a focus on risk taking behaviour. CLD have a lead role in the development of this and work alongside Community Safety partners, Police Scotland and the Alcohol and Drugs Partnership to ensure that services are needs led and informed by data.

National research suggests that young people have been disproportionately affected by the pandemic and as a result will face long-lasting impacts including social, economic outcomes and mental health and well-being. Local consultation has confirmed the need for young people to have more opportunities for them to participate in positive activities within the community.

National Research, local consultation and through our relationship with young people we have identified the following priorities:

- Anti-social behaviour
- Interaction with friends/peers
- More activities
- Safe spaces

What our residents and partners told us:

Anti-social behaviour

"I find large groups gathering in children's play parks and streets intimidating"

Interaction with friends/peers

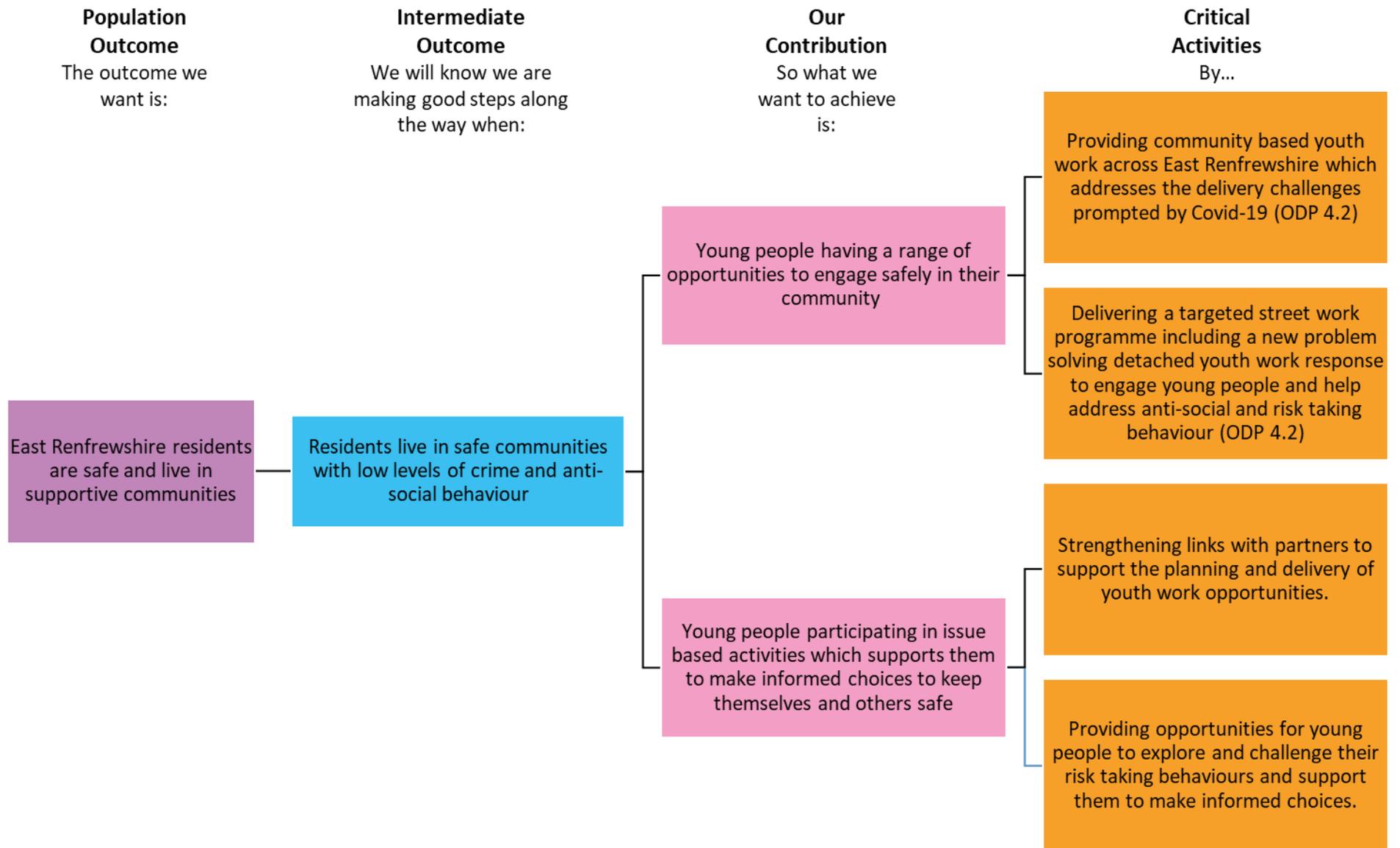
"Greater access to facilities for young people to meet their peers"

More activities

"Free/affordable activities for all young people"

Safe spaces

"Safe spaces for young people to meet"



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As we continue to move through the Covid recovery phase, this priority will not be measured using both quantitative and qualitative data from stakeholders to inform CLD services. This will allow CLD partners the opportunity to reconnect and engage meaningfully with communities to baseline activity which in turn will allow us to set quantitative targets where appropriate.

Priority – Equality and equity

East Renfrewshire’s ‘Equalities and Human Rights Mainstreaming Report’ 2021 provides an overarching strategic focus to ensure that everyone is treated fairly, encouraged to contribute, participate in and can benefit from community life. By involving our stakeholders, which included representation from young people, those who are care experienced, young people with disabilities/additional support needs and the LGBT+ community, CLD contributed to and influenced the new equality outcomes for 2021-25.

CLD is committed to eliminating discrimination, promoting equality and diversity and ensuring that our services are equitable. We aim to ensure equal opportunities for all our residents, taking full account of the information we have about protected characteristic groups, as defined in the Equality Act 2010. We will also use local and national data and intelligence to identify, target and engage with priority groups, including but not exclusive to young people with additional support needs, those from minority ethnic backgrounds and the LGBT+ community.

We are committed to developing practitioners’ understanding of equality and diversity to ensure they can identify groups at risk of exclusion and support them to take action to meet their needs.

Through local consultation and dialogue with participants and partners, three key themes have been identified for CLD services;

- People are treated fairly and equally
- Fair and equal access to activities/services
- Support to equalities groups

What our residents and partners told us:

People are treated fairly and equally

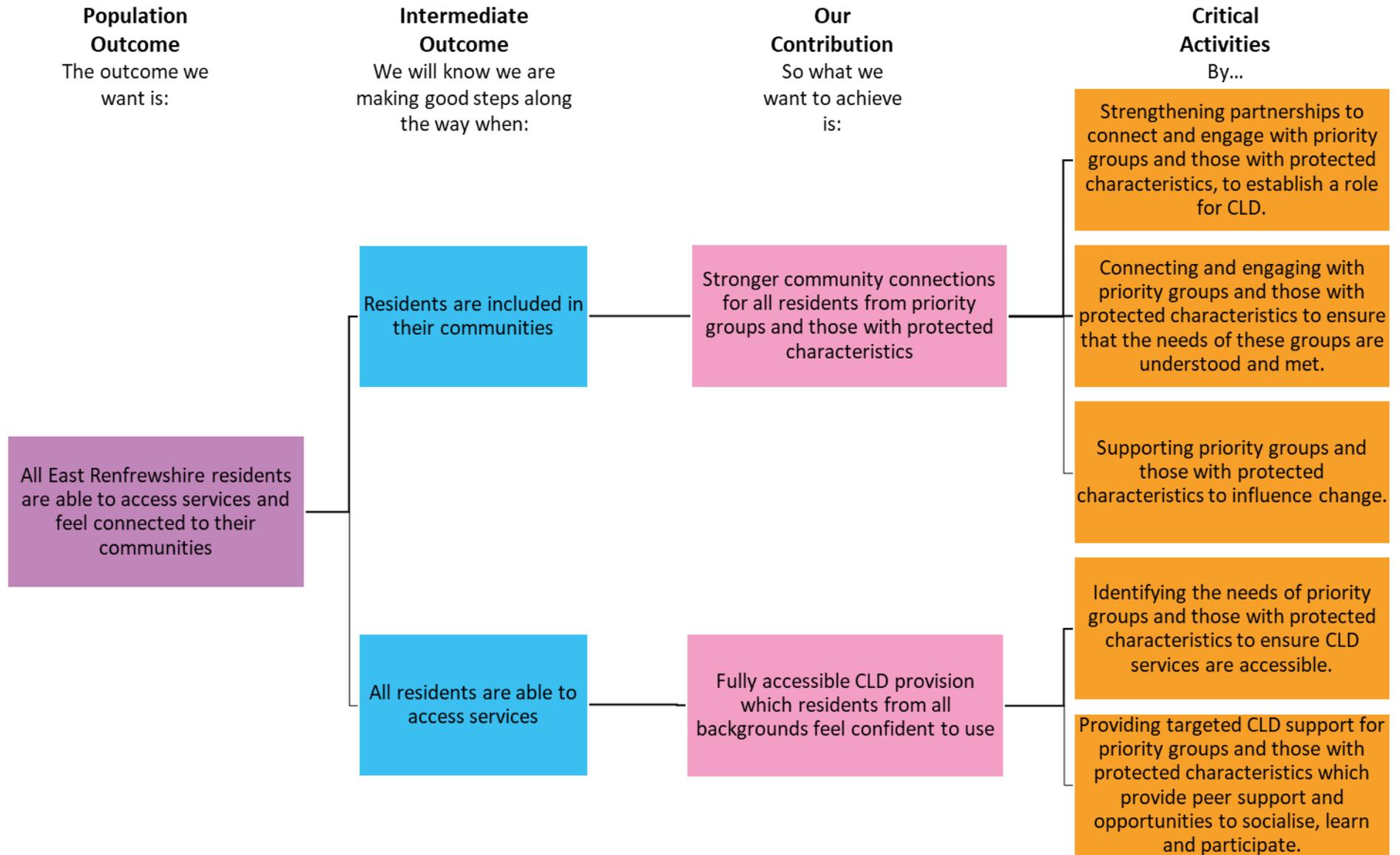
“It’s important that people receive fair and equal treatment to ensure that everyone has the same chance of achieving the same goals”

Fair and equal access to activities/services

“Everyone should be treated the same and have access to the same opportunities”

Support to equalities groups

“Sufficient resources are provided to create equality and equity are afforded to all and that the culture becomes the norm in our society”



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As we continue to move through the Covid recovery phase, this priority will not be measured using quantitative data but will focus on qualitative evidence from stakeholders to inform CLD services. This will allow CLD partners the opportunity to reconnect and engage meaningfully with communities to baseline activity which in turn will allow us to set quantitative targets where appropriate.

Priority – Digital

Being online has become a critical lifeline and essential skill to have. Throughout the pandemic, keeping connected to friends and family, participating in home learning, work or community life and accessing entertainment online has become our daily life. We have logged on to access essential services including health appointments, benefits and money advice and purchasing food. For many this has been challenging, with some having no access to digital devices or connectivity and others who lacked skills and confidence to use them effectively.

CLD partners recognise the importance of increasing and enhancing the online skills and digital capability of residents and as such will continue to ensure that support is available and accessible. A key focus for CLD services will be target those who need support to access benefit entitlement, support their child's learning and access employment or further learning opportunities.

The Digital Inclusion Partnerships is a multi-agency and multi-disciplinary group contributing to the broader digital agenda in East Renfrewshire was established in response to the pandemic and to manage delivery of the Scottish Government's Connecting Scotland Programme. Through this Programme, CLD and partners were able to provide devices, connectivity and support to over 800 residents who were digitally excluded and at risk of isolation. CLD play a lead role in the partnership and lead on several sub groups.

Through consultation and dialogue with participants and partners, 3 key themes have been identified that will shape future service delivery:

- Access to devices and improved connectivity
- Accessing activities, classes and services online
- Improving digital skills

What our residents and partners told us:

Access to devices and improved connectivity

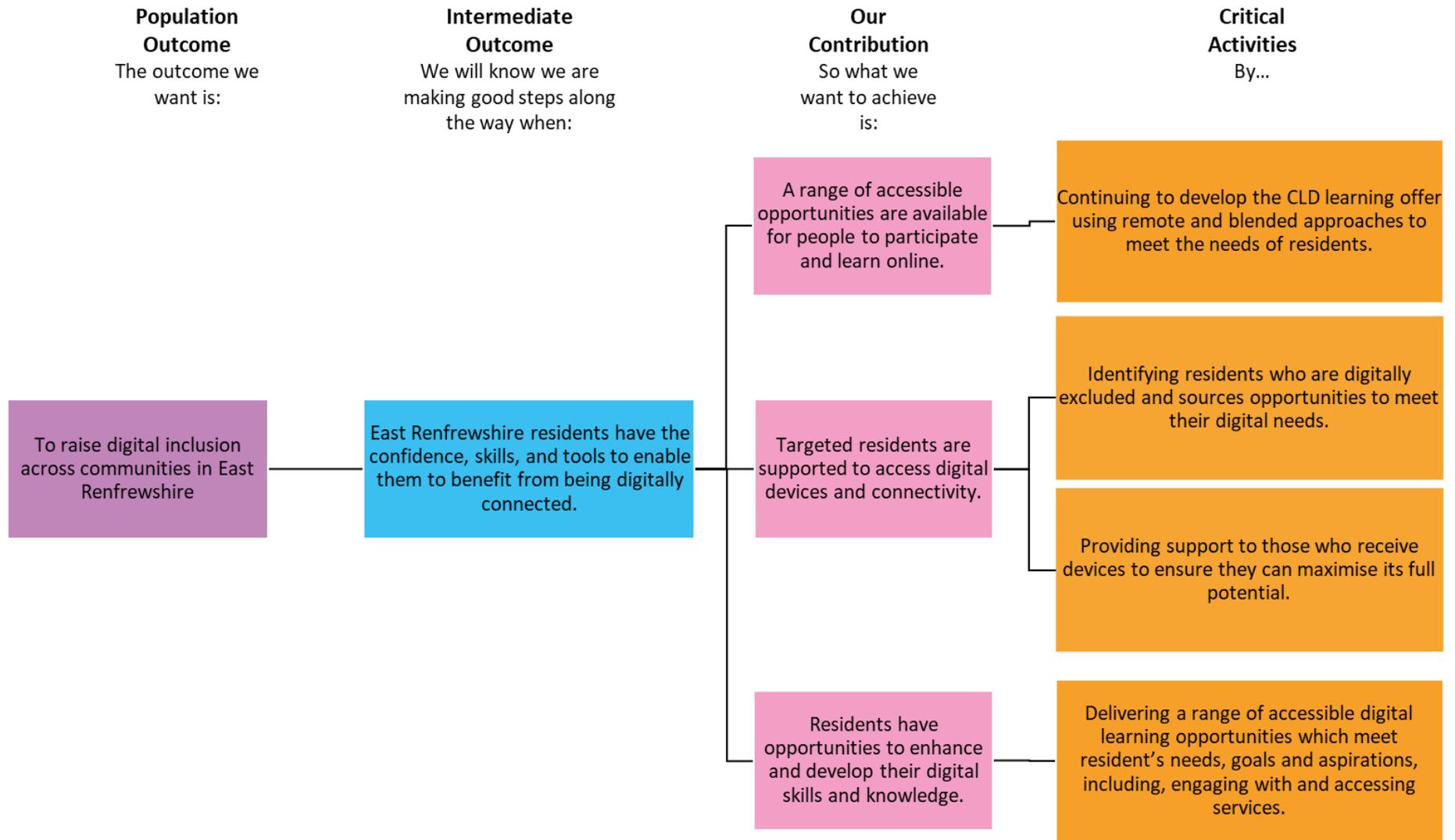
"I need access to a computer and digital facilities as I have no pc at home"

Accessing activities, classes and services online

"Our group felt that learning including digital skills around gaining employment was important, especially in the current climate"

Improving digital skills

"With Covid all our members have had to get to grips with digital technology to join Zoom virtual meetings"



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Priority - Early years & family learning

East Renfrewshire has some of the best outcomes for children and families in Scotland. There is a high level of satisfaction with the area as a place to live and many families choose the area to bring up their children. However, there are a few areas within East Renfrewshire that experience higher levels of disadvantage and deprivation which are among the key factors contributing to poorer outcomes in later life. It is well recognised that poverty and chaotic home lives are among factors that contribute to poorer outcomes for children. For these reasons, CLD services will prioritise early years and family learning support in areas of disadvantage and deprivation.

This priority focuses on the contribution that CLD makes to the early years and the family learning offer within East Renfrewshire. CLD has an important role in the provision of early intervention, prevention and learning opportunities for young people, parents and families. This will support them to learn about themselves, their health, their education and development and that of their children.

National research, local consultation, data and dialogue with young people confirms that Early Years and Family Learning Support remain a priority for local residents with three key themes emerging.

- Family learning
- Parenting support
- Early intervention and prevention

What our residents and partners told us:

Family learning

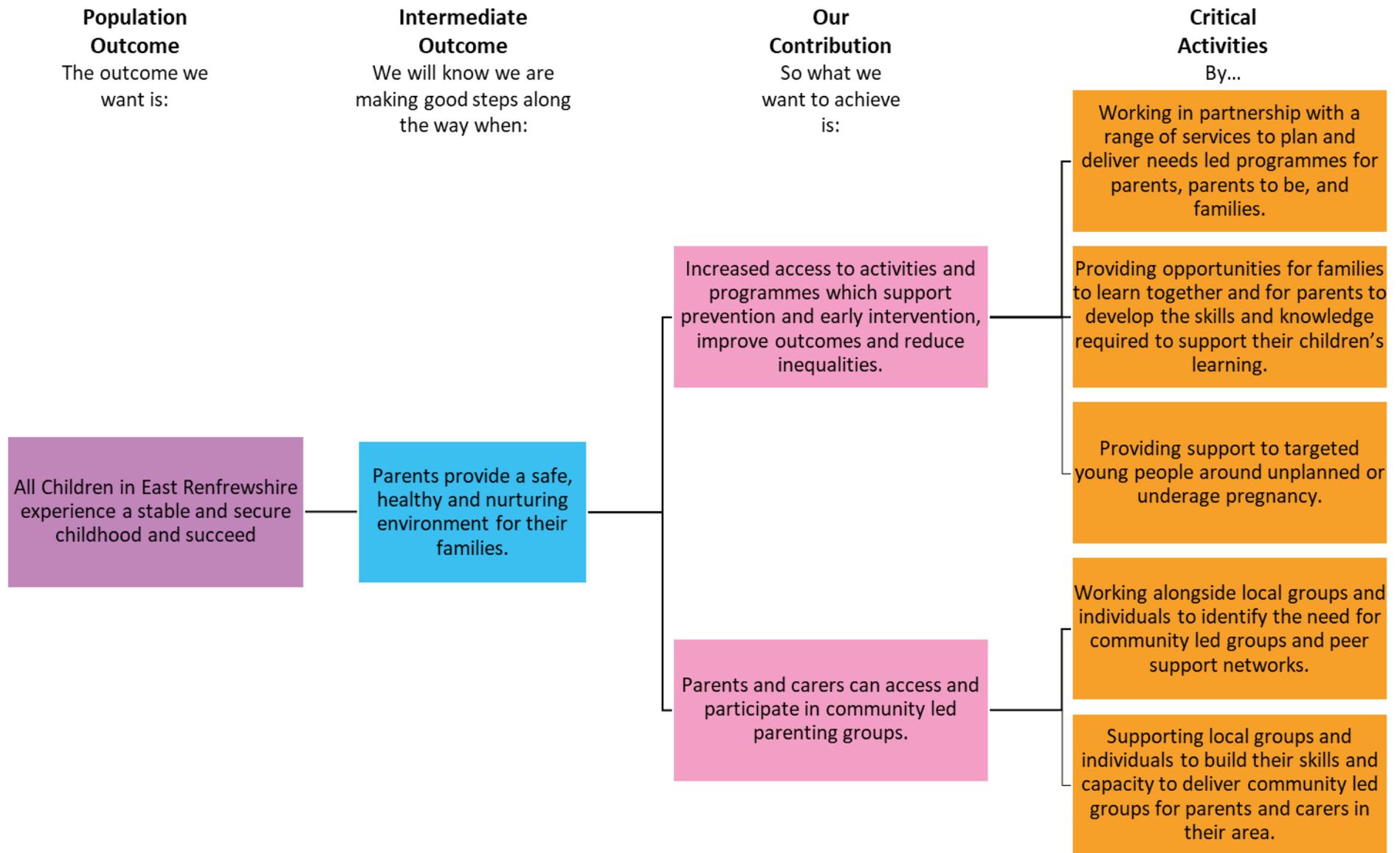
“Anything that will engage parents and involve them in learning, especially parents who are living in deprived areas. They are the people who have not usually had a positive experience of education in their own lives and are less likely, and less able, to support their children to pursue areas of interest that would enrich their lives”

Early intervention and prevention

“Lots of young people are not being careful about protection and because of Covid we aren’t sure where to get help”

Parenting support

“ESOL for parents/carers to support their children and help to learn about some of tools used in school”



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CHALLENGES AND UNMET NEED

Over the course of the next three years, the CLD Partnership will work with local residents and community groups to review priorities and monitor performance as well as review potential unmet need.

There are many factors which will influence the challenges CLD will face through the duration of this plan including changing political focus, service re-design, changes to funding and changes to communities themselves. A key focus of the CLD Plan is to build the capacity of communities to meet needs themselves, for community groups to maximise their use of community assets and to access funding where there are gaps in public sector resource

Challenges

- With a Scottish Government drive on greater community influence there is a clear and identified need to build the capacity of both our communities and CPP Partners to ensure that power, influence and decision making is equal. With CLD budgets not nationally ring-fenced and the need to identify efficiency savings, challenging decisions will have to be made about the priorities for CLD support in East Renfrewshire which may identify further unmet need.
- The move to a self-funding model for our Duke of Edinburgh Award programme is reliant on the continued high level of uptake by young people across the authority. Post Covid, this may not be seen as a priority for young people and their families.
- Since the creation of the previous CLD plan, CLD services have faced a reduction in core staffing budgets. With the expected increase in demand for CLD services to support communities post Covid, any further cuts would result in significant impacts to the service delivery in the future.
- The pandemic and subsequent restrictions on community involvement has had a major impact on the Locality Planning and PB processes. As we move into the recovery phase, we must work with the community, at their pace, to renew existing plans and processes which are reflective of their needs now and as we move forward.

Working through the pandemic, we have seen the needs of communities change significantly and already recognise that this is not restricted to our priority areas. CLD services prioritise and target communities where the need is greatest. The response required by communities to recover from the pandemic cannot be delivered by core CLD services alone. At the time of writing, we continue to experience the impact of the COVID 19 pandemic and are navigating our way through the recovery and renewal phase. As we progress through this phase, the needs of the community may change and evolve and unmet need may be greater.

EQUALITY AND FAIRNESS IMPACT ASSESSMENT

On completion of this plan we will use East Renfrewshire Council's integrated Equality, Fairness and Rights Assessment in order to efficiently assess the impact this plan will have on these key issues. By incorporating this assessment into CLD partners process and everyday practices, equality, fairness and human rights can become further implemented and sustained in East Renfrewshire.

SUMMARY

As we move into year one of the plan our focus will be to support our communities to build back. We have lived through some of the toughest times of our generation and the role that CLD plays is now more important than ever before. Our priority must be to support and create environments where communities can grow, develop and heal from the impact of the pandemic. CLD partners will work together to create opportunities for residents to come together, feel less isolated and participate in community life in a way that is meaningful to them.

The success of this plan is reliant on a strong community voice. It is crucial that CLD partners continue to engage with residents and communities giving them the opportunity to shape how our communities can grow and develop post-pandemic, and how we can make our communities fairer ensuring that their needs, aspirations and goals are reflected in CLD provision. CLD must be accountable to the communities we serve and it is essential that partners continue to provide transparent feedback and report on progress.

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