

Date: 27 November 2014

Agenda item number: 6

Title: Action Plan progress

Summary: The attached paper provides an overview of progress on five of the priorities in the Action Plan: participation, credit and debt; welfare reform, attitudes and child poverty.

Each overview also has specific questions the Panel may want to address in its discussions. The Panel's discussion on these points will help progress the work. These are:

1. Does the Panel have any advice on possible funding avenues to explore that would assist the Parkhead Action Group with their aspirations regarding the Whitby St site?
2. How do we engage with private sector tenants to ascertain their banking and budgeting requirements? What can PLP partners share about best approaches to engage with this group?
3. Does the Panel have any feedback on the effectiveness of the key messages materials distributed as postcards around the city?
[Attached]
4. Approve the definition of poverty, which has been developed by a number of PLP partners and the headline for the PLP message campaign.

This report is for: Discussion.

Recommendation: The Panel:

- (i) notes the progress on the Action Plan; and
- (ii) considers the questions relevant to each priority.

Participation

November 2014

PROGRESS AND ACHIEVEMENTS	CHALLENGES	PARTICIPATION
<p>1. All in... for tackling poverty in Glasgow</p> <p>561 people have participated in our third flash survey on the theme of social networks and isolation, which took place during September 2014. The full report is now being produced, initial observations are that:</p> <ul style="list-style-type: none"> The majority of respondents have had to cut back on social activities, or seeing friends and family, because they didn't have enough money. Many have reported feeling ashamed or embarrassed because of this: <i>"I felt dejected – defeated."</i> Many respondents avoid leaving their house because it doesn't feel safe outside, leading to people feeling scared, stressed or anxious: <i>"Son sits in his bedroom morning to night, it's so unfair"</i>. 	<p>Maintaining the commitment of participating organisations.</p> <p>Time to facilitate community coproduced approaches effectively.</p> <div style="text-align: center;">  <p>for tackling poverty in Glasgow</p> </div>	<p>1322 direct survey respondents to date from people and organisations across Glasgow.</p> <p>Over 60 Parkhead residents involved in ongoing community development work in the area.</p>
		<p style="text-align: center;">PRIORITIES NEXT QUARTER</p>
<p>2. All in... for Parkhead!</p> <p>Work based on priorities set at July community workshop:</p> <ul style="list-style-type: none"> Secured gap site in Whitby Street from owner on a temporary one year basis Funding application to 'stalled spaces' to transform the land for community use; outcome pending Local architect – Ink Designs – assisting this project Successful Halloween litter pick 	<p>Produce Flash Survey 3 Report and disseminate findings.</p> <p>Progress Parkhead community priorities, and continue to work with local people and professionals to establish a plan for secured vacant land.</p> <p>Identify community coproduction partners in Priesthill.</p>	<p style="text-align: center;">FOR PANEL'S CONSIDERATION</p>
		<p>The Parkhead Action Group has secured a gap site at Whitby street from the owners on temporary basis. A funding application to 'stalled spaces' to transform the land into a community garden is pending.</p> <p><i>Q: £450k would enable Parkhead residents to take permanent ownership of the Whitby Street site. We want to give this a go - what advice can the Panel give on possible avenues to explore that would assist the Parkhead Action Group with this aspiration?</i></p>

Credit and Debt

November 2014

PROGRESS AND ACHIEVEMENTS	CHALLENGES	PARTICIPATION
<p>A review of community finance in Glasgow has been commissioned and will assess how current community finance provision fits in with existing and future needs for the most financially excluded in Glasgow.</p> <p>Peer Support for Young People – team of 8 Modern Apprentices is providing financial capability peer support to school leavers. Six week pilot programme has commenced at Bannerman High targeting Christmas leavers.</p> <p>Training workshop delivered for DWP frontline staff on issues facing victims of domestic abuse. Two further training sessions are being planned for frontline advice sector staff on these issues.</p> <p>Scottish Welfare Fund review group, as requested by PLP, convened with partners and concluded that the SWF is reaching its intended recipients.</p> <p>It's been confirmed that neither Wheatley nor the Council can link payment of rent/ council tax to customer credit ratings. The main reason is that it could negatively affect customers.</p>	<p>Citywide credit union/RSL working group established with representation from credit unions, RSLs and GCC. The objective of the group is to review and recommend on potential credit union budgeting service/product options for RSL tenants and take recommendations back to West of Scotland Housing Forum.</p> <p>The challenge is developing a product that is affordable for both credit unions and RSLs.</p>	<p>Delivery of the Financial Inclusion Strategy 2015-18 will be through a partnership arrangement with GCC, funding partners and advice sector providers. People with experience of poverty will have an active role on the citizen participation working group which will ensure that citizens are directly involved in the development and performance review of financial advice services.</p> <p>Stakeholder event on 26 November will include examining barriers to accessing financial advice services and potential solutions. Attendees will include people with direct experience of poverty.</p>
		EQUALITIES AND HUMAN RIGHTS
	PRIORITIES NEXT QUARTER	FOR PANEL'S CONSIDERATION
	<p>Working Group established to map and consider activities across the city to support banked/underbanked citizens. Group will consider the findings of the Review of Community Finance when proposing options and how the Panel may assist.</p>	<p>How do we engage with private sector tenants to ascertain their banking and budgeting requirements? What can PLP partners share about best approaches to engage with this group?</p>

Welfare reform

November 2014

PROGRESS AND ACHIEVEMENTS

CHALLENGES

PARTICIPATION

Benefit appeals pack and key messages distributed to libraries, GP surgeries, pharmacies and a range of third sector organisations.

Event organised for end of November to engage with those who have experience of the appeals process, community groups, and relevant service providers. Through this, we will identify the barriers to appealing and assist in scoping out formal and informal networks to supporting appellants.

Training is being offered to all social work area teams and promoted via the GAIN network to raise awareness of the implications of sanctions and to promote the right of appeal.

A report on the impact of welfare reform on people in Glasgow has been completed and disseminated.

Discussions have begun with 'Deep End' GPs to explore options to increase access to medical evidence when appealing DWP decisions to tribunal.

Encouraging more people to appeal their sanctions, to safeguard their immediate and future wellbeing.

Identifying the best way to reduce the barriers for people wanting to challenge negative benefit decisions.

Community members, frontline workers, GAIN network invited to event on exploring barriers to appealing.

Wee panel discussion facilitated on the implications of the benefit sanction process. [Summary attached]

EQUALITIES AND HUMAN RIGHTS

Welfare reform materials and appeals pack made available in alternative formats and languages.

PRIORITIES NEXT QUARTER

FOR PANEL'S CONSIDERATION

Consult on the effectiveness of key messages produced in the Spring and consider changes as appropriate.

Determine how to respond to the findings of the 'Impact of Welfare Reform on Individuals in Glasgow' research produced for the PLP.

Does the Panel have any feedback on the effectiveness of the key messages materials distributed as postcards around the city? [Attached]

Bedroom Tax/housing- The bedroom tax doesn't apply to you if you're old enough to receive pension credits. Everyone else should consider applying for a Discretionary Housing Payment (DHP). For more information phone **0141-287-5050**.

Employment and Support Allowance (ESA) - While in the "Support Group" you don't need to take part in any job-seeking activities. If you think you're in the "Work-Related Activity Group" by mistake, you should appeal.

Sanctions - You should appeal all Jobseeker's Allowance and Employment Support Allowance sanctions to protect your future income.

Council Tax Reduction - This has replaced Council Tax Benefit but has stricter rules. To report changes in circumstances or to claim phone **0141-287-5050**.

Personal Independence Payment (PIP) - People under 65 are being re-assessed and moved from DLA to PIP in the next few years.

Reviews and appeals - You have to ask the DWP for a review (called a reconsideration) before you can appeal most decisions about your benefits.

Debts - If you're struggling to pay your bills, you can contact Glasgow Advice and Information Network (GAIN) for free advice on **0800 801 1011**.

Credit unions - Go to a credit union to avoid payday loans and other expensive forms of credit.

Disability - If you have a disability, you can claim Attendance Allowance (AA), or the new Personal Independence Payment (PIP). You can still claim DLA for children with a disability who are under 16.

Any questions? Contact Glasgow's Advice and Information Network (GAIN) for free and confidential advice on 0808 801 1011. Mon–Fri 10-8pm, Sat 10-2pm.

Some mobiles may charge.

www.gain4u.org.uk

www.glasgow.gov.uk/whatyouneedtoknow



Poverty Leadership Panel – addressing poverty in Glasgow



Report on benefit sanctions meeting with people with direct experience:

9 October 2014

Purpose

To provide a summary of the discussion on benefit sanctions.

Background

The August meeting of the Poverty Leadership Panel discussed how benefit sanctions are causing greatest hardship for people in Glasgow. The Panel agreed to raise awareness of sanctions and promote the right to appeal. In addition, it was agreed that the implications of sanctions for people would be fed to the DWP through the DWP/GCC Strategic Group and the Corporate Welfare Reform Group.

There has been a toughening of the sanctions regime for Jobseekers Allowance (JSA) and Employment and Support Allowance (ESA) claimants. The number of sanctions appeals remains low; less than two percent of these decisions are appealed.

The Poverty Leadership Panel has been concerned with the issue of sanctions for some time. It has produced two reports: "Benefit Sanctions Impact Survey" and "The Impact of Welfare Reform on Individuals in Glasgow".

Summary of issues raised

The group of people with direct experience of poverty agreed that the following were the key issues relating to sanctions.

Concerns

- There are health implications for sanctioning people who are already affected by poor physical and mental health.
- People who are removed from ESA are forced to claim JSA until the mandatory reconsideration process is completed. These people are ill and unable to meet the requirements of the claimant commitment.
- There are unhelpful political and media narratives about benefit claimants being "benefit scroungers".
- Research suggests that the majority of people do not know why they have been sanctioned.
- All organisations need to understand the economic and social impact of sanctions on the city.
- Sanctions are putting enormous pressure on foodbanks.

More information required

- How many people already in receipt of the disability premium are sanctioned?
- How much do crisis payments because of sanctions cost the Scottish Welfare Fund?
- Are the DWP failing in their duties under the Equality Act 2010?

Facts

- Nationally 6 out of 10 ESA claimants affected have a mental health condition or a learning difficulty.
- One third of people affected by homelessness who are receiving JSA have been sanctioned.
- One fifth of people affected by homelessness who are receiving ESA have been sanctioned.

Key messages

- Are the DWP partners when it comes to resolving the concerns around the sanction regime?
- Can sanction periods be delayed until people have had time to rearrange their finances, like cancelling direct debits to avoid bank charges?
- Why not exempt people with long-term conditions from the sanctions process?
- Disabled people who are sanctioned are unable to access existing advice services because they cannot travel by public transport.
- The attitude of DWP staff is an issue. There is an imbalance of power between the customer and the adviser. People fear that challenging their decision will make things worse.
- DWP appear to discourage people from appealing.
- DWP advice on claiming hardship payments or right to appeal appears limited.

Recommendations

The group would like their views considered by the Poverty Leadership Panel and the DWP.

In addition:

- Further activity in respect of sanctions will be added to the welfare reform work stream, particularly around dissemination of information and support to those affected by sanctions, in line with PLP objectives.
- The issues in this document will be reported to the GCC/DWP Strategic Group and the GCC Corporate Welfare Reform Group.

Challenging negative attitudes about people in poverty

November 2014

PROGRESS AND ACHIEVEMENTS	CHALLENGES	PARTICIPATION
<p>Staff survey findings have been shared with all agencies. Presentations have been delivered to GCC and Wheatleys' senior management teams. The survey has raised awareness of the PLP across the city.</p> <p>Survey results have been used to inform a PLP staff messaging campaign. Materials have been developed by a small group of people who have direct experience of poverty (GHN, GDA, Wee Panel), Wheatley Group/ GHA and GCC staff.</p> <p>GCC, Wheatley Group and NHS/ CHP have agreed to launch the campaign in early 2015.</p> <p>Glasgow City Marketing Bureau is supporting the Panel to build on 'People Make Glasgow' as the headline for the campaign. A workshop involving around 25 frontline staff from GCC, Wheatley and NHS took part in a workshop to develop the messaging.</p> <p>Eight senior managers and experts in poverty have agreed to take part in the Poverty Truth Commission's mentoring programme, beginning January 2015.</p> <p>A working definition of poverty has been developed for the PLP, involving a range of partners.</p>	<p>Each organisation will integrate the messaging material within existing programmes and structures. We will engage with agencies to ensure that the campaign is given the profile required, and to make sure that it is flexible enough to meet a range of needs.</p> <p>We continue to look for ways for this work to inspire people working in Glasgow to take practical actions.</p>	<p>A small group has worked together to develop the messaging campaign, made up of people with direct experience of poverty (GHN, GDA, Wee Panel), Wheatley/ GHA and GCC staff.</p> <p>A broad consultative group met prior the Panel meeting for a progress report, to comment and influence the work, to agree key messages/ questions to take to the Panel, and to discuss future priorities. This group includes PTC, NHS, GDA, GCPH, PA, GCC, Wee Panel, SRC.</p>
		EQUALITIES AND HUMAN RIGHTS
	<p>PRIORITIES NEXT QUARTER</p> <p>Launch People Make Glasgow anti-poverty staff campaign in GCC, Wheatley/ GHA, and NHS.</p> <p>Develop campaign and support for staff.</p> <p>Launch senior staff mentoring programme.</p>	<p>The staff survey included questions regarding all equalities groups, and collected staff profiling information. Results are being used to respond to identified support and training with particular groups. A number of equalities groups are represented on the consultative group. The messaging campaign will include a message around human rights.</p>
		FOR PANEL'S CONSIDERATION
		<p>The Panel is asked to approve the following definition of poverty, which has been developed by a number of PLP partners:</p> <p>When a person's resources are not sufficient to meet their minimum needs. This is not only about money but also being able to live a life with dignity and enjoy basic rights and freedoms to participate in society.</p> <p>The headline for the PLP message campaign will be presented to the Panel at the meeting on 27 November.</p>

Child poverty

November 2014

PROGRESS AND ACHIEVEMENTS	CHALLENGES	PARTICIPATION
Cost of the school day progress update attached.		
		EQUALITIES AND HUMAN RIGHTS
	PRIORITIES NEXT QUARTER	FOR PANEL'S CONSIDERATION

Cost of the School Day - progress update, November 2014

Activity	Progress made	Next steps
Build relationships with schools	<ul style="list-style-type: none"> Relationships in place with all 8 schools and project planned out in each school Workshop discussions with wider staff teams in 5 of the 8 schools Children and young people sessions timetabled and being delivered during term 1, 2014/15 Event held for schools, education services staff and elected members, 4 November Additional participation request from Cartvale School for learners with SEB needs 	<ul style="list-style-type: none"> Remaining staff workshops Event report to be developed Plan processes for feeding back findings and facilitating action post March 2015
Build relationships with partners	<ul style="list-style-type: none"> Project Advisory Group operating – Save the Children, Scottish Commissioner for Children and Young People, Poverty Alliance, GCPH, University of Strathclyde, NHS, EIS, GCVS Project discussed with QIOs, Employability and Skills Partnership team, Educational Psychology, Financial Inclusion, EIS, Wee Panel and Councillors Fisher and Gillan Relationships built with Poverty Proofing the School Day teachers in Newcastle Glasgow Life interest in ‘Cost of the School Holidays’ – overcoming barriers to participation in GL services and their potential to address summer learning loss for low income children Edinburgh City Council interest in replicating the project in their schools 	<ul style="list-style-type: none"> Glasgow Life proposal Meet with Edinburgh City Council Child Poverty lead Continue to identify useful contacts
Develop research tools	<ul style="list-style-type: none"> Parent and child information and consent packs, school information packs, staff focus group topic guides and sessions for children and young people finalised and in use Drafts underway for staff and secondary learners surveys 	<ul style="list-style-type: none"> Finalise staff and secondary learners survey
Fieldwork	<ul style="list-style-type: none"> Range of presentations at assemblies, classes and Parent Councils 13 focus groups/workshops with school staff 64 school sessions held with approximately 250 learners. All sessions will be completed by 15 December 2014 (99 sessions and 350 children and young people) 	<ul style="list-style-type: none"> 2 focus groups with parents Remaining staff workshops Distribute surveys Dec/Jan
Analysis	<ul style="list-style-type: none"> Analysis software purchased and sessions transcribed on ongoing basis Rough analysis of main themes from first sessions 	<ul style="list-style-type: none"> Analysis stage of project, January-March 2015
Comms	<ul style="list-style-type: none"> Comms plan developed Blog post on GCPH website Article published in TESS Email newsletter developed and distributed widely - included in other mailouts e.g. GCPH, NHS Maternal and Early Years, GCVS Project information on GCC intranet and external website and CPAG website Event held for schools, education services staff and elected members Invited to speak at Poverty and Education conference Dec 2014. 	<ul style="list-style-type: none"> Speak at Poverty and Education conference Dec 2014 Blog post on CPAG in Scotland website Second newsletter to be developed, March 2015