

---

**Date:** 27 November 2014

**Agenda item number:** 8

**Title:** Measuring our success: developing a monitoring framework

**Content:** The attached paper outlines a proposal to measure whether the Panel's work is making a difference to people in poverty.

The proposed framework will incorporate high-level data on poverty (e.g. child poverty). This will allow the Panel to measure the broader impact of its work.

The paper proposes embedding the monitoring framework within existing workstream reporting processes, on a six monthly or annual basis.

**This report is for:** Discussion.

**Recommendation:** To seek views from the Poverty Leadership Panel on:

- The value of taking forward this monitoring framework to ensure alignment with the existing action plan goals;
- The frequency of reporting required by stream leads on these indicators;
- Whether these indicators should be incorporated into the stream leads' one page summary on a six monthly or annual basis.

## Glasgow's Poverty Action Plan – measuring our success

### Introduction and background

A short-term group was set up to support the development of a monitoring framework linked to Glasgow's Poverty Action Plan. Partners from the Glasgow Centre for Population Health, Glasgow City Council (GCC), NHS Greater Glasgow and Clyde (NHS GGC) and the Wheatley Group have met twice with the aim of identifying data sources for the framework. At present, the Poverty Action Plan work stream leads provide a written one-page proforma, which goes to the Poverty Leadership Panel (PLP), updating on progress on actions and any issues requiring PLP advice. Therefore, there is scope to strengthen this reporting arrangement by:

- Providing an overview of progress against key overarching indicators, including those which led to the initial establishment of the Poverty Leadership Panel
- Ensuring that future reporting refers to data from an agreed monitoring framework
- Moving towards reporting that focuses on outcomes instead of outputs
- Avoiding new arrangements that overlook other work, such as the SOA performance framework and the Understanding Glasgow website<sup>1</sup>.

### Developing a monitoring framework

Outlined below are data sources that could strengthen future reporting and includes regularly updated high-level data, such as child poverty rates, that will continue to provide an overview, as well as progress on each of the individual work streams. As a minimum, this will include updating the summary picture presented in the PLP action plan, i.e.

- **Around one in three** of the city's children live in poverty, with **just over a quarter** of them living in workless households.
- **About one in five** families with children say they do not manage well financially, have some money difficulties or are in deep financial trouble.
- **About one in six adults** do not have access to a bank or building society account.
- **Around one in five** working Glaswegians earns below the Living Wage.
- **Certain communities face heightened risks of poverty.** These include, but are not limited to: lone parents; ethnic minority communities; people with long-term illnesses and disabilities, and women.

---

<sup>1</sup> The Understanding Glasgow website is available at: <http://www.understandingglasgow.com/>

Priority	Potential data sources and comments
<b>1. Mitigating the impact of welfare reform</b>	<ul style="list-style-type: none"> <li>▪ The <i>Scottish Welfare Fund annual report</i> (2014 onwards) provides detailed data on Community Care and Crisis Grant awards at a local authority level.</li> <li>▪ The <i>NHS GGC Health and Wellbeing survey</i>, set up in 1999, collects data every three years. There is survey data from 1999 onwards on income from state benefits, views on household income and ability to pay unexpected and specific bills e.g. rent or fuel. From 2014, there are plans to collect data on the impact of the welfare reforms, perceptions of people living in poverty, experiences of crime and domestic abuse, volunteering and credit unions. The 2014 survey will include 4,000 respondents from Glasgow city.</li> <li>▪ Other possible data: <i>Department of Work and Pensions</i> sanctions data and <i>Wheatley Group</i> data on the number of tenants on housing benefit and uptake of discretionary payments.</li> <li>▪ The <i>NHS GGC</i> survey household data will be tagged from 2014 to include Wheatley Group residents.</li> <li>▪ Money/welfare advice data - <i>GCC Financial Services</i>, including the GAIN contract, and <i>Social Work Services</i>. (The advice data could support other priority areas, such as reducing child poverty and credit and debt.)</li> </ul>
<b>2. Reduce child poverty</b>	<ul style="list-style-type: none"> <li>▪ The <i>Glasgow City Schools survey</i> of more than 7,000 pupils (11-16 year olds) includes questions on financial literacy, access to credit unions, free school lunches and volunteering.</li> <li>▪ The <i>GCC Glasgow Household survey</i> records data on difficulty paying fuel bills.</li> <li>▪ <i>GCC Free School Meals Entitlement and uptake</i></li> <li>▪ The <i>Understanding Glasgow</i> website has child poverty statistics for Glasgow city.</li> <li>▪ The <i>Cost of the School Day project</i>. - use outputs from the project to inform action on stigma.</li> </ul>
<b>3. Work and worth</b>	<ul style="list-style-type: none"> <li>▪ The <i>Joseph Rowntree Foundation</i> have data on the numbers of unemployed and under-employed people and in-work poverty.</li> <li>▪ The <i>Understanding Glasgow</i> website has an Economic Participation section.</li> <li>▪ The <i>NHS GGC Health and Wellbeing survey</i> has data on work status, 'zero hours' contracts (from 2014</li> </ul>

	<p>onwards) and highest educational qualification linked to demographics.</p> <ul style="list-style-type: none"> <li>▪ <i>DRS</i> may have data on the increase in business base by 10% in 2017 and the increase in the number of employee jobs by 2017.</li> <li>▪ The <i>GCC</i> Leader's office may have data on the proportion of Glasgow employees on the Living Wage. The <i>GCC</i> Household Survey has also asked questions on this, which can be repeated.</li> <li>▪ The <i>Annual Population Survey</i> – labour market statistics</li> <li>▪ <i>Glasgow Life</i> may have data on volunteering in the bottom 15% SIMD areas.</li> </ul>
<b>4. Credit and Debt</b>	<ul style="list-style-type: none"> <li>▪ <i>GCC</i> keeps data on credit union membership and the schools project (providing pupils £10 to open a credit union account).</li> <li>▪ <i>GCC</i> has information on payday lenders.</li> <li>▪ <i>GCC</i> can provide monitoring information on Financial Inclusion services including numbers using Advice Services, client financial gains (income maximisation), housing debt and non housing debt managed for clients and council tax arrears under negotiation. There is also information on homelessness prevented by Advice Sector and homelessness prevented at Sherriff Court stage.</li> </ul>
<b>5. Challenging negative attitudes</b>	<ul style="list-style-type: none"> <li>▪ The <i>NHS GGC Health and Wellbeing survey</i> also contains questions on perceptions of poverty.</li> <li>▪ The workforce attitudes questionnaire (2014), which includes <i>GCC</i>, <i>Wheatley Group</i>, <i>Police</i> and <i>Fire</i>, will be repeated in two years to examine changes in staff attitudes. Perception measures could be obtained from people involved in the senior staff mentoring programme.</li> <li>▪ The messaging campaign being launched by the <i>Wheatley Group</i>, which aims to raise staff awareness and challenges myths, could be monitored.</li> </ul>
<b>6. Involve people with direct experience of poverty</b>	<ul style="list-style-type: none"> <li>▪ The <i>GCC household survey</i> has data on community participation.</li> <li>▪ The <i>NHS GGC survey</i> has data on activism.</li> <li>▪ Continue to capture direct experiences of people through the work of the <i>Poverty and Truth Commission</i>.</li> </ul>

## **Other points to consider**

- In addition to reporting on these high-level indicators, work stream leads could also report on softer indicators covering inputs, outputs and processes relating to particular areas of work.
- Other monitoring themes not identified in the action plan may need to be considered, such as pensioner poverty or adding measures around uptake of food banks (see Scottish Government commissioned report (2013), “Overview of Food Aid Provision in Scotland”).
- If required, the Family Resources Survey and Wheatley Group could provide figures on rental poverty risk i.e. numbers of cases of rent arrears, repossessions and evictions.
- There may be a need to consider homelessness data. (The GCC has data on the numbers of people in temporary accommodation, GCC homelessness acceptances and numbers presenting.)

## **Next Steps**

To seek views from the Poverty Leadership Panel on:

- The value of taking forward this monitoring framework to ensure alignment with the existing action plan goals.
- Six monthly or annual reporting by stream leads on these indicators (depending on the frequency that the data is collated)
- These indicators being incorporated into the stream leads’ one page summary on a six monthly or annual basis.