Learning changes lives for the better – progress on the CLD Plan 2021-2024

This report aims to capture the progress made in Aberdeen in delivering against the 'outcomes' to date of the Community Learning and Development 2021 – 2024 CLD Plan

The Strategic Guidance for Community Planning Partnerships: Community Learning and Development (2012) underpins national CLD policy in Scotland. The Guidance sets out the core contribution that CLD activities can make to national outcomes: with specific reference to:

- 1. Improved life chances for people of all ages, including young people in particular, through learning, personal development and active citizenship; and
- 2. Stronger, more resilient, supportive, influential and inclusive communities and includes clear guidance that CLD should support 'primarily disadvantaged or vulnerable groups and individuals of all ages to engage in learning, with a focus on bringing about change in their lives and communities.'

Outcomes from CLD Plan 21-24	The impact of what we have done together	RAG rating	Next steps
Priority 1 - Youth	Work		

Support young people to gain the employability skills required for the world of work. This will increase the number of young people leaving school into a positive destination, especially those from priority areas. Work with school leavers to develop their employability skills.

LOIP Stretch
Outcome 7. 95%
of all our
children,
including those
living in our
priority

Employability Learning Offer

Youth Work providers across Aberdeen City Council teams and commissioned services and third sector organisations contribute to the development of employability skills of young people. The Fairer Aberdeen Fund allocates funding to Youth Work provider Station House Media Unit (shmu) to supporting young people across all priority areas to achieve positive destinations. This includes Youth Media and shmuTRAIN. Programmes are developed in partnership with ACC schools Quality Improvement Officer, ACC Employability team (ABZ Works), Aberdeen Foyer, Barnardo's and the schools they are delivered in.

Shmu developed and delivered a learning offer for a group of young people identified as being least likely to secure a positive destination, through the provision of shmuTRAIN and 73 young people (16-25 years) participated in the Positive Transitions programme in 2021-23. Most (74%) participants subsequently moved on into positive destinations (6 into work, 8 into education and 30 into training). Most (85%) participants report an increase in their health and wellbeing, aspirations and job search skills. In 21-22 this figure was 73%, increased to 100% in 22-23.

Case study 1 – shmuTrain can be found in Appendix B

Highlights from other delivered programmes include:

- SHMU Training Academy Summer Programme supported 40 young people. The majority (65%) of participants secured a positive next step (6 re-engaged with education, 5 moved onto further training and 5 progressed on to college).
- 59 people took part in Foyer Reach. Less than half (23%) of participants secured a positive next step (10 moved into further education or training and 4 into work).
- 57 people took part in the Prince's Trust programme. Less than half (37%) of participants secured a positive next step (21 moved into positive destinations, including 6 into employment).

Green

Improved data sharing and joint planning between youth work and employabilit y providers.

neighbourhoods (Quintiles 1 and 2) will sustain a positive destination upon leaving school by 2026

Key driver 7.1 Improving pathways to education, employment and training for all our children In total 489 young people have participated in Fairer Aberdeen employability support programmes and activities with the majority 50% (239) securing an immediate positive outcome and are now in education, training or employment.

Employability programmes work with some of the most vulnerable young people furthest from the job market, delivered at the most appropriate level for the individuals. They are designed to move participants closer to work, arming them with the skills and abilities to gain employment and sustain it successfully. Activities build confidence and resilience alongside core employability skills required to secure a positive destination in the future. Organisations work in partnership with community and employability services to build a coordinated multi-agency approach to employability support across the city. Working together they target priority neighbourhoods to deliver support and to signpost individuals to the most appropriate and relevant support services for the stage they are at in their employability journey. They continue to provide employability support after participants have completed the programmes.

Supporting refugees to settle in the city and engage in learning

The CLD Youth Work team has adapted plans to ensure proactive support for young refugees and asylum seekers from Syria, Afghanistan and Ukraine to proactively support their integration into the city. Young people have participated in city tours, cooking courses, ESOL classes, sessions with Countryside Rangers and activities with Creative Learning.

In response to the war in Ukraine and arrival of over 1800 Ukrainians in the city from June 2022, the youth work team ran a summer programme to complement the Settle in the City programme delivered by health and education partners for those aged from 3 to 16. The focus on Ukrainian young people of school-leaving age enabled all young people to be supported to access education, formal training or employment. The majority of participants reported an increase in their understanding of Aberdeen and Scottish culture and increased confidence. A majority felt that the programme made

Identified a gap in engagement provision for 15 to 18 year olds, not fully engaging in school, Adult Learning and Ukrainian society looking at ways forward

integration easier and helped improved English Language skills.

ABZ Works

Youth Work, Education, Youth Social Work, Housing, Community Learning and Development, Healthy Minds, Financial Inclusion Team, Refugee Support Team, Libraries, Creative Learning, and Communities staff, along with partner agencies such as DWP, Skills Development Scotland, NESCol, health services, and Third and private sector employability organisations take a collaborative approach to supporting individuals who need employability help through ABZ Works. ABZ Works Keyworkers meet and engage with participants and help coordinate supports based on individual need. The youth work team remain responsive to requests for assistance from key workers.

In partnership with the DWP Work Coaches, keyworkers offer weekly employability support from within the Job Centre Plus Office. Keyworkers also lead additional community outreach activities by offering drop-in sessions and meetings at Skills Development Scotland offices, within secondary schools, local libraries and from Community Hubs, such as the Tillydrone Community Campus and the Torry Community Hub.

Outcome summary

As support for young people to gain the employability skills required for the world of work progresses, more young people are achieving positive destinations or support to increase their capacity to reach a positive destination in the future. This work is targeted and flexible ensuring that those young people most vulnerable and furthest away from the job market. Young people are encouraged to develop new skills and supported to progress aspects of wellbeing, integration and any barriers they experience in reaching their potential. Continued funding though Fairer Aberdeen and other grants will enable this work to continue and develop supporting young people in priority areas or responding to need as it presents.

Support young people's mental and physical wellbeing and increase the number of young people who report that they feel mentally well.

LOIP Stretch Outcome 5 90% of children and young people report they feel listened to all of the time by 2026

Key Driver 5.2
Increasing
children's
knowledge and
understanding of
their own
physical and
mental wellbeing
and take an
early intervention
and prevention

Consistently supporting mental health needs as a Community Planning Partnership

Most CLD Youth Work staff have completed introductory Let's Introduce Anxiety Management (LIAM) training with one Development Officer now fully LIAM trained. The adoption of this training, which has also been undertaken by all school nurses, Fit Like Family Wellbeing staff and 48 school staff, is helping ensure a consistent understanding and approach to supporting children and young people displaying anxiety.

Learning offer to Increase confidence through Award Schemes

12 CLD Youth Workers in schools focus on giving primary and secondary pupils opportunities to improve confidence levels, build resilience, learn new skills and feel more optimistic for the future by gaining recognition for their achievements through SCQF accredited Youth Scotland Awards. During 2022-23 competent and trained Youth Work staff successfully supported 118 young people to achieve a youth award. 73 took part in a Hi 5 award and 45 took part in a Dynamic Youth Award.

The Awards are now being used by partners with wider appreciation of how the Awards can support delivery of flexible learning pathways.

The majority of pupils who took part in the Hi5 award said that they had improved their ability to joining in more activities; work better with others and had gained more skills, discovered new things and generally felt better about themselves.

Participants were asked to what extent taking part in the awards helped them "a lot, a little, the same".

Of those who achieved a Dynamic Youth Award:

- Less than half (44%) said they had a better and more positive view of themselves a lot;
- Less than half (49%) said they were better at solving problems and making decisions a lot:
- The majority (60%) said they were better at working with others a lot;

referral
system into
youth work
to ensure
better
understandi
ng from

Improve the

Green

what the offer is.

partners

Address unmet need in schools by filling vacancies with people who have the skills we need.

Evaluate
whether the
youth work
offer is
relevant
and still
meets the
needs of

approach.

- Less than half (47%) said they had better skills in listening and talking a lot;
- Less than half (42%) said they feel more valued as a member of their group/school/community a lot.

Increasing no cost opportunities to interact with peers

The CLD Youth Work team sought to focus on providing opportunities for young people to connect with each other and feel less socially isolated. Young people tell us that the cost-of-living crisis is impacting on affordable and safe opportunities for them in their communities. The Public Health restrictions in place in 2021 negatively impacted on the team's community-based programme initially although these have now resumed and are being further developed at pace.

Groups for children and young people in Primary 6 and 7 have been running in Kincorth and Mastrick and are proving popular. Youth Workers are supporting the Northfield drop-in at Northfield community centre; the drop-in offers a safe and welcoming place for young people to come to and where they can develop positive relationships with trusted adults. Young people are connecting with peers and making friends. They tell us they are benefiting from the range of recreational and informally educational activities offered at their group and are learning new skills. Plans to spread this approach further are currently being developed.

Work with targeted groups

The CLD Youth Work team has supported targeted communities such as New Scots and LGBT+ to support them to feel included, respected, confident and optimistic for the future.

- Zone Youth is a citywide group for young people who are LGBT+
- Aberdeen Youth Movement brings young people together from across the city and provides opportunities for connection and personal development activities.

young
people and
identify
changes to
the offer if
not.

The CLD Healthy Minds team supported 6 young people with a diagnosed mental illness aged between 18 and 25 to take part in a 12-week programme in conjunction with creative learning Youth Arts Practitioner Awards (YAPA) to increase confidence, develop leadership skills, create a strong feeling of community for the participants and give them opportunities to improve their social skills and develop relationships. Almost all reported an increase in confidence and skills and 50% moved into paid employment.

Developing life skills and resilience

The CLD Youth Team has worked with schools and other partners to identify those pupils at risk of, or already impacted by, poor mental health and provide those young people with the support they require. As a result, transition programmes for Primary 6 and 7's are being delivered in almost all ASGs and these include Transition after-school clubs in partnership with Active Schools and school staff to support a smooth transition to secondary school. The youth team continue to provide 1-1 support, award and small group work, drop-in sessions at lunchtime/breakfast clubs to allowing young people to socialise in a safe environment with trusted adults.

Youth Work in Schools delivered Confidence 2 Cook sessions to young people. 31 young people have taken part at Deeside Family Centre from January 2022-July 2023 to further develop their life skills and continue to support positive health and well-being.

Work undertaken with partners to understand the physical and mental wellbeing needs of children and young people, has led to the establishment of a Physical Education, Physical Activity and Sport Groups, driving multi-agency activity to increase levels of physical activity across all city schools.

2074 young people (aged 10-18 years) and 689 children (aged 5-9 years) have engaged in youth work activity since 2021 with 1648 of those young people reporting improved mental health and wellbeing as a result of their engagement with the service. In total 2,459 young people have engaged with the Saltire Awards in Aberdeen 2021.

Two years of data strongly supports the provision of youth work in schools and Scottish Attainment Challenge funding will be used to maintain this provision. Strong partnership between school, youth workers and other partners is enriching the learning offer for young people. Work will continue to align this provision with the Family Support Model over session 23/24. This work will be informed further by the formal evaluation of the two Edge of Care Pilots before the end of 2023. Case study 2 – Youth Work in Schools can be found in Appendix B

What does the data now tell us?

As an Education Authority, we continue to work with SHINE (Scottish Health Improvement Research Network) to undertake mental wellbeing surveys with learners from P6-S6 so that we can track progress and respond proactively to emerging needs. Currently 57% (2013 pupils) in primary 6 report that they always or often feel confident. This is a rise of 5% from the 52% reported In March 2022 and reflects a statistically meaningful improvement by gender and phase.

The proportion of all S1-S6 pupils who express that they always or often feel confident has risen by a substantive six percentage points from March 2022, with an average of 53.7% for boys and 27.3% for girls. These gender based averaged measures represent an increase of just over six percentage points for boys and five percentage points for girls Although there isn't a directly comparable national measure, national data suggests that our gender difference is more marked than the national average. Locally, the gap between boys and girls sits at 29% with the national sitting at 17%. This is being considered by the Children's Services Board.

Outcome Summary

CLD Youth Work is now embedded within most primary and secondary schools and children and young people are benefitting from the opportunities provided by youth workers to gain skills, develop confidence and improve wellbeing. There is a need to further evaluate the offer to ensure it is relevant and still meeting the needs of young people.

Work with partners from the Family Wellbeing Hubs to provide early intervention support to children, young people and families.

LOIP Stretch Outcome 4 95% of all children will reach their expected developmental milestones by their 27–30month review by 2026.

Key Driver 4.1 Ensuring that families receive the parenting and family support they need.

Collaboration with Fit Like!

The Fit Like Family Wellbeing Hub, a multi-disciplinary, rights based, and family first service established in 2020, continues to help ensure that families can access early and preventative support. There is clear evidence that engagement with the service realises:

- Parents feeling supported to manage their anxieties and worries
- Parents/carers and children and young people feeling listened to and heard
- Strengthened family relationships
- · Improved child mental health and wellbeing.

Those accessing the service tell us that it feels like a bespoke service and that it is the first time support has 'felt right'. As a result, we have the confidence in our ability to deliver high quality, rights based integrated services that adapt based on what children and families tell us. Families tell us that they appreciate this, and other more integrated services and this feedback is helping to shape our work to establish a Bairns Hoose to support those who experience the care and justice system.

The CLD Family Learning team use solution-focused approach including initial conversations, assessment of need and discussion with partners to help provide intensive 1-1 support to help families overcome barriers and access relevant services. Taking this approach is helping to build resilience and adopt positive practices within the home. Family Learning currently commits a duty worker who attends a number of meetings, leads on initial conversations, provides feedback and manages referrals on a weekly basis.

As of July 2023, The Family Learning team are currently working with 24 Fit Like families. The Team continues to be guided by CLD principles and the high standard of practice Family Learning is known for with the team benefiting from the additional advantage of referring back to, or working in partnership with, other agencies aligned to

Green

Ensure continuity in working relationship s with Fit Like Wellbeing Hubs Fit Like to tailor the 'best fit' for families.

The link between Family Learning and Fit Like has been heralded as a successful and productive partnership. As an example of this partnership working, Family Learning and Children 1^{st,} have supported each other's delivery, planned for future interventions together and Children 1st hold and administer emergency fuel funds on behalf of the service. Fit Like families receive priority booking on Family Learning holiday activities. The benefits of this fully integrated way of working will be further considered and spread as the Community Planning Partnership refreshes the Local Outcome Improvement Plan in early 2024.

Evaluation tool used by Fit Like Family Wellbeing Hubs shows young people's wellbeing is improving as per Plan.

Outcome Summary

Working in partnership with Fit Like has generated excellent working relationships ensuring positive, impactful change for parents, young people and children. Playing a full and active part in this bespoke service has benefited staff, offering valuable CPD opportunities and an extended level of support while providing the best fit for families facing complex challenges.

Support
Community
Planning
Aberdeen's
work to
promote and
protect
Children's
Rights.

LOIP 5. 90% of children and young people report they feel listened to all of the time by 2026

Reporting on Children's Rights

Considerable progress has been made in promoting and upholding children's rights and has been reported in our partnership <u>Children's Rights Report.</u> Over the course of 2022 alone, 11 training sessions have been delivered benefiting 180 ACC staff and Community Planning Partners.

The full overview of activity in this area is captured in the Children's Rights Report with highlights including:

- Establishment of our multi-agency Fit Like Family Wellbeing Hubs.
- Successful partnership delivery of a <u>Holiday programmes</u> in keeping with the self-reported needs of children, young people and families.
- Establishment of our Youth Network to improve youth engagement in strategic decision making and increase cohesion between pre-existing participatory groups for children and young people across the city.
- Improved Integrated Impact Assessment (IIA) to ensure that Officer recommendations which directly or indirectly affect children and young people take account of the UNCRC.
- The introduction of community walkabouts with children and young people working alongside officers and Elected Members to jointly identify and act on the concerns in local communities
- 65840 free school meal vouchers delivered to eligible families
- The Provision of 14564 chrome books, 500 Wi-Fi connections with dongles and 210 data only SIMs during periods of school building closure
- Updated child protection practices in keeping with updated national guidance
- Commissioned Mental Health Aberdeen to offer year-round counselling for our children and young people
- Children and young people have directly influenced city master planning
- Appointment of a Pupil Climate Change President
- Current engagement on the shape of Future Libraries

Green

The Youth Work Network needs to move forward and increase membershi p.

Aberdeen will host a Sitting of Scottish Youth Parliament in October 2023. This will bring hundreds of voung people to the city and will be used to create a legacy for vouth participatio n and youth politics.

The Local Authority continues to be proactive in preparing for the incorporation of the UNCRC with the Council Strategy Board maintaining oversight of progress. The publication of statutory guidance in 2023 will trigger a review of the actions required to ensure preparedness for incorporation.

Aberdeen Youth Movement

Aberdeen Youth Movement (AYM) is the name of the new youth-voice group that emerged from a review of Aberdeen City Youth Council and the need to refresh the youth work team's approach to Youth Participation. AYM are supported by youth work staff but the aim is for the team to be as self-run and "young people-led" as much as possible. AYM want young people's voices in all their diversity to be heard and for young people to be at the heart of planning for change. AYM members are on the Youth Activities Funding group; this group looks at and decides which funding applications should be awarded a YAG. AYM have their own branding and social media presence. Key achievements include:

- Some AYM members have reported that being involved with the group has helped with their personal development.
- AYM has ensured that young people have been represented at city-wide events such as the Community Planning Network Day and the White Armband Remembrance Day.
- Youth Activity Grants Funding Group has helped distribute grants to young people that will enable them to take part in activities that support wellbeing and personal development. YAG Funding Group members are using and developing skills such as negotiation and decision-making

Case Study 3 - Aberdeen Youth Movement can be found in Appendix B

Community Empowerment Strategy

The new Community Empowerment Strategy outlines our shared commitment through the delivery of 7 improvement projects from June 23, including Child Rights, with the Lead
children
and young
person's
LOIP
refresh
consultation
activity

aim that 100% of decisions which impact on children and young people are informed by them by 2026. Children and young people are being included in the development of Tests of Change. The development of tests of change includes children and young people's involvement in the Future Library Consultation. Findings from these projects will be shared with partners, in the form of usable resources to form a toolkit for others.

Sharpening our focus on Child Poverty

The cost of living crisis has sharpened our focus on the child-poverty agenda. A review of data by community evidence that most (78%) communities were performing better than expected as of 2020/21. This means however, that 22% were not. There is now a need to establish a mechanism to better track our progress in addressing the child poverty agenda across our communities and localities in real time to ensure that our collective endeavours realise more equitable levels of improvement. There is also a need to improve the quality of qualitative and quantitative data on the 6 groups most likely to be impacted by poverty to inform our work and this will be an area for development with Community Planning Partners over school session 2023/24.

Outcome Summary

Progress on the promotion and the protections of children's rights has been amplified over the course of the CLD plan, the voice of children and young people is sought in just less than half of the decisions that affect them within Community Planning Aberdeen with ambitions and projects to make this 100%. The mechanisms for this are constantly being adapted to be child and young people friendly, by creating access to information and means in which to input. There is also the development in supported roles for children and young people to become representatives through the Young Ambassadors, Aberdeen Youth Movement, Scottish Youth Parliament and other youth led inclusive initiatives.

Promote and deliver diversionary activities for young people with an enhanced focus on the priority areas.

LOIP Stretch Outcome 8 83.5% fewer young people (under 18) charged with an offence by 2026

Key Driver 8.1 Young people receive the right help at the right time to improve outcomes for young people at risk of becoming involved in the Justice System.

Developing diversionary opportunities for young people

Funded Community Projects (Aberdeen Lads Club, Fersands Community Project, Middlefield Community Project, and SHMU) provide a range of diversionary activities for young people across priority areas. Projects provide quarterly and annual performance reports, including KPIs that are linked to the LOIP, Locality Plans and the CLD Plan. 788 young people have participated in diversionary activities.

Over 2021-23 these projects supported 2,841 children and young people with 788 young people participating in diversionary activities and 912 reporting that their confidence and resilience had increased.

Building the capacity of providers

Mastrick Outdoor Hub is an initiative involving partners from ACC Youth Work, Police Scotland, Denis Law Trust, AFC Community Trust and Tesco. It was set up to reduce antisocial behaviour in the area by providing young people with a youth-friendly space where they could take part in positive, diversionary activities. It continues to be a very popular attraction for young people.

An offshoot of the Mastrick Hub was a youth group for children of P6 and 7 age. This age group was just a bit too young for the Hub but a need to offer something in the area for them was identified. In April 2023 group members took part in a residential at Cromdale Outdoor Centre where they took part in activities such as canoeing and mountain biking. These activities promoted mental and physical wellbeing and developed skills to do with teamwork and communication. Calls to Police Scotland and ASBIT regarding antisocial behaviour in the area have reduced since the Hub has been up and running with young people participating in a range of activities such as those offered by Street Sports

Case Study 4 – Mastrick Youth Hub can be found in Appendix B

Establishing the Youth Providers Network

Amber

Youth Work
Providers'
Network to
more
effectively
work
together to
plan and
deliver
diversionar
y activities.

Test engagemen t approaches in collaboratio n with Police Scotland and retail partners to address number of City centre youth related disturbance

	The CLD Youth Work team has established a Youth Work Providers' Network in 2022 where information about diversionary activities is shared and gaps identified. The purpose of the Network is to improve communication between services, have a better understanding of what partners can offer and what they are doing, share examples of good practice and funding and training opportunities. Partners are using the Network to share information quickly to a wide range of providers. Information to do with jobs, training, funding and upcoming events is shared via the Network. Outcome Summary Children and young people are taking part in a range of social, recreational and educational activities that diverts them away from antisocial behaviour in their communities. There is a higher level of provision in priority areas and there is a need to increase the number of diversionary activities and safe spaces for young people in other neighbourhoods.		S.
Work in partnership with primary and secondary schools, with a focus on priority areas, to support improvements relating to the National Improvement Framework priorities	Universal access to youth work Since the CLD Plan was put in place, Scottish Attainment Challenge funding has been allocated to secure the provision of youth work across all city schools. This resource is enabling direct work on skills for life, learning and work at school level when vulnerability is first identified and supporting young people's ability to sustain engagement in employability groups. This use of Scottish Attainment Challenge funding will be maintained. Universal access to youth work is enabling easier identification of those most likely to benefit from CLD programmes and helping make the best use of resource. Almost all referrals to Third Sector programmes are now influenced by youth workers Demand for youth work	Green	Provide a timely response to unmet need.

LOIP Stretch
Outcome 5 90%
of children and
young people
report they feel
listened to all of
the time by 2026

Key Driver 5.1 Improving timely access to support Over 2022-23 617 referrals have been received from across all secondary schools. 178 individual 1-2-1 sessions were delivered along with 421 group sessions. Of those referrals:

- 26% of referrals sought support with health and wellbeing.
- 20% of referrals sought support to manage relationships.
- 16% of referrals sought support to improve communication with others.
- 13% of referrals sought support to improve self-awareness

All of the children and young people being targeted by this support, give regular feedback against their progress. This requires data on 4 measures to be tracked on a monthly basis. This data may be supported by supplementary data as appropriate, according to interventions planned. CLD Youth Workers and Family Learning Workers gather and provide agreed supporting data on a monthly basis. Family Learning feed into and take direct referrals for 1-1 or requests for group delivery from every active Partnership Forum. Those Associated Schools Groups with more proactive Partership Forums are able to demonstrate higher levels of impact and this is an area to be considered for school session 2023-24.

Youth work in schools

Increased levels of anxiety and escalating mental health needs are being seen in children, young people and families. The increase in the size of the in-school Youth Work team allowed all primary and secondary schools in every ASG to receive an offer from Youth Work. This offer included one-to-one support, enhanced support for transition, girls' groups, boys' groups, lunchtime drop-ins and opportunities to develop life skills through courses such as Confidence to Cook and the Leadership programme.

The number of participants registered for a youth work Education Recovery activity between August 2021 and the end of August 2022 was 1018 with 7318 sessions provided equating to 7513 learner hours.

The majority of young people who took part in the enhanced transition programmes said that they were more prepared for secondary, that the programme improved their confidence and that they gained new skills. The majority experienced improvement in their wellbeing.

Young people tell us that Lunch-time drop-ins provide opportunities for pupils to socialise with their peers in safe and inclusive settings. Youth Work Staff reported during the sessions 'the *group are really supportive of each other and help each other during the session. They also make new members coming along to the group feel very welcome*'.

These is also evidence in evaluations that there was a further increase in confidence in trying new things and an increase in decision-making and team building skills.

One young person also referred themselves for further Youth Work support in school and as YW staff work in close partnership with Education colleagues, this enables supports to be put in place in a timely manner to further promote young people's health and wellbeing.

Youth Work Staff report they ensure inclusion, build positive trusting relationships with young people, support young people to participate safely in groups, ensure young people voice their opinions and are listened to.

Building confidence and developing trusting relationships with adults in the school ensures young people are more confident talking to adults about their concerns.

Resources are being effectively used to provide timely interventions to children and young people. Referral processes have been developed that allow partners to refer quickly and easily. Partnerships between schools and CLD are improving, and the former are recognising the contribution youth work and family learning can make to support children and young people.

Edge of Care pilots as a response to The Promise

The benefits of having Youth Workers in schools is being recognised as an integral part of our emerging model of Family Support aligned to The Promise. The Youth Work and Family Learning Teams have committed 6 staff (4 youth workers and 2 Family Learning staff) to the multi-agency Edge of Care pilots in Lochside and Northfield Academies since Nov '22 with the goal of listening to and supporting Young people and their families to achieve positive destinations often from a starting point of zero or low attendance and facing multiple barriers to both attainment and achievement. Progress is routinely reported to Committee

Young people referred to the pilots are benefitting from enhanced support and the whole-family focus of the partners who are involved. There are 26 pupils from Northfield currently being supported and 16 from Lochside. The Pilots have been operational since October/November 2022. Our evaluation of their impact to date, while still evolving, indicates that they have largely been positive. There are encouraging indicators that the pilots are having a positive impact on the lives of the young people and families. This can be seen through a range of quantitative and qualitative data which indicates improvements in relation to levels of 'engagement' and 'achievement'.

The learning and feedback from young people and families would indicate that the 'pilots' offer valuable support to young people and families who have an escalating need and risk profile, beyond the early intervention support offered by the Fit Like Service but not yet requiring intensive intervention. Adopting a whole family approach has been essential. It is also recognised that levels of need and risk are not static. How we support families move up and down the continuum of support without experiencing multiple changes of people supporting them, continues to be an area to worked through.

Feedback from staff working in the pilots, strongly supports the value of a collocated and integrated approach to delivering early and enhanced support to young people and their

from CLD Plan 21-24		rating	
Outcomes	The impact of what we have done together	RAG	Next steps
	Outcome Summary The increase in the number of youth workers in primary and secondary schools be of Education Recovery and The Promise funding is improving equity of opportunity Children and young people are being supported by youth workers to develop skills capacities that are improving their wellbeing. Children and young people on the ed care from Lochside and Northfield ASG's are receiving an enhanced offer of support from a range of partners.	and ge of	
	We are conscious that the pilots have only been operating for two full terms and pextend the 'test and learn' phase until the end of 2023. This will provide for a streevidence base to determine the impact of the pilots and to inform how we scale usustain their future role and remit.	ronger	
	As noted above the data supports that the five identified 'problem statements' have he to guide and inform an iterative development of the pilots. It is right that each pilot op according to the needs of their ASG. However, it is also apparent that learning is shared so there is broad alignment to the delivery model.	erates	
	families. Adopting a relational approach, staff have been able to form positive effective relationships with the families to facilitate change. They are often verificately by family members, not necessarily by the title on their ID Badge which is supporting creative ways of working and a blurring of traditional roles responsibilities.	riewed in turn	

Families
are
supported
to raise
attainment
and build
their
capacity
and
resilience

LOIP 4.1 Ensuring Families receive the parenting and family support they need.

Early intervention work with families

The CLD Family Learning team, work both individually and with a range of partners to provide timely early intervention supports to families and their children. The team deliver intensive 1-1 and small group work focusing on a range of themes identified by families including emotions, anxiety, sleep management, confidence and assertiveness building as well as outdoor activity classes to tackle social isolation.

Over academic year 21/22 the Family Learning team offered:

187 activities to 402 participants, equating to 3027 registered learner hours and 4043 total learner hours including children.

The on-going cost of living has increased demand for the service over 22/23 with an increased:

275 activities to 542 participants, equating to 1170, registered learner hours 7627. Across all Family Learning team, work in 22/23 a total of 12,043 learner hours was delivered across the city. From these 1-1 and small group sessions almost all (92%) of learners report their confidence levels have increased since working with Family Learning, and almost all (97%) had gained new knowledge and skills. Through gathered written feedback families have shared that support from Family Learning has reduced isolation, generated a sense of belonging and introduced life changing family practices.

Case study 9 – Family Support can be found in Appendix B

Funded Community Projects

Funded Community Projects provide a range of valuable supports for families, young people and children across priority areas. Supports include Early Learning and Childcare, After School Clubs, holiday activities/playschemes, Family Support, Adult Learning, Youth Work, Community Capacity Building and access to free food and food

Green

pantries. Funded Projects also provide direct support to help families living in communities facing issues such with fuel poverty, welfare reform, benefits, employment, health and wellbeing, isolation and social exclusion. Over 3,000 families (and 2,841 children and young people) have been supported through funded Community Projects over 21/23. 411 volunteers have contributed 65,625 volunteer hours this way. The CLD provision delivered by these community projects enables the ACC CLD teams to direct capacity to other priority areas and groups, ensuring there is no duplication of resource.

Fairer Aberdeen support for families

The Fairer Aberdeen Programme funds a range of organisations providing support to families, including Middlefield Youth Hub, HomeStart, ACIS Youth Counselling, Befriend A Child, Choices, ACC Creative Learning Geronimo, CFINE, Pathways, CAB, and community flats in Tillydrone, Seaton and Cummings Park. 939 parents with more complex needs were supported in this way over 21/23. Key successes include:

- 752 adults and 434 young people accessed counselling services through Fairer Aberdeen funded organisations.
- A total of 1,439 people took part in employability programmes through community groups and 487 less than half (37%) of those people moved into work.
- 7,683 people received money and income maximisation advice, with 2,289 of them receiving a total financial gain of £8,265,521 the equivalent of a gain of £3,611 per person.

Kinship Carers

St Machar Parent Support Project has supported 180 Kinship Carers over 2021-23. They provide peer group support through fortnightly meetings, counselling, group work sessions exploring child development, and one to one support. 100% of Kinship Carers reported that they felt less isolated. Following the closure of St Machar Parent

Following the closure of St Machar Parents Support Project; continue to evaluate the need and

Support group, The Family Learning team have provided invaluable support to families to mitigate the loss of St Machar Parent Support Project maintaining relationships with families and continuing with fortnightly meetings.

Case Study 5 – St Machar Parent Support, Kinship Carers and Case study 6 – Childhood in Scotland, can be found in Appendix B

Increased collaboration

The CLD Family Learning team works closely with a range of internal and external partners and these partnerships have grown stronger over the last 2 years. Of the 946 participants supported by Family Learning since August 2021, the majority will have engaged with and received direct support from an average of 2-5 services this demonstrates staff's relationships with and knowledge of other providers as well as understanding learners' evolving needs and progression routes.

Strong partnerships have been fostered through the Family Learning team's continued contribution to the Fit Like Family Wellbeing Hubs. This multi-agency approach has enabled greater understanding of what each service brings in terms of expertise, approach and capacity which in turn has strengthened partnership working and in bringing the right services around a family at the right time.

Close collaboration with education

Since 2021 the CLD Family Learning team have recruited a Family Learning Development Officer and between 8-10 Development Workers via Education Recovery Funding. This has enabled Family learning services to be accessible city wide and is maintained through the use of Local Authority Scottish Attainment Challenge (SAC) funding. Family Learning have provided essential life skills and other supports to all 11 Associated Schools Groups across the city having spent time establishing relationships in areas where Family Learning had little or no presence previously. The Team now plan to work with education colleagues to share some of

explore alternative services and measures to provide support for those who require it.

Explore how commissioned services

the emerging best practice to inform next steps.

Almost all (92%) of all registered learners share that their confidence levels increase due to their engagement with the service and almost all (97%) report gaining new knowledge and skills. There is clear evidence that the targeted and inclusive programmes delivered by Family Learning improve life chances and effectively enable parents to develop their parenting skills, helping to enable families to give their child the best start in life. The team and colleagues from across the Community Planning Partnership now intend to consider how best to represent our model of Family Support in keeping with The Promise.

Responding to emerging need

The increased cost of living has had a direct impact on many of the families supported by the CLD Family Learning team, particularly in the early stages of engagement, the team responds, helping families overcome the most basic barriers of food, fuel and financial poverty as well as support for the mental health complexities they face. The team continues to be agile in approach and guided by families, ensuring that their basic needs are met before engaging in further learning programmes.

Outcome Summary

Across our communities there are a range of experienced and responsive services and learning programmes that continue to support family learning and families' capacity to cope with change. In many instances families have required support to meet their basic needs before being able to progress to other areas of learning. Partnership working and how that sustains whole family support has been a strength in meeting families' needs and building resilience. Recognising that families have the biggest impact on their child's development and learning, this work contributes to increasing attainment across the city, by addressing barriers that families face and building their confidence in their involvement in their child's learning.

contribute to the family Support Model Develop and deliver targeted learning package for those whose employme nt opportuniti es have been hardest hit by Covid-19

LOIP Stretch Outcome 2. 400 unemployed Aberdeen City residents supported into Fair Work by 2026

Targeted employability programmes across partners

Targeted learning packages aligned to ABZ Works have been provided by a diverse range of partners to those most impacted by the Covid-19 pandemic. In most instances projects took place through short-term funding. Blended learning opportunities were maximised across partners, providing learning pathways and appropriate support/referral routes.

Highlights include:

- 'Handmade Changes', a weekly group, established in Oct 2022 by Family Learning for up to 9 women, facing multiple daily challenges. The group focused on transferable employability skills developed through group work and craft activities. Most learners successfully achieved qualifications.
- 42 learners, supported by CFine completed their Grow Learn in Nature Award with some moving on to paid work and volunteering and most reporting improved confidence and skills.
- Grampian Regional Equality Council (GREC) provided courses to support English for Speakers of other Languages (ESOL) learners' complete certification in construction and theory driving test. 40 learners' English ability was assessed (pre intermediate level) and 8 went on to complete the construction qualification with 4 moving into employment.
- Station House Media Unit ran a women's return to work course for 7 women who all reported an increase in confidence. Most participants went on to volunteer at SHMU to run a radio show on women's issues.
- 12 ESOL learners were supported by Adult Learning, to complete CV courses

Amber

Evaluate the effectiveness of Power Tools delivery as a sustainable employability programme across all adult learning.

Further work to define and promote clear learning pathways across different providers. LOIP Key Driver 1.4 Poverty affecting those with protected characteristi cs and in specific communitie s. in 2021/22 18 ESOL learners were supported with employment skills in 2022/23

- Employability reading lists were created by Aberdeen Library and Information services to enhance job seeking and employment skills. Since February 2022 there have been 180 audiobooks, 104 eBooks and 166 books loaned from this collection and these continue to be promoted in all libraries and through outreach work.
- 18 CLD staff across Adult Learning, Family Learning and Healthy Minds have been trained in the delivery of Power Tools (8 personal development modules designed by CLD Aberdeenshire) 14 courses have been delivered across the city to 63 learners. Of the initial 33 learners who engaged with Power Tools, half went on to engage with Pathways for employability support and 3 achieved an adult achievement award.

Reducing re-offending through skills development

The CLD Adult Learning team work in partnership with Community Payback Order team and the Social Work Criminal Justice team, offers a learning programme as part of the client's payback order. The focus is to expand opportunities and alternative coping strategies with the aim of reducing re-offending and custodial sentences.

54 learners have accessed skills development at Shoe Lane or Spring Garden sites which include:

- Mixed group and a women's group

 literacy, ICT, health and wellbeing, life skills, confidence building, core skills SVQ
- Problem solving courts mixed learning, tailored to meet the individual needs

Increase numbers of learners following delays in court system and the move of Community Payback Order premises from Willowdale to Shoe Lane of the learners

All learners are offered accredited learning, at the end of their Community Payback Order they have also have the opportunity to attend classes within the community.

Outcome Summary

These employability interventions have been successful in supporting individuals to increase in confidence and learn new skills. Learning and employability pathways have been central for those taking part in short term projects, this has led to accreditation, volunteering and employment. As work continues through the delivery of the CLD plan there is a need to define and promote clear learning pathways across different providers.

Improve the Mental Wellbeing of adults in our communiti es

LOIP
Stretch
Outcome
11. Healthy
life
expectancy
(time lived
in good
health) is
five years
longer by
2026

Key Driver 11.1 Supporting vulnerable and disadvantag ed people, families and groups.

Adult Mental Wellbeing in the community

The CLD Healthy Minds team supported 134 adults with a diagnosed mental illness to access learning opportunities. All learners received 1-1 support to develop a personal learning plan which is regularly reviewed and evaluated. Learners also took part in various groups (184 learning opportunities over the 2 years) in partnership with Creative Learning, Aberdeen Art Gallery, CFine, RGU Sports, Countryside Rangers, Grampian Hospital Art Trust and Station House Media Unit with most reporting an increase in their confidence and skills. Most moved onto other opportunities including employment, volunteering, further education and community groups.

Of the 113 participants who engaged between September 2021 and August 2022 53% returned an evaluation showing that:

- Most (79%) believed the programme had improved their confidence level and
- Most (81%) had improved skills.

The return rate in June 2023 increased to 86% (51 of 59 participants) and showed

- The majority (73%) believed confidence had improved and
- The majority (69%) had improved skills.
- 3 learners were supported to participate in the mental health strategy consultation.
- 13 learners attended our celebration of learning event in February 2023.

Learners had taken part in multiple learning opportunities with some gaining awards including Adult Achievement Awards, SQA in Volunteering and Grow Learn in Nature awards. One learner has since been nominated for an Adult Learner Award and we are awaiting the outcome of this.

An Adult Learning Tutor (Healthy Minds Team) is based in the Blair Unit (Forensic) of Cornhill hospital 12 hours per week. They have supported 7 patients since May 2021

Green

The Healthy
Minds Team
are promoting
the service
across all
partners to
increase
appropriate
referrals and
will increase
accredited
learning by
30%

Key Driver
11.2
Provide
individuals
and
communitie
s with the
social
resources
needed to
reduce
feelings of
loneliness
and social
isolation.

with:

- Almost all (96%) reporting improved confidence
- Almost all (92%) improved skills.
- sessions total 196 learning hours.

A further 12 patients have been supported by the Healthy Minds team in the community equating to 249 learning hours. A few learners are continuing their learning within the unit while others are regularly attending community opportunities. One learner is progressing with an adult achievement award and an SQA qualification in volunteering.

Case study 10 - Healthy Minds can be found in Appendix B

Outcome Summary

Adults with a diagnosed mental illness are being facilitated by the Healthy Minds Team to aid their own recovery by accessing learning opportunities across Aberdeen and in the forensic unit at Cornhill. Most report an increase in confidence and skills and move on to volunteering opportunities, employment, other learning opportunities or groups within their own community. Learners report that they take better care of themselves and are more able to do things on their own. Some learners have participated in accredited learning and the team have a target this year to increase this by 30%.

Equip	Enabling those seeking sanctuary or asylum	Green	
Adult	The rapid rise in the number of those seeking sanctuary or asylum in the city has		
Learners to	driven our focus on the provision of ESOL classes to support their integration in the		
meet key	city.		
challenges			
and	ABZworks have dedicated workers who have been working directly with the resettled		
transitions	community to support adults into work or training, creating weekly seminars to develop		
in their	skills and understanding about the Scottish job market. Similar approaches to support		
lives – to	have been offered to the Afghan community over 21/22 who also have been		
include	temporarily housed in Aberdeen and housed nationally and locally. The CLD, Adult		
Digital	Learning team have been pivotal in the support offered, with every female arrival being		
inclusion,	assessed and offered English for Speakers Of other Language (ESOL) classes on a		
literacy,	regular basis, with average attendance reaching close to 100%.		
numeracy,	In total, the Adult Learning team assessed 900 learners in the year 22/23 from the		
ESOL and	assessment learners were either offered a class or sign posted to the most		
financial	appropriate provider for their ESOL needs.		
resilience.	The CLD Adult Learning team have delivered 197 classes at an averaging 45 classes		
	per term. and 150 learners per term receiving a minimum of 2 classes per week. The		
LOIP	classes range from pre beginner to pre intermediate, in addition to our mainstream		
Stretch	classes we have offered additionality with walk and talks, employability short courses		
Outcome	and 2 x ESOL for the Care Sector which has resulted in all but 1 participant gaining		
11. Healthy	employment.		
life			
expectancy	All learners are encouraged to gain an SQA qualification in literacy Nat 1 or ESOL Nat		
(time lived	2. In response to requests from learners and staff, we are in the process of		
in good	establishing an SQA in Tenancy, which covers both the tenant and landlord's rights		
health) is	and responsibilities.		
five years			
longer by	Case study 7 – Afghan Women achieving SQA qualifications and		
2026	Case study 8 – ESOL Care sector can be found in Appendix B		

Key Driver 11.1 Supporting vulnerable and disadvantag ed people, families and groups.

Key Driver
11.2
Provide
individuals
and
communitie
s with the
social
resources
needed to
reduce
feelings of
loneliness
and social
isolation.

Empowering our Gypsy Traveller community

The CLD Adult Learning team have well established relationships with the Gypsy Travellers at the Clinterty Travellers Site. Gypsy Travellers have the lowest educational attainment of any minority group and literacy levels are intergenerationally low. Adult learning work with partners nationally and locally looks to improve educational outcomes and tackle inequalities for Gypsy Travellers. (link to action plan). We aim to support Gypsy Travellers' access to education and other services particularly at key transition stages, this is particularly important as many of the families disengage from school at an early age.

The current Gypsy Traveller site at Clintery is being renovated and the team have supported families through this transition. While the re-development of the site is positive, the impact on families, individuals and children has proven to be a challenge for those who have been relocated. Separation from friends and family has left people feeling isolated particularly and exacerbated after the effects of the COVID lockdowns on the Community. Families have been housed in the Bucksburn area and continue to receive support through Adult Learning, the well-established, education group, young parents group continue alongside 1:1 support to help with benefits applications in collaboration with Bucksburn Library and the Beacon centre community group. Food poverty continues to be an issue for this group and the service made applications to CFINE who now provide weekly food parcels for delivery to families.

16 large family groups have regularly accessed support, with SQA awards and Adult Achievement Awards.

Connecting Scotland and an increase in digital skills

The Fairer Aberdeen Fund supports Silver City Surfers to provide support to older people to learn how to use computers and the internet safely, and SHMU Community

Re-establish learning programmes as the refurbished site reopens. supporting the Community to actively engage in policy and decision making.

Media, including community newsletters which are delivered across the priority areas, and community radio, which includes weekly community shows for each priority area.

- 211 older people were supported to develop digital skills.
- 189 people were involved in producing community media and
- 285 people participated in training and skills development.
- 43 projects were awarded devices through Phases 1-3 of the Connecting Scotland programme.
- Phase 3 of Connecting Scotland provided 320 devices to individuals who were unemployed and on low incomes.

Adult Learning run weekly digital skills workshop with 11 learners who benefited from the Connecting Scotland initiative, classes are running in Seaton and Cummings Park Flat with scope to be scaled up further.

Establishing an Adult Learning Providers Network

The Adult Learning Providers involved in the development of the CLD plan worked together to establish the Adult Learning Network. The network has met 14 times since August 2021 with 8 partners attending regularly and others intermittently. The Adult Learning Network now meets 4 times a year with a diverse range of partners. Participants have reported an increase in knowledge in partner agencies offer which has made signposting learners easier and an increase in partnership working and avoiding duplication.

ESOL subgroup well established Accreditation/Digital/Family Learning in initial stages.

The English for Speakers of Other Languages (ESOL) sub group and has been crucial in effectively co-ordinating our response to the significant influx of new learners by coordinating the ESOL response to Afghan and Ukrainian Learners ensuring all who

Progress other adult learning subgroups for Family Learning and Accreditation.

Progress partnerships relating to digital inclusion through the City Digital Group. presented were assessed and signposted to the appropriate service for appropriate level learning,

All sub groups are assessing training needs of adult learning practitioners so that future training offers meet these needs.

Outcome Summary

Agility, understanding and development has been demonstrated in this work as CLD teams have responded with urgency to the changing circumstances of some of the most vulnerable citizens in the city. Working across partners has been essential to appreciate and anticipate the experiences and needs of individuals, families and communities who require assistance to access resources and support including learning and access to ESOL as an integral part of their integration and prosperity in Aberdeen.

Learner's Voice
- Development
of opportunities
for the voice
and
experiences of
adult learners
to shape future
provision and
priorities

Develop and support outdoor learning initiatives

Key Driver 15.1 Increasing the diversity. quality and use of Aberdeen's green spaces by facilitating community participation in them to restore nature and increase people's satisfaction. health, and wellbeing

Outdoor learning

The CLD Family Learning team adapted its provision efficiently and effectively to outdoor opportunities during Covid, the legacy of this approach has meant that all staff are skilled to adapt and innovate using outdoor spaces. Family Learning continues to embed outdoor learning providing stimulating learning environments while promoting wellbeing across the rich outdoor resources the city has to offer, providing creative outdoor learning experiences that connect children and families, assessing risk, building resilience, confidence and skills through activities and play.

Outdoor sessions are delivered in each locality through Geronimo – Time to Play, Coastal Project, Wellbeing Walks and RE-Wilding Outdoor Education sessions, Holidays of Play, Pop-up in local parks as well as families accessing residentials in Cullen looking at environmental issues and the impact humans have on the climate. CLD's Family Learning team has supported approximately 460 families to access outdoor learning opportunities.

Outdoor Learning at The Grove - Hazlehead

The CLD Healthy Minds team enabled partner agencies to access the Grove site for outdoor learning delivery of courses, including One Seed Forward and accredited courses from CFINE. The teaching space at the Grove has been revamped and is available for horticultural skills as well as a general meeting space.

Volunteering opportunities at the Grove continue to be developed in partnership with other agencies. The resource has enabled successful delivery of a variety of courses including:

- 4 Grow and Learn in Nature (GLiN) employability focused courses outcomes for learners include return to paid employment and volunteer posts.
- One Seed Forward (OSF) have delivered a programme of courses, one strand focusing on basic gardening skills and the other on community gardening, with

Green

Maintain outdoor learning skills across the workforce as staff move on,

More One Seed Forward courses will be offered from August 23.

Healthy Minds will deliver a monthly environmental group in partnership with ACC Ranger Service focusing on mental wellbeing and open to mental health agencies

ongoing support provided to engage with existing community gardens and to set up new ones.

- Family Learning Outdoor learning 346 families benefiting in the last year. Increase in Adult learning outdoor activity particularly around employability
- Healthy Minds ran 10 outdoor focused courses including gardening, environmental group, Conservation and Outdoor Skills, Summer Walks and City Explorers, and, with ACC Ranger service, support to learners to access public events, including volunteering. There were a series of events held at the Grove supporting longer term learners to build volunteering skills and work towards a qualification. From this 3 learners went on to mainstream volunteering, 2 received their SVQ in Volunteering and one achieved an Adult Achievement Award. All learners reported increased confidence which resulted in improved social skills and quality of life.
- Healthy Minds also ran a short course for patients from Corgarff Ward at Royal Cornhill Hospital giving them confidence to support their own garden within the hospital grounds.

Learners who have engaged at The Grove have progressed on to volunteer positions with other agencies including One Seed Forward, The Allotment Market Stall and Springhill Community Garden.

Outcome Summary

Aberdeen benefits from a wealth of varied outdoor spaces providing more relaxed learning environments, with associations of leisure time, play and the benefits to wellbeing from spending time in nature, these create the excellent conditions for learning, especially if learners have not had positive experiences in more traditional settings. Growing and ground maintenance activity translates well and provides learners with volunteering experiences and the development of employability skills with direct routes to employment.

across the city.

Evaluate the need for an outdoor learning sub group of the Adult Learning Providers Network.

Increase
focus on
accredited
qualification
ns and
developm
nt of
Progressi
n Routes

Learner Accreditation and progression routes

The Adult Learning team has trained 9 new Scottish Qualifications Authority (SQA) assessors and 3 Internal verifiers, with a plan to train a minimum of 10 more assessors in the next year. The training offer will be available to the wider CLD team and the Adult Learning Network, enabling increased opportunity and progression routes for learners through gaining qualifications.

Adult Learning programmes have successfully supported learners with their qualifications as follows:

- 11 individuals from Community Payback at Willowdale have completed their Core Skill Level 2 in Information and Communication Technology.
- 8 individuals have completed their Core Skill Level 3 in Information and Communication Technology.
- 12 SQA awards 2021/2022.
- 94 SQA awards and 19 Adult Achievement Awards in 2022/23. These included Volunteering, ICT, Communication-writing, Communication-reading, working with others, ESOL for everyday life and ESOL preparation for literacy.

This a substantial increase as we work with learners to increase confidence and build engagement after lockdown.

Outcome Summary

Qualifications sought by learners is a powerful, respected and lasting recognition of their commitment, skills and knowledge specific to their chosen subject area. Such qualifications offer clear pathways for progression and give learners confidence in the value and credibility of their learning. By increasing the number of staff and partners

Amber

To complete accreditation mapping exercise.
To offer assessors training across the wider CLD team and network

Scoping
exercise of all
accredited
learning across
the city, look to
develop clear
progression
routes, share
resources and
staff training
opportunities

across the city who can assess and verify for SQA there will be more opportunities	
available for our learners now and in the future.	

Outcomes from CLD Plan 21-24	The impact of what we have done together	RAG rating	Next steps
Community Development			

Provide capacity
building support to
communities to create,
develop and sustain
programmes and
activities which
address emerging
priorities and provide
increased opportunities
for citizens

Emerging priorities being not detailed in the plan: Welcoming New Scots and refugees Cost of Living Crisis Warm Spaces

11.1 Supporting vulnerable and disadvantaged people, families and groups.

Building community capacity

Partners worked together to support Management Committees to re-establish centres and centre based projects following Covid-19 closures.

Our Community Learning staff are in the heart of communities supporting many initiatives including volunteer roles that build community capacity and enhance individuals' employability skills.

At most community/learning centres across the City, enthusiastic and committed volunteers are developing knowledge, skills and abilities to create programmes of activities which meet the needs of their local community, and to begin to overcome the challenges of rebuilding meaningful programmes in the aftermath of periods of lockdown.

Warm Spaces

In response to the cost-of-living crisis 'Warm Spaces' providing support to local communities. were established across this city, in a mix of Council premises and community and third sector organisations.

As part of the wider offer of Warm Spaces, the CLD Community Development took a lead in developing a support and training offer for volunteers working within Warm Spaces across the city.

A Warm Space Volunteer support programme was created – this included a Warm Space remit, an induction, and training opportunities such as First Aid, REHIS (The Royal Environmental Health Institute of Scotland) and MEOC (Making every opportunity count). Volunteer training opportunities were offered to all 58 Warm Space venues across the city.

With partners and communities. co-create a clear, consistent. readily available suite of training, including an e-toolkit, to help build their capacity to deliver opportunities and services to meet the needs of their community

Community Learning staff worked with communities to pilot a Warm Spaces approach at three Learning Centres - Cummings Park, Rosemount, and Seaton - from October 2022.

All three learning centres provided a safe warm space for members of the community to access a warm drink, comfortable seating and offered access to activities and information/advice on cost-of-living support. Each centre took a unique approach to their Warm Space provision. The opening hours, activities and resources were based around existing centre programmes, volunteer capacity and opening hours. Over time community meals, food pantries and a diverse range of activities developed due to community members feedback and the volunteers' initiative.

The centres offered a wide range of well organised and relevant services to community members. Many people accessed hot community meals and fresh fruit, vegetables and groceries through the two food pantries. Community Meals Total meals served 1024 meals in two centres. 590 Volunteer hours for community meals. Food pantry No of people supported – 510 food parcels. Volunteer hours for food pantries - 331 hours

Volunteers contributed (957 hours) significantly to the success of Warm Spaces by taking the lead in the provision of community meals, serving at food pantries and leading new initiatives and developments. Warm Space volunteers valued the support and training offered and were took a lead and developed initiatives and have informed future centre developments.

Staying Well & Warm Roadshow - 4 roadshows took place offering a range of supports and advice in response to the cost-of-living crisis. (Central library, Cummings Park, Tillydrone Community Campus & Kincorth Community Centre) A wide range of partner agencies attended – CFINE- safe team, Scarf, Home Energy Scotland, Financial Inclusion, Library service, Grampian Credit Union, Care & Repair, NHS vaccination team, Family & Adult

Learning, Adult Learning, Social Security Scotland, Health Point, health Improvement team and Housing. Thirteen partner agencies provided staff to share specific information relating to cost of living from energy efficiency, financial and benefit checks to health and wellbeing tips, activities, and access to vaccination team. 120 people engaged and accessed specific support and advice to help with the rising cost of living.

Warm Spaces' success will be measured not just on the number of people who turn up but also the connections made, the learning opportunities accessed and impacts on individuals' health and wellbeing as a result of maximising resources and working collaboratively.

Case study 11 – Warm Spaces can be found in Appendix B

Ukrainian Resettlement

Opportunities to support Ukrainian welcome and resettlement work were done at rapid pace given the circumstances. Opportunities were varied and ranged from collecting donations of food and clothing to preparing properties for Ukrainian tenants and assisting with the popup 'Ukrainian Community Centre. Opportunities were advertised in a variety of ways including press, social media, on the volunteering hub and particularly by cascading word of mouth requests through community groups and organisations. More than 100 Volunteers from across the city have contributed more than 2000 hours of volunteer time,

Interventions required as a result of the current situation in Ukraine, included the opening of a 'pop up' Community Centre for all Ukrainian refugees and host families each Friday and Sunday to give support, information and also to help allow relaxation and socialisation.

As part of a wider support package the Ukrainian Community Centre was established by the Communities Team at Rosemount Community Centre, this space was created to welcome Ukrainian nationals to the city and to support the Ukrainian community to develop and deliver their own provision. A programme was created to offer refugee support, build social connections, share information, provide English classes, and try new activities. The facility is open to all Ukrainian refugees and host families.

The programme on Fridays, running since March 2022, has been instrumental in supporting Ukrainian Refugees across the city, providing them with key supports through services such as the Resettlement Team, Citizens Advice Bureau, the Financial Inclusion Team, the Employability Team, Pathways, Start Scotland, ESOL Classes, Sport Aberdeen mixed sports sessions, Countryside Ranger outings, Chess Class, Music Class, Volunteer-run English classes, Arts and Crafts, bike donations, managing food and household donations, volunteer translators and 'welcomers'.

Sundays have been more focused on social events. The Ukrainians have now established a Sunday School which now has over 100 children on the register and cultural events like the Scottish vs Ukrainian Food Battle

CLD Team worked with Ukrainians already in the city to co-design and develop a wide-range of opportunities and build the capacity of volunteers to establish a Ukrainian Community Association and Sunday School alongside supporting the community centre whilst this was developing.

Case study 12 – Ukrainian Community Centre can be found in Appendix B

Funded projects

Through Funded Projects and the Fairer Aberdeen Fund a range of organisations are funded to provide programmes of activities and support in communities.

During 2021-23 Funded Projects supported 6,936 people and 411 volunteers contributed 65,625 hours of volunteering time, and the Fairer Aberdeen

programme supported 81,870 people and 1,382 volunteers contributed over 250,000 hours of volunteering time with a value of £3.9m.

Participatory budgeting

The Fairer Aberdeen Board allocated £75,000 to undertake a Participatory Budgeting process in 2021-22, which focussed on funding for initiatives to improve the health and wellbeing of young people, recognising the impact the pandemic had on their mental health and wellbeing, relationships with their peers and their activities and social lives.

26 organisations working across the city received funding. Following an initial slow response, the steering group worked in partnership with Aberdeen Health and Social Care Partnership's Health Improvement Fund and ACVO's Community Mental Health and Wellbeing Fund to support a wide variety of initiatives which otherwise would not have received funding.

The Fairer Aberdeen Board allocated £25,000 to a PB process in 2022-23. A steering group made up of partners and community representatives prioritised the funding for the Garthdee area, focusing on initiatives to improve the community, support social inclusion, and tackle isolation and loneliness.

10 applications were received from organisations working in the area, and funding was awarded to the 9 projects that were most popular in the public vote on the day. Activities focused on bringing people back together after the isolation of the pandemic, with youth groups, football and athletics for young people, outdoor initiatives including allotments, road safety, a forest garden, and community benches, and a community Christmas Party.

Feedback from the event showed that the majority of people valued and enjoyed the opportunity to come together in person, to celebrate volunteers and community groups, take advantage of networking opportunities, and learn more about what was happening in their area.

Come And Network (CAN) Day

Due to the Lockdown a significant number of volunteer capacity has been lost. The CAN Day provides a clear suite of training to community groups and volunteers to aim towards strengthening communities.

The Community Development and ACVO formed a CAN Day Planning Team which reached out to community volunteers and organisations to ask what capacity/learning needs they had. The following themes were identified: *Health and Wellbeing, Strengthening Communities, Digital Skills, Crisis and Hardship, Promoting Diversity and The Environment.* These themes were then broken down into **14** workshops and delivered at the Town House

The aim is to enable volunteers in the city to come together and learn from each other through workshops and to increase skills & knowledge to support their communities.

Outcome summary

Capacity building support is enabling and empowering local people to develop the skills and confidence to further develop programmes of activities that are making a difference to their communities

Support the creation and development of social enterprise and community wealth building

3.1 Promoting inclusive economic growth for our most disadvantaged communities.

Enabling community wealth building in our most disadvantaged communities

Partnerships have been created with Elevator, NESCOL, Pathways and localised community groups to take this action forward. Most notabe is the connection between Elevator and Community groups who are moving towards a social enterprise model. These include Earth and Worms, Fresh Wellness and Quinney's Antiques

Partners focused on providing the support within the heart of our communities with a dedicated Business Gateway Adviser based in a priority neighbourhood in each locality to help increase the number of direct referrals. delivering evening workshops supporting those interested in starting a business (within Central there were 6 and 4 in North who attended these workshops).

In addition, the Community Business Advisor also attends Tillydrone Community Campus and Cummings Park Community Centre to provide a monthly drop in service. This has been going for 12 months and on average attracts 2 attendees looking for support to start up a business.

We have supported a total of 37 individuals to start a business, with 23 in 2022/23 and 14 in 2021/22 which has either taken them off universal credits or significantly reduced their universal credits. Of the 37 people who started a business there are 8 from Central, 5 from South and 3 from North Priority Neighbourhoods. This has been achieved through new bespoke funding streams targeting support to young people and parents to support them start a business resulting in 104 referrals of individuals in receipt of universal credits who are investigating starting a business since the start of the programme.

Further awareness raising programme in communities to increase take-up of opportunities

The Parental Employability Support Fund PESF programme worked in partnership with several organisations including NHS Grampian, Alcohol and Drugs Action, Health and Social Care, and CLD Family Learning to create a Young Parents group held weekly at Tillydrone Community Campus. The purpose of the group was to provide young parents with coping strategies and tools to use when facing the challenges of being young parents. Keyworkers attended the weekly sessions and provided advice and support regarding learning, training, working, and volunteering. At the Finance and Resources Committee on 7th of December 2022, a Community Wealth Building Action Plan was approved, which will embed a Community Wealth Building approach across council services. **Outcome summary** Partners are working well together to ensure local people, particularly in our priority communities are aware of and supported to access opportunities **Ensure Community Empowering communities through more effective engagement** Planning partners work Community Learning and Development partners continue to build the closely with people and capacity of the community to take charge of their outcomes and make a communities to positive impact. The development of the capacity (knowledge, ability and improve our collective skills) of community representatives is enabling increasing numbers to understanding of participate more effectively in groups such as Locality Empowerment Groups strengths, needs and (LEGs), Priority Neighbourhood Partnerships (PNPs), Fairer Aberdeen Board opportunities and other community bodies. Partners have brought disparate community groups and networks together to galvanise efforts on shared priorities. In November 2022, Community Planning Aberdeen approved a new Community Empowerment Strategy to complement and support the Aberdeen City Local Outcome Improvement Plan (LOIP), recognising that we need an active and inclusive citizenship where all people have a voice and ability to influence what happens to them and their community. The ambition of the Community Empowerment Strategy is for all communities across Aberdeen to be equal community planning partners in realising the LOIP's vision.

In February 2023, a team of 5 staff from Community Learning and Development alongside 4 staff from the Health and Social Care partnership, came together to create a Locality Planning team. This team has responsibility to support community members to design and deliver Aberdeen's Locality Plans. Providing targeted support for Locality Planning to support and encourage communities' participation. Now that we have this in place, we are looking to increase participation and diversity of the PNPs/LEGs and create more simple processes to offer more attractive/accessible opportunities for participation.

Priority Neighbourhood Partnerships continue to enable Community members and partners to come together to collectively contribute to the delivery of the LOIP. There are 3 PNP areas, Northfield, Torry and Tiilydrone, Woodside and Seaton. The restructure of support at the beginning of the year has led to additional support for community reps to take the lead in setting Priority Neighbourhood Partnerships agendas with support from CLD Community Development Officers. Each PNP is now chaired by a local community member and receives ongoing support from a Community Development Officer. All three PNPs have been supported to now have a community led pre-meeting to develop the agenda in addition all PNPs have a local community representative as chairperson of the PNP. The chairperson and all community reps have support from a dedicated staff member for their area for work around PNPs.

After a break during and following Covid-19 all 3 Locality Empowerment Groups have now been re-established and each have met at least once since April '23

The Fairer Aberdeen Board includes 7 volunteers from priority areas and 2 from the Civic Forum. The community representatives are supported through the Regeneration Matters Group which meets monthly and are involved in monitoring funded initiatives and considering their impact on issues that affect all the priority areas. They are supported to participate in the annual process of allocating funding. They are also supported to deliver PB events, which has included training and input from PB Partners and the Democratic Society.

Funded Community Projects continue to support community involvement in priority areas.

As part of the launch of the new Community Empowerment Strategy, the Community Empowerment Group held the first Community Gathering event on 13 May. The event provided an opportunity for people and community groups from across the City to come together to connect and find out about what is going on in their local community. 121 people attended (87 general admission, 28 exhibitors and 69 workshop participants), not including people who dropped in on the day.

PDSA Training for Communities is in the process of being tested with small groups of community members and community planning partners.

Outcome Summary

Some community representatives are benefitting from targeted support to participate in local planning.

Further, develop a clea
and coherent
framework to support
volunteers and
volunteering within
communities and
across community
groups and
organisations

Strengthening Volunteer capacity

Local Third Sector Interface ACVO provide and continue to develop a flexible variety of means to access volunteering, support volunteers and match volunteers to opportunities to ensure everyone has the opportunity to volunteer and that our city and communities benefit from the crucial help people provide through volunteering.

Develop certificated learning programmes that lead to enhanced personal development , career LOIP 11.2 Increase opportunities for people to increase their contribution (volunteering) to communities by 10% by 2023; and All Locality Plans ACVO facilitate the Aberdeen Volunteer Co-ordinators Network (447 volunteer involving organisation contacts) and helped shape/was part of the working group for the recently launched Quality Standards Pipeline for Volunteering in Scotland.

Funded Projects and the Fairer Aberdeen Fund supports a range of organisations that support volunteers. Funded Projects supported 411 volunteers who contributed 65,625 hours of volunteering time. The Fairer Aberdeen programme supported 1,382 volunteers who contributed over 250,000 hours of volunteering time with a value of £3.9m.

CLD Community Development is proactive in working within some communities to create awareness of volunteering opportunities in their local community and supporting local people to take on volunteer roles in community groups and programmes. Effective training programmes are designed and delivered around the needs of the community groups and the personal development needs of volunteers to sustain and enhance provision in almost all settings. Most volunteers report increased confidence and skills and that the training is beneficial and enabling them to move on to other opportunities. For example, volunteers at Seaton Pantry have benefitted from support and training (including practical skills such as first aid and food hygiene). and also signposted to learning opportunities such as SHMU Radio programmes.

Outcome summary

Support for volunteering is contributing to the personal development of those involved and making a difference in communities across Aberdeen.

progression and increased opportunities for individuals and enhance the capacity of community provision.

More effectively measure and demonstrate the impact of volunteering on individuals and our communities.

Develop and implement a training and development programme to ensure best practice is adopted across partners, informed by the National Standards for Community Engagement

All LOIP and Locality
Plan Outcomes

Training and Development for staff, partners and communities

The CLD Community Development Team worked with SCDC (Scottish Community Development Centre) to develop a programme of training opportunities for staff across the community planning partnership and community representatives. This training was co- designed and delivered with the assistance of partners from Police Scotland, Aberdeen Heath & Social Care Partnership and Aberdeen Council of Voluntary Organisations (ACVO) and is promoting awareness of and effective use of the National Standards of Community Engagement, for customer facing staff.

A small working group was formed, and training delivered to support and promote community engagement for community members and partner organisations. Sessions were planned - two sessions for grass root community workshops and two for staff. Training sessions were designed to explore legislation, local and national policy, and explore methodology and practical tools for engagement for both communities and agencies to use.

Sessions have been well attended and almost all participants provided positive feedback: Community Members, Session 1-26, Session 2-25; Staff /Partner Agencies (representation from Police, ACC Housing, CP, NHS, AFCCT and HSCP) Session 3-22

The 4th session, bringing together staff and community still to be delivered – staff and community members is still to be delivered (14th Sept '23)

Community members participating in the training felt valued and welcomed the priority given to taking this forward. Partners better understand the Standards and how to use them, enabling shared planning of community engagement with colleagues/partners and communities. Feedback from all sessions will inform future training on community engagement practice and standards with the intent of embedding this into Community **Planning** Aberdeen's annual training programme.

Encourage use of the VOiCE tool to, among other things: increase clarity of purpose for community engagement;

Baseline data of attendees confidence, knowledge & skills relating to Community Engagement will be followed up to evaluate impact	
Outcome summary	
A few staff and community members are benefitting from carefully designed and delivered training which is improving their understanding and practice in engaging with communities, There is scope to consolidate the learning from the successful pilot training programme and extend it to a wider audience across the partnership.	

Support communities to develop and contribute to local projects which tackle poverty (food, fuel, and benefit maximisation) - need to focus projects on those most effected by Covid 19 e.g., young people, minority ethnic communities, disabled people, and how they can be supported

LOIP Stretch Outcome 1. No one will suffer due to poverty by 2026

Tackling poverty together

Effective community development is providing communities with the support required to enable them to create and deliver local solutions to poverty related issues. This is enhancing skills which are being effectively applied and bringing about local improvements and building community capacity

Taking a flexible and agile approach to responding quickly to emerging challenges CLD Community Development have effectively enabled and empowered community groups across the city to develop and sustain local solutions such as community food provision.

Provision developed by community groups such as the Cubby in Cummings Park and Seaton Community Hub is making a real difference in the lives of local people.

The Fairer Aberdeen Fund supports work in priority areas and across the city with vulnerable groups and individuals. The Fairer Aberdeen Board includes a majority of community representatives who make decisions on funding, and also delivers participatory budgeting (PB) events in communities.

Funded organisations provide regular feedback on their services and are linked to LOIP and Locality Plan outcomes, supporting LOIP themes of economy, adults, and children and young people.

The Fairer Aberdeen Programme funds community and third sector initiatives tackling poverty - 1,317 people took part in employability programmes and 487 people moved into work. 7,683 people received money and income maximisation advice, with 2,289 of them receiving a total financial gain of £8,265,521 the equivalent of £3,611 per person. 1,111 tonnes of free food was distributed, the equivalent of 2.9M meals.

Continue support to established and emerging groups to develop the capacity to meet local needs

Feedback from organisations funded through the Fairer Aberdeen Fund and CLD consistently show the value they bring to supporting communities to develop projects that tackle poverty and support the most vulnerable people. The Fairer Aberdeen Fund supports CFINE to develop community pantries and community food outlets. There are currently 30 pantries and community food outlets and 193 community organisations receiving FareShare food, and over 4,000 people benefiting from Mobile Cooperative Vehicle services. Funding ACVO has distributed this year such as the Scottish Government Communities Mental Health and Wellbeing Fund and Scottish Government Community Based Adult Learning Recovery Fund in partnership with Aberdeen City Council Community Learning & Development Team has further helped increase volunteer opportunities, community involvement and assisted in supporting local priorities Case study 13 - Community Pantries can be found in Appendix B **Outcome summary** Effective capacity building support is enabling and empowering communities to deliver solutions to effects of poverty and many groups are delivering high quality services based on community need Contribute to the learning and development of opportunities for New Continue **Scots** development and delivery In response to demand the CLD Family Learning Team developed a bespoke of learning programme to give families new to Scotland an understanding of Scottish law offer across regarding parenting and greater understanding of differences between **ASGs**

countries. It was decided to use SHANARRI to break the learning down into manageable chunks whilst staying true to the legalisation.

Family Learning have run 'Childhood in Scotland' workshop five times with refugees and asylum seekers, with approx. 100 participants attending. This has since been delivered within schools to multinational parents new to Scotland and Aberdeen. The impact being greater awareness of the laws and legislation New Scots will be met with in Scotland, the impact has yet to be fully evaluated to see how far it leads to increased confidence and successful integration into Scottish life for families and their children.

Outcome summary

Along with ESOL and other learning programmes this work with families is making a difference in supporting the integration of some new arrivals in the City and there is scope to extend opportunities to more families

Harness the increased levels of community volunteering to build greater resilience - support communities to develop resilience plans and groups

LOIP 13.2 Community led resilience plans in place for areas most vulnerable to flooding by 2023, leading to resilience plans in place

Community resilience

As a result of the raising awareness and building the capacity of volunteers we have seen the following achieved as a result of increased opportunities for people to get involved in supporting their community Official Community Resilience Volunteer Groups established in Culter and Cults.

A new Community Resilience Volunteer Group established and launched Bridge of Don and Danestone December 2022.

In 2023 there are already two new groups who have noted their interest to start a CRVG and are receiving support with the set up and with initial plan creation as well as support on guidance, training and exercising

Volunteers have also responded in great numbers again and with fantastic compassion and kindness in response to recent emergencies such as Storm

Continue to work with stakeholders to develop training and resources and share learning, skills and knowledge across organisation s

across all areas of Aberdeen by 2026.	Arwen, welcoming refuges from Afghanistan and in response to the war in Ukraine/support for Ukrainian refugees. Additional work is being undertaken across the City to consolidate learning following recent Storms, engage and establish additional resilience groups alongside communities to develop and embed community resilience plans to enable them to be fully resilient in the face of weather events and other civil contingencies incidents Outcome summary Enthusiastic and capable volunteers in a few communities in Aberdeen are successfully developing the capacity to make a difference in times of emergency through a well planned programme of development opportunities with the intent of extending this learning to a wider range of local communities.	Establish a citywide network of resilience reps from communities to share good practice, ensure resilience plans are up to date etc
Support community management/ownershi p of green spaces and the development of food growing spaces and projects . 15.1 Increasing the diversity, quality and use of the Aberdeen's green spaces by facilitating community participation in them to restore nature and increase people's	Developing green spaces Effective development of a green space network of communities and partnerships is empowering communities to establish, take responsibility and run their local green spaces leading to more local engagement and an increase in volunteering and community pride Successful introduction and support of visible community champions is raising awareness and changing thinking about wider sustainability issues in communities and enabling shared information on initiatives, projects, and funding with community partners included linking groups up with each other. Thirty new community run green spaces were established from Sept 21 to June 2022.with 4125 people volunteering across green spaces, across the city in 21/22. An increase in volunteers has been vital in helping to care for and invest in local green spaces. Most volunteers are active participants of	Continue to raise awareness of opportunities in communities and support groups to develop new initiatives

satisfaction, health, and wellbeing.	the green network, providing support and connecting with each to overcome when appropriate. Outcome summary Across Aberdeen local people are actively engaged in the planning, design and delivery of local environmental and community space projects which are making a difference to the quality of life in their localities	
Neighbourhood planning - develop toolkits and training to strengthen community's capacity to produce their own neighbourhood plans All LOIP and Locality Plan Outcomes	Clearly identify the capacity building support partners can commit to offering to community groups to support the development of neighbourhood plans. Work with stakeholders to develop a toolkit and training programme to support community groups to produce their own neighbourhood plans. Deliver and evaluate an ongoing programme of capacity building support to neighbourhood groups to engage with their communities to produce and update neighbourhood plans. Links to LOIP improvement project 16.7: Increase the number of people (staff and communities) who state they have the skills, tools and support they need to work together to make improvements in the community by 50% by 2025.	Support taking forward LOIP 16.7