



**Fairer Scotland Fund
Financial Inclusion, Health and Literacies
Programmes Performance Report
April – Oct 2009**

Purpose of the Report

This report provides a performance summary for three thematic programmes agreed by the Fairer Scotland Fund Board. Please note that the reporting period is April – October 2009.

Background

The Fairer Scotland Fund Board identified several priority areas for investment for the Fund in financial year 2009/10, and requested a series of strategic proposals for thematic allocation be developed in consultation with stakeholders. These reports were considered at a Board meeting held on 18th December 2008. The Board agreed to allocate funding to the identified priorities as follows:

- Financial Inclusion £350k
- Health £342k
- Literacies £100k

Report

1. Financial Inclusion

Access to Affordable Financial Products and Services

The three Credit Unions continue to perform well and are on track to exceed the targets for 2009/10. There has been a significant increase in the level of savings during the period, with just under £170k deposited between April and October. This is approximately £70k more than target. This has been achieved despite a shortfall in the number of adult savers target. Significant effort has been made to engage with communities at a local level, and services have been working through the Cash In Your Pocket Partnership to establish joint working, particularly with Advice and Information services. St Machar Credit Union have now moved to new premises in the Woodside and Fountain Community Centre.

Two credit unions, Grampian and St Machar have been contracted by the Department of Work and Pensions to deliver the Growth Fund initiative, which provides low cost loans to individuals up to a maximum of £250. Negotiation with the DWP has resulted in members being able to have their benefit payments being paid directly into their credit union account rather than a bank account. This is particularly beneficial for low income families who may incur additional administration charges, for example unauthorised overdraft, from mainstream financial services and enables local access to their money.

1.2 Financial Education

The WEA have embedded financial learning in their Reach Out, Reaching Forward and Dynamics programmes and have recently started a new project, Break Out which contains a financial learning element. Input varies according to the needs of the particular learners and includes group work as well as supporting individuals to sort out more specific financial issues. WEA continue to refer on to specialist services including the new CAB workers, and to promote the work of NESCU. Content includes prioritising bills and debts – particularly important with Dynamics and Break Out. Getting value for money and minimising expenditure – this is an important element of IT classes. Participants continue to increase their confidence in dealing with finances, are more confident and open in asking for help and able to

identify problems before they reach crisis stage. They are also more able and confident to offer peer support to one another. Learners are aware of the range of services available in the city that offer specialist support and how to access these services. Learners are aware of the benefits of credit unions, how they can join and the benefits of regular saving.

1.3 Co-ordinated Advice and Information Services

The Cash In Your Pocket Partnership continues to meet quarterly to co-ordinate financial inclusion in the city and promote joint working. A new development team comprising a Co-ordinator, Development Officer and Information and Administration Assistant have been recruited. The team is hosted by Grampian Housing Association. Their primary role will be to manage a single point of referral portal for professionals and practitioners working with clients in communities. A web based referral and tracking database has been developed and is now operational. The Development Team are also responsible for driving innovation and building capacity within neighbourhoods through a combination of awareness raising events and training provision.

Aberdeen Citizens Advice Bureau have 4 members of staff operating a community outreach money advice service. The service is delivered via a combination of home visit and community appointment with outreach surgeries at Woodside Community Centre; Torry Learning Centre; HMP Aberdeen; Quarry Family Centre; Tillydrone Family Centre; Northfield Community Centre and STAR Community Flat. The CAB has assisted 171 individuals with money advice issues in the period and a further 214 people have received income maximisation advice. Grampian Housing Association Pre-tenancy support project has supported 106 people to access benefit entitlement and ensure that their tenancy is sustainable. The project has generated financial gains for clients in excess of £200k over the period.

Please see Addendum 1 for an overview of Financial Inclusion Thematic performance.

2. Health

2.1 Mental Health

2.1.1 *ACIS Youth (Aberdeen Counselling & Information Service)*

The project is establishing well, after a phased start that enabled ACIS to deliver the additional training for the volunteer counsellors. ACIS now have a staff counsellor working 16 hours per week during which they deliver all assessment interviews and also deliver some of the counselling. Clients who have accessed the service to date are mostly aged 13 and above. Currently ACIS see around 10 - 12 young people per week. After the Initial Assessment, the staff counsellor matches the young people to the volunteer counsellors – there are currently 3 volunteers. At present they see clients for about 4 – 6 sessions with excellent feedback from the clients themselves. Clients have presented with issues of various kinds: bereavement; sexuality; bullying; fear of exams; parental issues; parents' divorce/separation; fear of school and issues around that, e.g. exclusion, isolation; eating difficulties/disorder; very low self-esteem; difficulties with identity and self-image; lack of confidence and others. The service has been in steady

demand every week and we therefore feel confident that we will reach target by the end of the year.

2.1.2 *Calsayseat Counselling Project – Mental Health Aberdeen (MHA)*

The Calsayseat Surgery Counselling Project continues to thrive, during the last six months MHA were able to recruit a fully trained volunteer counsellor to help address a continual waiting list issue – there are always more referrals than one counsellor, working 30 hours per week, can respond to. The volunteer offers between 2 – 4 sessions per week and is supervised by the staff counsellor and an external, professional supervisor who oversees the staff counsellor's work. Since the beginning of the period, Calsayseat Counselling has offered 688 sessions to 49 clients. This includes the Initial Interview/Assessment hour that is offered to every client. Of the 688 sessions offered, only 15% of cancellations were recorded, this in itself shows that the service is greatly valued by clients attending for therapy. The counselling project is highly regarded within the Surgery and all health professionals refer their patients to the service. Clients who present as highly distressed / suicidal are usually seen directly by the staff counsellor. In general, this service is recording a higher than average amount of people presenting with addiction/alcohol issues.

2.1.3 *Torry Counselling Project – Mental Health Aberdeen (MHA)*

The service has continued to provide counselling to people, 16 years and older and serves exclusively those clients from the Torry area. Clients access the project by referral from health- professionals; social workers; police and others working in the Torry Neighbourhood Centre but also takes self-referrals. During the last six months two fully trained volunteers have given additional counselling sessions in the TNC to reduce waiting times for existing clients. This has greatly enhanced the service and allows the staff counsellor to be more flexible in taking on 'urgent' cases who would otherwise not be seen very quickly. The volunteers are professionally supervised by both the Torry Staff Counsellor and external supervisors. From April 09 the project has received 80 new referrals, 48 of those came via their GP, 14 accessed the service of their own accord and 18 were referred from other sources in the Torry Neighbourhood Centre. The range of presenting issues range from Anxiety Depression – which was the highest number of clients; to relationship issues; poverty; overcrowding; alcohol – drug issues; all types of abuse; anger management; long-term illness; phobias and others. As result of client demand, recently the service is also seeing couples for counselling.

2.1.4 *Quarry Family Centre – Mental Health Aberdeen (MHA)*

The Quarry Counselling Project provides counselling to adults who live in the Northfield area and are parents/carers of children below the age of 16. The service takes referrals from the children social work team and is also accessed by parents themselves who would like to avail themselves of the counsellor. Other referrers are Support Workers and community workers/nurses from the Northfield area. The areas of counselling covered: from abuse, alcohol/drug use' anxiety and anger management to issues such as bullying, eating disorders, low self-esteem, relationship issues termination/abortions/miscarriages, work related issues. In the first 6 months of the project, 26 new clients were referred, and 34 Initial Interviews

(assessment sessions) were conducted. Twenty two clients have received counselling to date and 155 counselling sessions have been provided.

2.1.5 *Pathways to Wellbeing*

Each counsellor provides 1-2-1 counselling, based in a community setting in a regeneration of the city. One counsellor provides up to 13hrs counselling time per week, the other provides up to 14 hrs counselling time per week. A steady stream of referrals from external agencies, project works and self referrals has been noted throughout the reporting period, slightly above that for similar periods in the past. As a result, both counsellors have a waiting list. During the reporting period a total of 53 people have received counselling. Of these 47 are female and 6 are male. As a result of the successful work carried out by one of the counsellors, based at the Healthy Hoose, new initiatives in partnership with NHS Grampian have been possible. One of these, Counter Weight, has now started and involves Pathways' counsellor and the community nursing staff of the Healthy Hoose working together to help people tackle weight issues and the effects these have on people's lives.

2.2 Health Inequalities

2.2.1 *Give Kids A Chance*

We continue to provide a varied programme of activities in Aberdeen City for up to 100 young people. Funding from the Fairer Scotland Fund helps support our work in the priority areas of Aberdeen. Activities that the Fairer Scotland fund is directly supporting include: Sooyang Do, Multi Sport Club, Music 4U, Individual Music lessons, Football, Trampoline and Swimming. New activities for GKAC this session are the Sea Cadets with a young lad from Torry joining the Aberdeen Sea Cadet Unit at Pocra Quay and Dance with a young girl from Woodside joining a dance class at City Moves. Give Kids a Chance continues to see a steady flow of new referrals. To date in Aberdeen we have received a total of 41 new referrals, 47% of referrals are from social work services.

2.2.2 *Community Foods Initiative North East*

The quarter has been exceptionally busy with over 65 Community Food Outlets and c 110 Fast Fruit outlets operational. There have been 8 fruit-tastings in the period and the fruit stall at ARI still continues to go well, now opening on a Friday morning between 6.30am and 9am. Ten Community Food Outlets and 10 Fast Fruit outlets opened in the period. There are now 68 volunteers involved in the city, 20 at the warehouse and 48 in their communities; 11 are new in the period. Through the Fareshare initiative, 33 tonnes of produce has been distributed in the city – including cereal, milk & yogurt, water, savoury snacks and fruit and vegetables. Due to the increased capacity in warehouse space, CFINE are now able to store and thus distribute more FareShare produce to people within the target communities.

2.3 Substance Misuse

2.3.1 *Integrated Drug Service Community Rehabilitation (IDSCR) - Seaton*

The worker is attached to the 2 GP practices closest to the Seaton area: Old Aberdeen and now also Old Machar and takes referrals from Substance Misuse Service Community Psychiatric Nurses and GPs in both practices. The worker is

available to offer advice and support to staff or people using the project in relation to accessing drug services, providing housing advice, etc. The worker has regular contact with housing staff covering the area, generally in relation to rent management issues. Some Seaton Project service users are in insecure accommodation, or homeless and the worker has offered advice and support in applying for tenancies, accessing the homeless section or specific housing support services. IDS-CR worker continues to foster good relationships with staff working in the Seaton Community Project.

Case study: When X was referred to IDSCR she was living in Seaton and had a long history of opiate dependency. Her children were in care and though she had visits with her sons her flat was not viewed as a suitable venue for them to come to. Over the next few years X has made great progress, she moves to private rented accommodation as she was not getting anywhere with a transfer. She now has a council tenancy in a different area in Aberdeen. She has not used illicit drugs for over a year, is working towards part time employment and has contact with Working Links, she has re-established good relationships with her parents and sisters, and since the summer her son, who is in a residential school spends the weekends and school holidays at her flat.

2.3.2 *Integrated Drug Service – Wellbeing Programme*

In the period 12 individuals have participated in Lifeshaper 12 week program with 8 completing. All participants are attending as part of their recovery plan and to date all have been clients of the IDS-Community Rehabilitation Service. All have reported participation as beneficial in improving their self esteem and confidence. Clients are seeking and benefiting from new approaches towards treatment and their recovery from drug dependence. 'Smart Recovery' is contributing towards young people facilitating their own personal, social and educational development. These groups focus on peer support and recovery across the range of issues arising from addiction. The programme is over subscribed in terms of number of places provided within current resource and high number of referrals.

2.3.3 *Drugs Action – Community Outreach*

The community outreach project is operation in Tillydrone, Woodside and Seaton. Interventions have related to and included: harm reduction advice and information, lapse and relapse prevention, boundary setting, how to cope with stress, relaxation/sleep patterns, Blood Bourne Protection issues, advocacy, information on prescriptions and prescribed services, drugs & effects, employment issues, child protection, relationships, assertiveness, accessing appropriate support and more. Progress has been achieved through the easily accessible drop in sessions and one-to-one counselling where individuals have been able to access information, advice and support around a number of relevant issues affecting their physical health including reducing the risks associated with injecting, liaison with GP's and Substance Misuse Service. Joint work with Social Work and Community Education has improved the physical In addition the links with the local Money Advisor has proved to be beneficial in jointly working with people to address the financial issues associated with problematic drug use.

2.3.4 *Seaton Support to Drug Users – Seaton Community Project*

The volume of clients attending has increased this is a positive aspect for the project and is due to a number of factors. The Project feel the main reasons are reaching new clients on their way to local chemist and through word of mouth by users encouraging others to come along. 80% of clients are now at the stage where they are attending specific sessions regarding to their own need with 75% of users planning their week to help them to abstain from drug abuse. The rehab users now see this building as a place that they can use and get support from the Project and other agencies. The link with the Integrated Drugs Service is strong with all community based staff working well together to provide support.

Please see Addendum 2 for an overview of the Health Thematic performance.

3. Literacies

3.1 *Literacies Partnership Group*

Awareness raising has taken place with staff from Printfield, Hilton and Seaton to enable further engagement with literacies learners. Positive evaluation was gained from this input and will support more collaborative work. In total 18 new learners from the central neighbourhood regeneration areas are attending literacies provision 2 new groups have been set up. In total 71 learners attend literacies provision in the regeneration areas, with 18 new learners in the period.

3.2 *Healthwise*

Healthwise Aberdeen is a health and literacy project based in Aberdeen City Council's Adult Literacies team. Healthwise aims to offer previously disengaged adults the opportunity to improve their literacy and health skills by better understanding of the written health information they receive as part of their health provision. This enables individuals to make more informed decisions about their health and lifestyle in order to improve their own health and that of their families. The following outputs have been achieved in the period: 3 out of the 5 literacies awareness sessions for NHS staff have been completed; Planning for a city wide networking event underway; General liaison work and meetings with NHS staff; Information packs compiled and awaiting final completion; Learning advisor service recommenced.

3.3 *Family Learning PEER Group*

Several parents indicated a willingness to support the delivery of an extension to family learning provision in the City through volunteering. The project is known as the Parental Engagement towards Education and Recruitment (PEER). Outputs in this period include: 3 Committee meetings have taken place with a continued 8-10 core members attending regularly; meeting held with Alison Chandler, Fundraising Officer, ACVO; Total of 90hrs of volunteering from July to October – 10 volunteers; 4 Volunteers were referred and have started an eight week First Aid course; 2 Volunteers doing mini bus training; 2 Volunteers supported Challenge Dad event – training needs identified; Training programme is under development; 2 Challenge Mum events and 2 Challenge Dad events have taken place between Aug to Oct 2009.

3.4 *WEA Big Adventure*

The WEA had quite a high drop out rate from the original group for a variety of reasons. They suggest this may have been the level of commitment needed to undertake such a serious activity. Eight learners participated in the preparatory course with 4 completing the actual expedition. The WEA wanted this to be a real adventure with a lot of challenge for the individuals involved. On the actual expedition weather conditions were extreme and it proved highly challenging. The resilience and determination of the participants was superb and they had an incredible experience that they probably won't forget. Ages ranged from 21 to 58 and the peer support given was tremendous. The greatest outcome has been the increase in confidence in participants. One learner has recently taken up part time employment after a long period unemployed, another has started a new course at college and a third is volunteering part time. Despite the age and background differences the group developed excellent communication and team working skills, improving their employability. General health and fitness was improved including healthy eating. Literacies were improved in a wide range of areas including IT, decision making, map reading and research skills. Financial awareness has been improved through work on maximising budget and obtaining value.

Please see Addendum 3 for a breakdown of participant numbers for the Literacy thematic.

Addendum 1

Progress Key	 Above target	 Below target	 On target
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Financial Inclusion Thematic – Performance Summary

Appendix A Continued

Performance Indicator	Qtr 2 Target	Actual	Progress
Increase the number of adult credit union savers	4474	4428	↓
Increase the number of junior credit union savers	882	885	↑
Increase the total savings deposited	£2,900,000	£2,969,291	↑
Increase the number of credit union volunteers	70	73	↑
Increase the number of credit Union Collection Points	18	20	↑
Increase the number of new clients receiving money advice	126	171	↑
Increase the number of new clients receiving income maximisation advice	300	340	↑
Total Client Financial Gain (£)	£600,000	£745,108	↑
Number of home visits/community appointments	224	504	↑
No of individuals participating in financial education sessions	25	65	↑

Addendum 2

Health

Performance Indicator	Qtr 2 Target	Actual	Progress
Total number of young people registered (Give Kids A Chance)	70	100	↑

Appendix A Continued

% of young people not attending an activity (Give Kids A Chance)	27%	26%	↑
Tonnes of Produce distributed (CFINE)	14	33	↑
No of beneficiary organisations (CFINE)	65	65	↔
No of complaints received (CFINE)	0	0	↔
No of clients using mental health counselling provision	200	219	↑
% of clients reporting improvement in long term health condition	50%	55%	↑
No of clients participating in substance misuse programmes	65	69	↑

Addendum 3

Literacies

Performance Indicator (Participants)	Qtr 2 Target	Actual	Progress
Literacies Partnership Group	100	71	

Appendix A Continued

			↓
Healthwise	40	37	↓
Family Learning PEER Group	15	10	↓
WEA Big Adventure	8	4	↓