

Appendix 4: CLD Annual Review Case Studies

The following case studies provide evidence of the impact of CLD in Glasgow.

1. Drumchapel Community Sports Hub

Drumchapel Sports is in the second year of a National Lottery Community Fund project to deliver a community led programme of activities to engage new people, encouraging them to become physically active and/or volunteer in the local community. Over 1000 people have taken part in the activities and events delivered through the project. The Couch to 5K jogging programme concentrated on the social benefits and the support that the group could provide for beginners looking to become active, this led to training four new jog leader volunteers.

2. Modern Apprenticeships: North East

Glasgow North East Strategic Youth Alliance has been supporting a Modern Apprenticeship and Trainee Programme since 2017 and have commissioned EKOS consultants to evaluate the long-term outcomes. The partnership of youth providers across the North East of the city is currently supporting four young people to complete a Modern Apprenticeship. The four new Modern Apprentices (MA's) are now established in their role and are hosted by local youth work providers. Accreditation is co-ordinated through FARE and mentor support is provided through Glasgow Life. The MA's have participated in Streetwork Training and will gain their Cycle Ride Leader Certificate provided by Glasgow Life and Cycle Scotland.

3. Glasgow Code Learning

The Glasgow Code Learning (GCL) programme offers a free and flexible digital skills pathway. From basic digital skills that enhance employability, to high-level coding skills currently in demand in the job market. The open structure of the programme is designed to reach learners who need to fit their learning around other commitments such as childcare or part-time work. GCL gained over 400 new active learners over the current period and over 500 learners gained SQA-accredited digital skills for employability awards. Of these learners 35% live in SIMD 1 and 2 areas of the city, 8% of learners are from a BAME background and 51% are female.

4. Baillieston Community Sports Hub (CSH) – Participatory Budgeting

Baillieston CSH allocated £1,700 to develop a 'Participatory Budget' project enabling the Hub's organisations to create and pitch their project to the group under the following themes: Communities, Health and Wellbeing, Inclusion and People Development. Six organisations took part bidding for a range of projects that targeted various demographics. The winning programme focused on the elderly, delivered by Mount Vernon Bowling and Tennis clubs and Mount Vernon Community Hall. Even though only one organisation was awarded the funding, the remaining organisations are now working together to support each other's pitched project to further create opportunities locally. Consequently, the Hub now wish to build in a Participatory Budget to their plans going forward as they recognise the importance.

5. Glasgow Life – Artist in Residence programme.

Artist, Shona Cowie, engaged with a range of voluntary organisations, schools and artists in the Newlands and Auldburn area, gathering stories and encouraging people to write their own. Shona facilitated a creative conversation with story gathering. Activities included: performances; workshops; focus groups; story clubs; and 'Sangs an' Clatter' events, a series of gatherings across the ward involving music, story, food and socialising. This fostered the gathering of many stories and opinions in an atmosphere of celebration.

A 4-week writing programme gave enthusiastic young people an opportunity to express themselves freely. Through informal conversations, workshops and performance events, Shona was listening to and documenting stories from across the community, allowing her to create 'a map of narratives' which highlighted the areas' strengths and its challenges.

6. CES – Community Engagement Programme

Community Empowerment Services held a series of Carers events where participants were encouraged to voice opinions through open public speaking, a drop box for post it notes and small table discussions. 40 participants then met with the social work carers support team and discussions fed into the city-wide consultation. 12 carers also worked with Glasgow Life Open Museum and helped to produce an educational box which is now part of the collection. In total over 75 carers engaged with the programme, learning about how services are delivered and expressing their views on the services they receive. Carers feedback was that they now feel more confident and empowered to voice their opinion.

7. GCVS Networking and Engagement

GCVS held a learner engagement and consultation event in December 2019 – Get Together and Upcycling in Your Community – themed to foster learner confidence, engagement with others and preparation for COP 26 and links to their community. Sadly, a second event was cancelled in March due to the pandemic. GCVS's wider programme of support for CLD volunteers and practitioners has included awareness of dyslexia, highlighting good practice and measuring impact to improve the quality of provision in the city.

GCVS continues to support the voluntary sector with wider networking and information dissemination to encourage collaboration and improved opportunities for learners, staff, volunteers and communities including two ESOL Networking and four CLD events. There are general mailing lists for over 2,000 contacts and more targeted examples with 350 contacts receiving a weekly update on CLD specific opportunities. In response to the pandemic, in mid-March GCVS diverted core activities to support the set-up of the community response.

8. Inclusive Volunteering Event:

Representatives from Glasgow Life, Volunteer Glasgow, Community Justice Glasgow, Scottish Refugee Council and Glasgow Disability Alliance came together to help organisations prepare for engagement with individuals with historic low participation rates. Hosted by Glasgow Life and Volunteer Glasgow the group delivered an "Inclusive Volunteering" event to over 30 Volunteer Involving Organisations (VIOs) in January 2020.

Building on the success and learning of the day, VIOs were invited to host a stand at a joint volunteer recruitment event in February 2020. This was attended by over 100 individuals and 84% of attendees rated it as excellent with a strong appetite for similar events.

9. Glasgow Life – ESOL Conversation Class

Basmina recently moved to Glasgow with her husband and young child and for the first few months, her focus was on settling her daughter at nursery and finding her way around the city. However, it wasn't long before Basmina started finding her new life difficult.

"Before coming to Glasgow, I felt very confident and thought my English was very good. When I started going out and taking my daughter to nursery, I found it hard to know what people [were] saying. I was very sad"

To improve her English, Basmina started going along to her local ESOL classes, one of which was an conversation class at her local library. The aim of the Conversation Café is to provide an opportunity for learners to practice and improve their spoken English, building confidence and fluency using English. And because the class is multicultural, those attending get to listen to the views of other learners from all over the world, whilst sharing their own experiences.

“The class is good, and we have fun talking about our countries [and] culture. When [we] talk about marriage we all tell our own story. I explained [about] arranged marriage - it is not ‘must marry’ - so I know they learned this and it’s important.”

“I have met new friends, which is good as I am here alone – my husband works all day. We enjoy coming together and talking and having tea. It is good for us to learn this way. I go out more to the city because I feel better now when I ask people things”

10. Glasgow Science Centre (GSC)

A group of nine women (aged 25-50 years old) came once a week to GSC for four weeks to undertake “Let’s Talk About” learning modules developed by the CLD team at GSC. These modules facilitate group discussions and allow learners to take ownership of their knowledge, whilst also empowering them and helping them to make connections between STEM and their everyday lives. Each session lasted 2.5 hours. Topics covered were: Science Literacies, Weather and Climate change, Food and Drink, and Energy. Most of the women said that prior to taking part; they felt that science wasn’t relevant or accessible to them and that they didn’t feel confident with the concept of STEM but after taking part they were able to make connections to their everyday lives and felt more able to discuss science related topics.

The women enjoyed taking part in the activities and interacting with the exhibits at GSC. Other feedback included positive responses to the discussion-based learning format and the focus on sharing experiences and knowledge. They said that this enabled them to bond as a group and that taking part in the programme gave them a deeper understanding of how science impacts on their lives and how they can use that to adapt to situations.

A lot of the women were ESOL learners and taking part increased their confidence in using English. Some of the women said that they now shop and eat more consciously in order to reduce their carbon footprint and others used what they learned in the energy workshops to assess their energy efficiency and costs at home.

11. DIAL Project – Wise Group

The programme specifically targets people who are marginalised in society due to physical and cognitive disabilities and those with mental health issues. A significant success has been getting the project back up and running after the former host organisation went into administration. Five of the original six classes were operating by the end of July 2019. The project retained 90% of the original learners, which indicated the value of their previous DIAL experience. By the end of 2019 the project had expanded from 60 learners, to 81 learners.

One of the learners hopes that the development of these skills will enable her to volunteer in the criminal justice area. She would like to work with people who are being released from prison who need to develop their literacy and digital skills, to assist them to complete forms for Jobcentre Plus, DWP, Housing and GPs and eventually to move into the employment market. The work that the Wise Group carry out in the Criminal Justice sector dovetails with the learner’s ambition and provides a safe and supportive environment to help her flourish.