# Corporate Policy and Strategy Committee

10am, Tuesday, 25 February 2014

# Poverty and Inequality Data in the City – referral from the Policy Development and Review Sub-Committee of the Communities and Neighbourhoods Committee

Item number 7.11

Report number

Wards All

#### Links

Coalition pledgesSee attached reportCouncil outcomesSee attached reportSingle Outcome AgreementSee attached report

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# **Terms of Referral**

## **Poverty and Inequality Data in the City**

#### Terms of referral

On 11 February 2014, the Policy Development and Review Sub-Committee of the Communities and Neighbourhoods Committee considered a report which analysed poverty and inequality data in the city.

#### For decision

The Policy Development and Review Sub-Committee of the Communities and Neighbourhoods Committee has referred the attached report to the Corporate Policy and Strategy Committee for information.

#### Background reading / external references

Policy Development and Review Sub-Committee of the Communities and Neighbourhoods Committee 11 February 2014.

#### Links

Coalition pledges See attached report

Council outcomes See attached report

Single Outcome Agreement

See attached report

**Appendix** Report by the Director of Health and Social Care

# Communities and Neighbourhoods Policy Review and Development SubCommittee

## 11.00am, Tuesday, 11 February 2014

# **Poverty and Inequality Data in the City**

Item number 5.3

Report number

Wards All

#### Links

Coalition pledges <u>P8, P11, P12, P13, P14, P17, P25</u>

Council outcomes <u>CO7</u>, <u>CO8</u>, <u>CO9</u>, <u>CO10</u>, <u>CO11</u>, <u>CO12</u>, <u>CO13</u>, <u>CO14</u>,

**CO15** 

Single Outcome Agreement SO1, SO2, SO3, SO4

#### **Peter Gabbitas**

#### **Director of Health and Social Care**

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# **Poverty and Inequality Data in the City**

#### Summary

- The report analyses poverty and inequality data in the city using the recent presentation of up to date information for community planning in a Poverty Profile, with a specific focus on matters relating to tackling child poverty and/or poverty amongst older people.
- The evidence shows a "dual city" profile for Edinburgh, with significant inequality.
  Poverty is present in all areas of the city alongside concentrations of wealth.
  Persistent areas of multiple deprivation exist in the city. The results in terms of poor health and wellbeing and premature death for Edinburgh citizens, child poverty and poverty in old age are described.
- Practical outcome targets to change and mitigate this damaging situation have been set by the Council and community planning partners, through policy frameworks for tackling poverty and inequality and health inequality, and that work is continuing on action plans to achieve the outcomes.
- The importance of high quality data to back this policy direction is highlighted and proposals are made to maintain and develop this resource.

#### Recommendations

#### It is recommended that the Committee:

- a. notes that the Poverty Profile underlines the existence of significant poverty distributed throughout the city, with significant concentrations in persistent areas of multiple deprivation
- agrees that the evidence in the profile confirms the priority of tackling poverty and inequality in the Community Plan and in the Council's Strategic Plan to achieve the key outcomes for the city noted in the report
- c. agrees that the maintenance and updating of the Poverty Profile should be prioritised as a regular and reliable information source on poverty and inequality
- d. notes that the potential for further disaggregation of the data to local areas is under discussion, and that the outcome of this will be reported in due course

- e. requests that further work on poverty in older generations is undertaken as part of the further development of the Poverty Profile
- f. notes that the Poverty Profile is a potential source of performance indicators for the Council and for relevant partnership plans, including the Single Outcome Agreement
- g. agrees to consider a future report on tackling poverty and inequality through the action plans of strategic and neighbourhood partnerships in the city and through the mainstream service planning of the Council and joint services
- h. agrees that this report should be referred to the Corporate Policy and Strategy Committee.

#### Measures of success

 The frameworks for tackling poverty and inequality and health inequality will include performance indicators for the outcomes articulated in the action plans. The Poverty Profile information will provide an important source of indicators for the frameworks and will be linked to the Single Outcome Agreement.

#### **Financial impact**

Inequality is a major cause of serious social and health problems facing the people
of Edinburgh and the city's public services. The development of preventive
approaches to improve citizens' quality of life and reduce demand for high cost
services must incorporate effective action to mitigate and reduce poverty and
inequality.

#### **Equalities impact**

Inequality and poverty are high risks for people in the recognised equality groups.
 Successful achievement of the duties on public bodies depends on the effective measurement of these issues as a basis for policy priority and effective action.

### Sustainability impact

Social sustainability is an essential component of a sustainable Edinburgh. A
preventive approach, which can reduce inequality and improve quality of life for all
citizens will support sustainability. It depends on effective measurement of these
issues in the city and of the impact of actions taken.

#### **Consultation and engagement**

 Community planning action on poverty and inequality has included an engagement process during 2013 with local communities and those at risk of poverty and inequality in the city. This culminated in an Edinburgh Partnership event on 28 November 2013 where the Poverty Profile was presented.

#### **Background reading / external references**

- Scottish Index of Multiple Deprivation (SIMD) 2012
- Research conducted by the Joseph Rowntree Foundation, the Child Poverty Action Group and others
- Local Incomes and Poverty in Scotland: Heriot Watt University
- DWP Annual

# Poverty and Inequality Data in the City

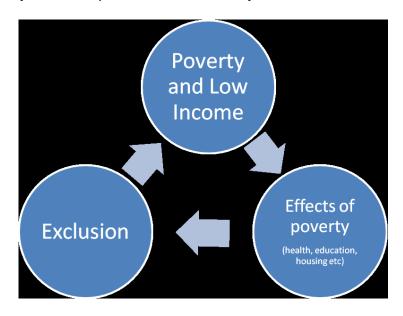
#### 1. Background

- 1.1 The Edinburgh City Plan is the fourth Single Outcome Agreement [SOA] with the Scottish Government. The Plan sets a central vision of Edinburgh as a thriving, successful and sustainable capital city in which all forms of deprivation and inequality are reduced. Action on deprivation and inequality is needed to achieve the vision, with specific priorities and targets for all four of the Edinburgh SOA outcomes. These are also key outcomes for the Co-operative Capital and in the Council Strategic Plan.
- 1.2 The Edinburgh Partnership Executive has developed a strategic approach for this priority through a sub-group: the Poverty and Inequality Theme Group [PITG]. A draft framework, based on a policy map for the city has now been tested through an engagement process with an independent facilitator. This involved communities and neighbourhoods and all the city partnerships. The resulting strategic framework was considered by the Edinburgh Partnership in Conference on 28 November 2013. City partnerships are currently acting on the framework outcomes and principles by considering priorities and targets within their respective action plans. The positive results of this process will be considered by the Partnership Executive and Board in due course.
- 1.3 One of the four workstreams pursued by the Poverty and Inequality Theme Group is "marshalling compelling evidence to influence decisions and resource allocation to reduce poverty and inequality". This work has been supported by the Council's Business Intelligence Unit, which has brought together the Poverty Profile reported below and presented at the Edinburgh Partnership in Conference in November.

#### 2. Main report

2.1 The poverty profile at Appendix 1 was produced by the Council's Business Intelligence Unit as part of the support work for the Poverty and Inequality Theme Group. This paper draws on national sources, such as the Scottish Index of Multiple Deprivation (SIMD) 2012 and research conducted by the Joseph Rowntree Foundation, the Child Poverty Action Group and others. The profile provides an up to date estimate on levels of poverty and inequality experienced by Edinburgh residents. Information on income levels is drawn from research by Heriot Watt University with support from the Scottish Government and local authorities, including the City of Edinburgh Council.

- 2.2 In common with most other analyses of poverty in the UK and other western economies, the main focus is on poverty as a *relative* rather than an *absolute* concept. However, it is clear that there are a substantial number of households and individuals in the city who experience absolute poverty.
- 2.2 A useful definition of relative poverty is set out in the European Commission's Joint Report on Social Inclusion in 2004: "People are said to be living in poverty if their income and resources are so inadequate as to preclude them from having a standard of living considered acceptable in the society in which they live."
- 2.3 This definition acknowledges that poverty impacts on individuals' ability to improve their life situation. People will experience multiple disadvantage through unemployment, low income, poor housing, poor health and barriers to lifelong learning, culture, sport and recreation. Poor people are often excluded and marginalised from participating in activities that are the norm for most people in the city. These include learning opportunities from pre-school to further education, and the stable employment and wage levels needed to raise incomes above the poverty threshold.
- 2.4 The threshold for relative income poverty is where total household income is below 60% of the median household income across the UK. Using 2010/11 as a baseline, this means that, after housing costs:
  - a single person is in poverty if they are living on less than £125 per week
  - a lone parent family with two children are living in poverty if the are living on less than £258 per week
  - a couple with two children are living in poverty if they are living on less than £349 a week<sub>1</sub>.
- 2.5 The Poverty Profile expresses the vicious cycle of cause and effect as follows:



2.6 At present the Poverty Profile is able to show the city characteristics and area differences from main statistical sources and some recent estimating work.

Detailed profiles for individual neighbourhoods require substantial resources and

- the Department of Services for Communities is leading discussions on a realistic timescale to extend the analysis to this level.
- 2.7 On direct measures of poverty, key findings show that Edinburgh is an affluent city on average figures, but that these conceal sharp inequality. The city has one of the highest concentrations of wealthy citizens in Scotland, alongside some of the highest levels of poverty and deprivation. This "dual city" analysis is shown in detail in section 5 of the Profile at Appendix 1. The data for the Edinburgh distribution on income levels is bi-modal, with two clear peaks and concentrations at either end of the spectrum. This contrasts with the pattern in Glasgow, for instance, which is dominated by large numbers of areas at the lower end of the income range. Key findings from Edinburgh's analysis are set out below.
  - Edinburgh is an affluent city, with average household incomes estimated at 9% above the Scottish average.
  - Despite this, some 22% of all households in the city live on incomes below the poverty threshold. On this measure, poverty in Edinburgh is slightly higher than the Scottish average. Only four other Scottish local authorities record levels of poverty higher than Edinburgh.
  - 18% of all households in the city are considered to live in material deprivation, or are unable to afford several items regarded by a majority of the population as essentials of life in Britain today.
  - Overall, the city ranks in the top Scottish quartile for incomes, but in the poorest Scottish quartile for indicators of poverty.
  - 24% of all Edinburgh households lived in fuel poverty in 2012. This equates to some 53,600 households in the city.
  - People cite the key barriers to escaping poverty through work as the lack of work experience and qualifications, lack of confidence, literacy and numeracy skills, poor interview skills, and caring responsibilities.
- 2.8 The indicators of material deprivation provide a comparison to inequality, based on income levels. These measure the number and proportion of households that cannot afford four or more of six essentials of life in Britain today, as viewed by a majority of the population (Appendix 1 Section 3). The 2013 Heriot-Watt study estimated that 18% of all households in Edinburgh (39,600) were in material deprivation according to this definition. This is a level similar to the Scottish average (17%), but higher than all but 7 other Scottish local authorities.
- 2.9 Although regeneration programmes have improved substantially the physical surroundings in the poorest areas of the city and reduced concentrations of tenure types, there remains a strong geographical differentiation and some areas of multiple deprivation. These locations broadly reflect the former and remaining social housing areas in the city. There is, however, a significant incidence of poverty in all the administrative areas of the city for which statistics are available, including the most affluent.

- In the most deprived areas of Edinburgh, the proportion of households living below the poverty threshold rises to 33%, compared to a city average of only 22%. This level is comparable to the rate recorded in the most deprived parts of Glasgow and almost double the rate recorded across Edinburgh's least deprived areas.
- 30% of households in deprived areas cannot afford basic items required for an adequate standard of living. This is three times the rate recorded in the least deprived areas.
- 25% of children in deprived areas in Edinburgh live in low income families, compared against only 13% in the least deprived.
- Evidence gathered on the characteristics of individuals in poverty shows that
  poverty affects individuals across all age groups, and that a significant
  number of the city's residents have been receiving benefits for 5 years or
  more.
- The highest levels of poverty are found in areas such as Muirhouse, Clovenstone and Drumbryden, where over 30% of households are on low income. These areas record levels of poverty similar to the lowest income areas of Glasgow and Dundee.
- By contrast, poverty rates in more affluent areas such as Dean Village and Comely Bank are only around half the average rate across the city. Notably, though, even in these areas an estimated 12% of households are on low incomes.

#### **Housing Factors**

- 2.10 A number of the Coalition commitments on poverty relate to action on housing (see links below). The high relative cost of housing in Edinburgh is a significant contributing factor to poverty in the city. Before housing costs, some 19% of households fall below the low income threshold. After housing costs, this rises to the 22% quoted above.
- 2.11 The rate of homelessness applications in Edinburgh has fallen in recent years from 147 per 10,000 residents in 2008 to 126 per 10,000 residents in 2012. This rate remains above the average recorded for Scotland as a whole and above the average recorded across other large urban Scottish authorities. On housing quality, some 39% of Edinburgh homes met the Scottish Housing Quality Standard in 2010, a level similar to the Scottish average.

#### Child Poverty

- 2.12 Child poverty is a significant factor in the city. The long-term effect of childhood poverty on lifelong health and wellbeing and economic opportunity is widely acknowledged, and it is a Scottish Government priority to reduce child poverty.
  - 18% of all children in Edinburgh live in low income households, a total of some 17,600 young people.
  - According to estimates produced by the Child Poverty Action Group, the cost to tax-payers of child poverty in Edinburgh amounts to £156 million per year.

#### Poverty among older people

- 2.13 The profile does not focus on older people at present. This would be an important focus for future work, as this group is usually identified as a significant proportion of households with low incomes. The effects of poverty and inequality on health lead to many problems affecting poorer people earlier than average, but are still most likely to affect people in their later years. Some evidence also suggests that low income rates are higher among older households than those of working age
  - Before housing costs some 23% of all Edinburgh older households are of low income, compared to a Scottish average of 19%.

#### **Excluding factors**

- 2.14 The profile considers the socially and economically excluding effect of a number of factors (Appendix 1 Section 4) and examples are discussed below:
  - Income and Employment
  - Education
  - Health
  - Housing
  - Experience of Crime
  - Social Fabric
- 2.15 Worklessness and low pay are key factors. Though recent trends for both show an improvement, the levels are still worse than pre-recession figures. The proxy indicator for poverty in work is the proportion of workers on low pay, earning an hourly rate below the living wage of £7.45.
  - The unemployment rate fell from a high of 6.5% of all working age residents in 2009 to 5.8% in 2012, an estimated 15,500 working age residents being out of work.
  - Edinburgh compares well against unemployment elsewhere in Scotland, with 2012 figures of 11.7% in receipt of out-of-work benefits, compared to an average of 20% across the other three large Scottish city authorities.
  - In 2012, 19% of all workers in Edinburgh were paid below the living wage level, down from 21% recorded in 2011, but still higher than 17% in 2008.
- 2.16 Poor health is closely aligned with poverty and inequality. The most severe effects on individuals in poverty are that they experience more years of ill-health and have shorter lives than their wealthier fellow citizens. This is recognised in community planning by one of the four strategic outcomes in the Community Plan focusing on health, wellbeing and inequalities. A framework and action plan for reducing health inequality were agreed by the Council and relevant partnerships in 2013. Set out below are some of the issues highlighted by health indicators for Edinburgh.
  - The average city rates for premature mortality (deaths under 75 for all causes) have fallen from 350 per 100,000 residents in 2008 to 328 in 2012, which is below the Scottish average rate of 335.

- The average conceals wide variation in health across the city, with much higher rates of premature mortality in areas with many people living in poverty. For example, in 2012, the rate of premature mortality due to Coronary Heart Disease in deprived areas of Edinburgh was more than twice the average for the city.
- People in the lowest income quintile are more likely to be at risk of a mental health problem than those in the highest quintile.
- Two-fifths of adults aged 45 to 64 with below-average incomes have a limiting long-term illness, more than twice the rate for adults of the same age with above-average incomes.
- 18% of economically inactive working age Edinburgh residents have a limiting long-term illness, a stable rate, which is significantly below the average for Scotland and for other large urban local authorities in Scotland.

#### 3. Recommendations

It is recommended that Committee:

- a. notes that the Poverty Profile underlines the existence of significant poverty distributed throughout the city, with significant concentrations in persistent areas of multiple deprivation
- agrees that the evidence in the profile confirms the priority of tackling poverty and inequality in the Community Plan and in the Council's Strategic Plan to achieve the key outcomes for the city noted in the report
- c. agrees that the maintenance and updating of the Poverty Profile should be prioritised as a regular and reliable information source on poverty and inequality
- d. notes that the potential for further disaggregation of the data to local areas is under discussion, and that the outcome of this will be reported in due course
- e. requests that further work on poverty in older generations is undertaken as part of the further development of the Poverty Profile
- f. notes that the Poverty Profile is a potential source of performance indicators for the Council and for relevant partnership plans, including the Single Outcome Agreement
- g. agrees to consider a future report on tackling poverty and inequality through the action plans of strategic and neighbourhood partnerships in the city and through the mainstream service planning of the Council and joint services

 h. agrees that this report should be referred to the Corporate Policy and Strategy Committee

#### **Peter Gabbitas**

#### **Director of Health and Social Care**

#### Links

Coalition pledges	P8 - Make sure the city's people are well-housed, including encouraging developers to build residential communities, starting with brownfield sites
	P11 - Encourage the development of co-operative housing arrangements

P12 - Work with health, police and third sector agencies to expand existing and effective drug and alcohol treatment programmes

P13 - Enforce tenancy agreements (council and private landlord) with a view to ensuring tenants and landlords fulfil their good conduct responsibilities

P14 - Strengthen Council housing allocation policy to give recognition to good tenants and to encourage responsible tenant behaviour and responsibilities

P17 - Continue efforts to develop the city's gap sites and encourage regeneration

P25 - Introduce a "living wage" (currently set at £7.20) for Council employees, encourage its adoption by Council subsidiaries and contractors and its wider development

#### Council outcomes

CO7 - Edinburgh draws new investment in development and regeneration

CO8 - Edinburgh's economy creates and sustains job opportunities CO9 - Edinburgh's residents are able to access job opportunities

CO10 - Improved health and reduced inequalities

CO11 - Preventative and personalised support in place

CO12 - Edinburgh's carers are supported

CO13 - People are supported to live at home

CO14 - Communities have the capacity to support people

CO15 - The public is protected

#### Single Outcome Agreement

SO1 - Edinburgh's economy delivers increased investment, jobs and opportunities for all

SO2 - Health and wellbeing are improved in Edinburgh and there is a high quality of care and protection for those who need it

SO3 - Edinburgh's children and young people enjoy their childhood and fulfil

their potential SO4 - Edinburgh's communities are safer and have improved physical and

SO4 - Edinburgh's communities are safer and have improved physical and social fabric

#### **Appendices**

Appendix 1: Poverty profile for Edinburgh

# **Poverty and Inequality** in Edinburgh

November 2013





# **Contents**

Executive Summary  1. Introduction  2. Definitions  3. Poverty in Edinburgh	3
2. Definitions	
4. Exclusion and the effects of poverty	
5. Inequality in Edinburgh	
6. Characteristics of People in Poverty	
Contact Details	

# **Executive Summary**

- This paper draws on research conducted by Heriot Watt University, the Joseph Rowntree Foundation, the Child Poverty Action Group and others to provide an up to date estimate of the level of poverty experienced by Edinburgh residents.
- The paper focuses on poverty as a relative concept, such that: "People are said to be living in poverty if their income and resources are so inadequate as to preclude them from having a standard of living considered acceptable in the society in which they live."
- On direct measures of poverty, key findings show that:
  - Edinburgh is an affluent city, with average household incomes estimated at 9% above the Scottish average.
  - Despite this, some 22% of all households in the city live on incomes below the poverty threshold. On this measure, Poverty in Edinburgh is slightly above the Scottish average. Only four other Scottish local authorities record levels of poverty higher than Edinburgh.
  - 18% of all households in the city are in material deprivation, or unable to afford several items regarded by a majority of the population as essentials of life in Britain today.
  - Similarly, 18% of all children in Edinburgh live in low income households. This equates to a total of some 17,600 young people.
  - According to estimates produced by the Child Poverty Action Group, the cost to tax-payers of child poverty in Edinburgh amounts to £156 million per year.

- 24% of all Edinburgh households were in fuel poverty in 2012.
   This equates to some 53,600 households in the city.
- Overall, the city ranks in the top Scottish quartile for incomes, but in the poorest Scottish quartile for indicators of poverty.
- These average figures mask considerable levels of inequality across the city.
  - In the most deprived areas of Edinburgh, the proportion of households living below the poverty threshold rises to 33%, compared against a city average of only 22%. This level is comparable to the rate recorded in the most deprived parts of Glasgow and almost double the rate recorded across Edinburgh's least deprived areas.
  - 30% of households in deprived areas cannot afford basic items required for an adequate standard of living. This is three times the rate recorded in the least deprived areas.
  - 25% of children in deprived areas in Edinburgh live in low families, compared against only 13% in the least deprived.
- Evidence gathered on the characteristics of individuals in poverty shows that poverty affects individuals across all age groups, and that a significant number of the city's residents have been receiving benefits for 5 years or more.
- When barriers to escaping poverty through work are considered, individuals cite the following key factors for which support is required:
  - Lack of work experience and qualifications, lack of confidence, literacy and numeracy skills, poor interview skills and caring responsibilities

## 1. Introduction

In early 2013 the Edinburgh Partnership's Poverty and Inequality Theme Group set out a work plan covering the period to end 2013. This plan included a 'data' work stream with the objective of:

'marshalling compelling evidence to influence decisions and resource allocation to reduce poverty and inequality, and support indicator development for performance management.'

As part of this workstream, City of Edinburgh Council officers were approached for technical support in data gathering and analysis. This paper provides a summary of data gathered during this exercise and offers evidence on current levels of poverty and inequality in Edinburgh.

The evidence presented here is structured as follows:

- Chapter 2 provides a discussion on the definition of poverty and source of indicators used in this paper
- Chapter 3 presents a profile of direct measures of poverty in Edinburgh
- Chapter 4 provides an assessment of recent trends in exclusion and the effects of poverty across a basket of indicators
- Chapter 5 examines evidence of inequality in Edinburgh on key measures of income and poverty, and
- Chapter 6 presents a brief profile of the characteristics of two sub groups in the city: people on out of work benefits and clients receiving employability and skills support from the Council and its partners

## 2. Definitions

The definitions of poverty and choice of indicators used in this paper have been drawn from a review of existing literature and analyses of poverty across Scotland and the UK.

Key sources of guidance and reference include:

- Monitoring Poverty and Social Exclusion in Scotland 2013
   Joseph Rowntree Foundation
- Local Incomes and Poverty in Scotland, March 2013 -Heriot-Watt University
- Poverty and Inequality in Scotland 2012-13 Scottish Government
- London's Poverty Profile -Trust for London
- Scotland's Anti-Poverty Framework Poverty Alliance
- Poverty in Scotland Child Poverty Action Group
- Understanding Glasgow Glasgow Centre for Population Health

In common with most other analyses of poverty in the UK and other western economies, the main focus of this report is on poverty as a *relative* rather than an *absolute* concept.

In other words, poor people in our society are those whose resources are so far below those of the average household that they are, in effect, excluded from participating fully in society.

According to one definition used in the European Commission's Joint Report on Social Inclusion in 2004:

"People are said to be living in poverty if their income and resources are so inadequate as to preclude them from having a standard of living considered acceptable in the society in which they live."

This definition acknowledges the potential consequences of poverty on individual's ability to improve their life situation. As a result of poverty, for instance, individuals may experience multiple disadvantage through unemployment, low income, poor housing, poor health and barriers to lifelong learning, culture, sport and recreation. In this way, people experiencing poverty are often excluded and marginalised from participating in activities that are the norm for other people. Such exclusion may indeed include barriers which prevent individuals accessing the learning, employment, or higher paid work needed to raise incomes above the poverty threshold.

It is this interaction of low income, disadvantage and exclusion, therefore, which can give rise to a cycle of poverty from which it is difficult for individuals and families to escape without outside support.



#### **Measuring poverty and exclusion**

This paper recognises the complexity of the interactions described above, by using 'direct' measures of poverty and low income alongside a separate set of measures to consider evidence on exclusion and the effects of poverty.

Four direct measures of poverty are considered in this report

#### 1. Relative income poverty

 Number and proportion of households whose income is below 60% of UK median income in the same year

#### 2. Material Deprivation

 Number and proportion of households unable to afford a specific set of goods and services regarded as essentials for life in Britain today by a majority of the population

#### 3. Child Poverty

 Number and proportion of children living in households whose income is below 60% of UK median income in the same year

#### 4. Fuel Poverty

 Number and proportion of households who spend more than 10% of their net income on fuel. Alongside measures of the direct experience of poverty, the paper also considers evidence on indicators which measure:

- the effects of poverty on individuals and communities, and
- other measures of **exclusion** which may act to trap individuals within the poverty cycle.

Taken together, this core set of indicators can be used to provide a high level review of the incidence and effect of poverty in Edinburgh.

In addition, while measures of direct poverty are often available only for a discrete point in time, many measures of exclusion and effects of poverty provide an opportunity for trend analysis and more up to date estimates. As such, these indicators provide a useful means to assess recent changes in the experience of poverty in the city

The selection of indicators has been based on recommendations and guidance drawn from existing literature (cited above) and availability of robust, published data for Edinburgh and sub-Edinburgh geographies.

Where possible data have been presented in time series form, showing trends over the period 2008-2013, and show comparisons of these trends against the average for Scotland and the three other large urban local authorities in Scotland (Glasgow, Dundee, and Aberdeen City).

# 3. Poverty in Edinburgh

#### Low Income Households (Income poverty)

As noted above, people are defined as being in relative income poverty if their total household income is below 60% of the median household income across the UK. Using 2010/11 as a baseline, this means that, after housing costs:

- A single person is in poverty if they are living on less than £125 per week
- A lone parent family with two children are living in poverty if the are living on less than £258 per week
- A couple with two children are living in poverty if they are living on less than £349 a week<sup>1</sup>.

This last estimate equates to an average income of only £12 per person per day to cover all the needs of a family of four, after the costs of rent or mortgage payments are met.

In 2013 a Heriot Watt University study estimated mean gross household incomes in Edinburgh at £508pw in 2009, some 9% above the Scottish average (see figure 1) and well above the poverty thresholds described here.

Despite these generally high levels of income in the city, however, the same study estimated that **22%** of all Edinburgh households are in relative income poverty. This group equates to a total of **48,400** households across the city.

On this measure, income poverty in Edinburgh is slightly above the Scottish average rate of 20%, but below the average across other Scottish urban local authorities (Glasgow, Dundee, Aberdeen).

Only four Scottish local authorities record a poverty rate higher than Edinburgh – Dundee (27%), Glasgow (26%), Inverclyde (24%) and North Ayrshire (23%).

The study further showed that levels of low income vary considerably across the city. The highest levels of poverty are found in areas such as Muirhouse, Clovenstone and Drumbrydan, where over 30% of households are on low income. These areas record levels of poverty similar to the lowest income areas of Glasgow and Dundee.

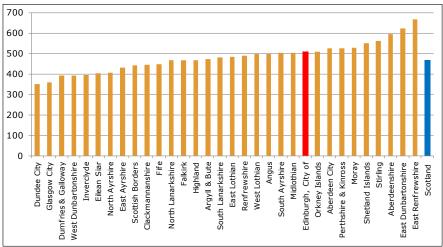
By contrast, poverty rates in more affluent areas such as Dean Village and Comely Bank are only around half the average rate across the city. Notably, though, even in these areas an estimated 12% of households are on low incomes.

The high relative cost of housing in Edinburgh is a contributing factor to poverty in the city. Before housing costs (BHC) only 19% of households fall below the low income threshold. After housing costs this rises to the 22% quoted above.

Some evidence suggests that low income rates are higher among older households than those of working age. Before housing costs some 23% of all Edinburgh older households are of low income, compared to a Scottish average of 19%.

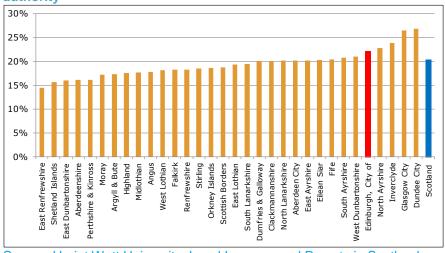
<sup>&</sup>lt;sup>1</sup> Child Poverty Action Group in Scotland, Poverty in Scotland: Summary Briefing, October 2012

Figure 3.1: Mean gross weekly income (£) 2009 by local authority



Source: Heriot Watt University, Local Incomes and Poverty in Scotland

Figure 3.2: Low income households as % of total,2009 by local authority



Source: Heriot Watt University, Local Incomes and Poverty in Scotland

#### **Material Deprivation**

Alongside Income Poverty, indicators of material deprivation aim to measure the number and proportion of households lacking several items, which are regarded as essentials of life in Britain today by a majority of the population, because they cannot afford them. These items are built into a standard list of questions incorporated into the UK wide ONS Omnibus survey and explores households ability to afford items including (amongst other items):

- At least one filling meal every day,
- To go out socially or see friends once a month, and take a holiday away from home at least once a year
- Keep their home in good condition (i.e. warm and damp free, with electrics, plumbing and drainage working), and
- Be able to pay regular bills and meet unexpected expenses
- Have access to a warm waterproof coat, be able to have a hair cut regularly and,
- Have access to a telephone and a car or taxi when needed.

For this study, households are described as being in Material Deprivation on this measure if they are unable to afford four or more elements on this list.

The 2013 Heriot-Watt study estimated that **17% of all households** in Edinburgh were in material deprivation according to this definition. This equates to **39,600 households**. This is a level similar to the Scottish average (17%) but higher than all but 7 other Scottish local authorities.

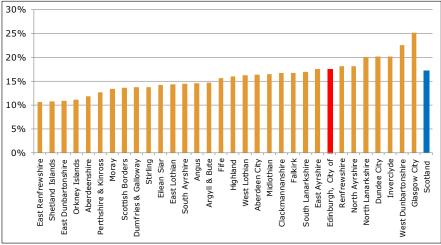
Notably, Edinburgh records a lower rate of material deprivation than other large urban authorities such as Glasgow (25%) and Dundee (20%), but a higher rate than neighbouring authorities such as Midlothian (16%) and East Lothian (14%).

At a spatial level, rates of material deprivation in Edinburgh show even wider variation than that recorded for low income rates. Such variations suggest that material deprivation may provide a more appropriate measure of poverty of resources than do income levels alone.

Over 30% of all households in areas such as Drumbryden, Muirhouse and Niddrie Mains are estimated to be in material deprivation. This is a level similar to the highest rates of material deprivation recorded in areas of Glasgow for the same period.

By contrast, at the lower end of the local distribution, rates of only 5% are recorded in areas such as Ravelston, Barnton and Cramond.

Figure 3.3: Households experiencing Material Deprivation as % of total, 2009 by local authority



Source: Heriot Watt University, Local Incomes and Poverty in Scotland

#### **Child Poverty**

Mean gross income levels for families with Children in Edinburgh were estimated at £412pw in 2009. Again, this level compares well against Scottish averages, but falls some 20% below the average for all working age families in the city.

Such disparities contribute to stubbornly high levels of child poverty in the city. Estimates produced by HMRC for 2010 show that **18%** of all children aged under 20 years old in Edinburgh live in low income households. This equates to a total of some **17,600 young people.** 

Edinburgh ranks as 11<sup>th</sup> highest among 32 Scottish local authorities on this indicator, with other large urban areas such as Glasgow and Dundee recording significantly higher levels of child poverty (31% and 26% respectively).

Such rates are significantly higher than those estimated for other EU countries. Denmark and Norway show a child poverty rate of less than 10%, with rates of only 15% recorded in Germany.

According to evidence from the Child Poverty Action Group (CPAG), the consequences of such high levels of poverty among children are wide ranging and long lasting. Children from low income families are less likely to do well in school and more likely to suffer ill health than their peers in higher income households. Further, public spending to address these consequences is considerable. Across the UK as a whole, Government spending on services needed to address Child Poverty – including higher costs of school education, personal social services and police and criminal justice services – has been estimated at some £12bn per annum. In Edinburgh alone, researchers for CPAG estimate the cost to tax-payers of child poverty at £156 million per year.<sup>2</sup>

<sup>&</sup>lt;sup>2</sup> D Hirsch, Estimating the costs of child poverty, 2013

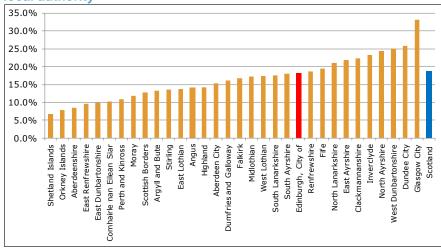
#### **Fuel Poverty**

On most definitions, fuel poverty is said to arise when a household cannot afford to keep their home adequately warm at a reasonable cost.

The fuel poverty indicator used in this paper measures the proportion of households who spend more than 10% of their income on heating the home. As at 2012 some **24% of all Edinburgh households** were in fuel poverty on this definition. This equates to some **53,600** households in the city.

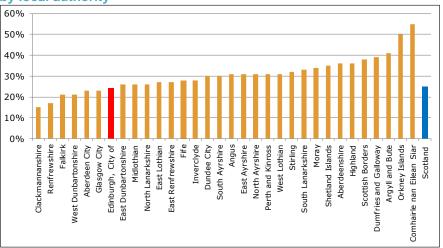
Despite Edinburgh's relatively high mean income levels, fuel poverty rates in Edinburgh are similar to those recorded across Scotland (25%) and in other Scottish cities (24% on average). Fuel poverty rates in Edinburgh have risen in the 4 years from 2008, from 20% to 24%. This comes against a general downward trend recorded for Scotland as a whole.

Figure 3.4: Children in low income households as % of total, 2009 by local authority



Source: Heriot Watt University, Local Incomes and Poverty in Scotland

Figure 3.5: Households experiencing Fuel Poverty as % of total, 2009 by local authority



Source: Scottish Government

# 4. Exclusion and the effects of poverty

This paper complements data on direct measurement of poverty with a selection of indicators to measure levels of exclusion and the effects of poverty in Edinburgh. The indicators used here have been drawn from examples of similar profiles used by other bodies and provide an initial high level view of exclusion and the effects of poverty in Edinburgh. Further analysis may be required to investigate in more detail the extent and experience of exclusion in each of the themes outlined below.

Where possible data have been presented in time series form, showing trends over the period 2008-2013 and show comparisons of these trends against the average for Scotland and the three other large urban local authorities in Scotland (Glasgow, Dundee, and Aberdeen City).

These indicators are grouped across 6 theme or outcome areas

- Income and Employment
- Education
- Health
- Housing
- Experience of Crime
- Social Fabric

Data on each of the indicators used here are presented at the end of this chapter.

#### **Income and Employment**

Measures of income and employment in Edinburgh cover trends in worklessness, and in-work poverty. Residents out of work or in low paying jobs are considered to be at risk of experiencing poverty on the income based measures discussed earlier.

On measures of **worklessness**, data on unemployment and benefits claimants showed a sharp increase immediately following the 2008 recession. More recently, however, indicators have returned to an improving trend with unemployment rate falling from a high of 6.5% of all working age residents in 2009 to 5.8% in 2012. This level does, nevertheless, represent a rate of unemployment well above the pre-recession low and means that an estimated **15,500 working age residents** were out of work in 2012.

Across all measures of worklessness, Edinburgh compares well against levels recorded elsewhere in Scotland. In 2012, for instance, **11.7%** of Edinburgh residents were in receipt of out-of-work benefits, compared to an average of **20%** across the other three large Scottish city authorities.

Alongside worklessness, indicators have also been collected to measure the incidence of in-work poverty (proxied by the proportion of workers on low pay)

Workers on low pay – those earning an hourly rate below the living wage standard of £7.45 – accounted for 19% of all workers in Edinburgh in 2012. This represents a drop from the high point of 21% recorded in 2011, but remains above the level of 17% recorded in 2008 (proportions and rates here have been calculated in constant prices). Rates of low pay in Edinburgh remain close to the average recorded across other parts of Scotland.

#### Education

In general in the UK, children in low-income households are less likely to do well at school than their counterparts in higher income families. Further, a lack of skills and qualifications has been identified as a key risk factor limiting an individual's prospects of escaping from poverty through work.

Low school attainment rates - In 2012, only 6.8% of S4 pupils in Edinburgh schools attained fewer than 5 awards at SCQF level 3 and above. This represents a significant improvement in performance in recent years with low attainment rates in Edinburgh have fallen considerably year on year from a level of 11.8% in 2008.

Edinburgh records slightly higher low school attainment rates than the average for Scotland as a whole, though this gap has narrowed considerably in recent years. In 2008 Edinburgh recorded a rate some 2.8% higher than the Scottish average. By 2012 this gap had narrowed to only 0.6%

In this way, Edinburgh has followed a trend common to other large Scottish cities in the past 5 years. low attainment rates in Glasgow, Dundee and Aberdeen have similarly fallen since 2008.

#### Health

The 2010 Marmot Review provided evidence to illustrate the link between income inequalities and inequality across a wide range of health outcomes. At the UK level, data shows that health problems are, in general, more likely to affect those with low incomes than those with average or above-average incomes.

The London Poverty Profile uses two key statistics to illustrate this link at the UK level, showing that:

 People in the lowest income quintile are more likely to be at risk of a mental health problem than those in the highest quintile.  Two-fifths of adults aged 45 to 64 with below-average incomes have a limiting long-term illness, more than twice the rate for adults of the same age with above-average incomes.

Within Edinburgh, data show that **18%** of economically inactive working age residents have a **limiting long term illness**. This rate has remained steady in recent years and remains significantly below the average for Scotland and for other large urban local authorities in Scotland.

**Premature mortality** rates in Edinburgh (deaths under 75 for all causes) have fallen in recent years, from 350 deaths per 100,000 residents in 2008 to only 328 deaths per 100,000 residents in 2012. This level is below the Scottish average rate of 335 premature deaths per 100,000 residents.

**Childhood obesity rates** in Edinburgh have also fallen in recent years, from 10.5% of all pupils in P1 in 2008 to only 9.4% in 2012. This drop has moved Edinburgh from slightly above the Scottish average in 2008 to a level similar to that recorded across Scotland as a whole.

#### Housing

As the discussion on low incomes showed, the cost of housing in Edinburgh is a contributory factor to poverty and low income rates in the city. High housing costs linked to a shortage of supply relative to demand, can either leave lower income households in Edinburgh with less disposable income than their counterparts in other parts of Scotland leave households unable to access housing of appropriate quality.

This paper considers these issues using two high level indicators – number of homelessness applications per 10,000 residents, and the proportion of homes achieving the Scottish Housing Quality Standard.

**Homelessness** – the rate of homelessness applications in Edinburgh has fallen in recent years from 147 per 10,000 residents in 2008 to 126 per 10,000 residents in 2012. This rate remains above the average recorded for Scotland as a whole and above the average recorded across other large urban Scottish authorities.

**Housing quality** – 39% of Edinburgh homes met the Scottish Housing Quality Standard in 2010, a level similar to the Scottish average.

#### **Community Safety**

As projects such as Understanding Glasgow discuss, large urban areas often record disproportionately high level of community safety issues compared with other Scottish local authorities. Further, in general the areas where crime and community safety problems exist are often concentrated within and around the most deprived areas of cities. High concentrations of poverty and inequality in a city may be associated with higher than average crime rates.

**Overall crime rates** in Edinburgh were estimated at some 1,600 per 10,000 population in 2012. This represents a falling trend in recent years and a level of crime below the average for Scotland and well below the average rate of 2,553 recorded across other Scottish large urban authorities.

#### **Social Fabric**

Social fabric indicators measure the connections within and between social networks in an area. Strong social fabric is particularly important in areas of low income or concentrations of poverty since these factors are generally associated with more resilient communities and greater social and economic benefits.

An ONS framework for measuring social capital is built around dimensions such as social and civic participation, social networks and support, trust, and view of the local area. This framework has been used to select three specific individual indicators for use in this paper.

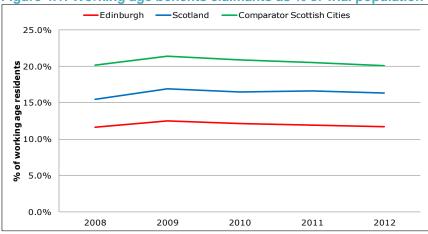
Data on these indicators for this report have been gathered from the Edinburgh People Survey. This source provides good quality data on key indicators for Edinburgh, but does not allow direct comparisons to be made with other cities or with Scotland as a whole.

**Satisfaction with neighbourhood** – In 2012 some 94% of Edinburgh residents stated they were satisfied with their local neighbourhood. This represents a steady increase in recent years, rising from a level of 89% recorded in 2008.

**Social cohesion** – 90% of all Edinburgh residents in 2012 reported that people from different backgrounds in the city can get along together. Again, this represents an improving trend in recent years, rising from a level of 82% recorded in 2011.

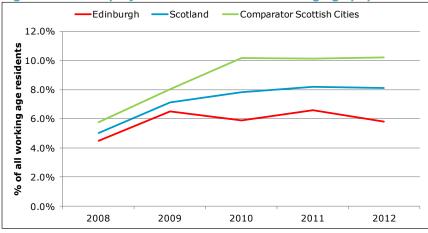
**Trust** – A new indicator introduced to the Edinburgh People Survey in 2012 measured the degree to which residents thought that 'most people can be trusted'. This indicator found that 60% of Edinburgh residents felt they could trust most other people.

Figure 4.1: Working age benefits claimants as % of w.a. population



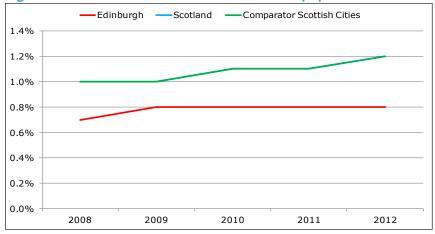
Source: DWP

Figure 4.2: Unemployed residents as % of working age population



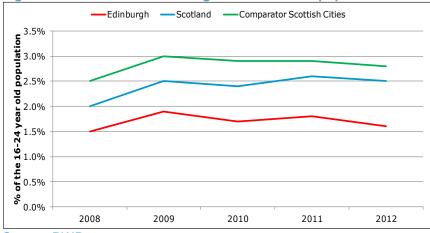
Source: Annual Population Survey

Figure 4.3: Disabled benefits claimants as % of population



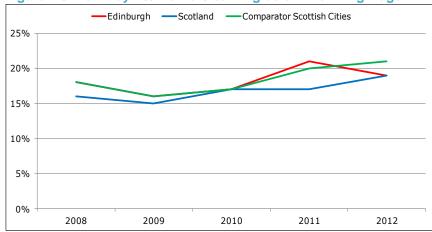
Source: DWP

Figure 4.4: Benefits claimants aged 16-24 as % of population



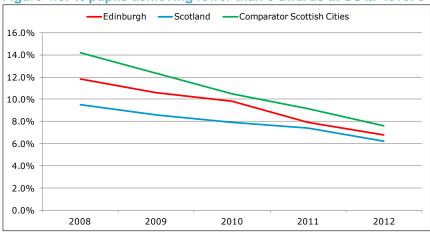
Source: DWP

Figure 4.5: Low Pay - % workers earning below the living wage



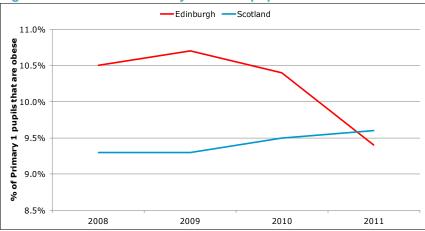
Source: Annual Survey of Hours and Earnings

Figure 4.6: % pupils achieving fewer than 5 awards at SCQF level 3



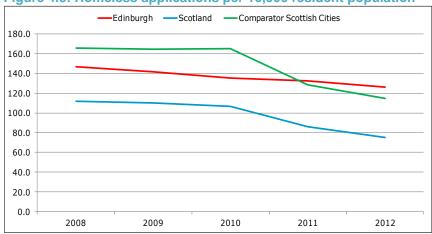
Source: Scottish Government

Figure 4.7: Childhood obesity - % of P1 pupils who are obese



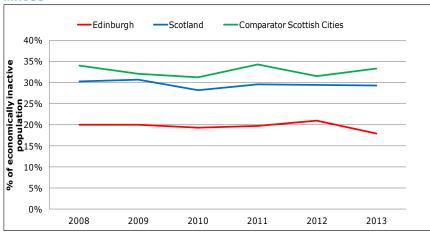
Source: NHS Scotland

Figure 4.8: Homeless applications per 10,000 resident population



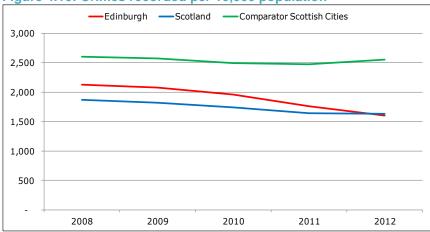
Source: Scottish Government

Figure 4.9: Economically inactive residents with a limiting long term illness



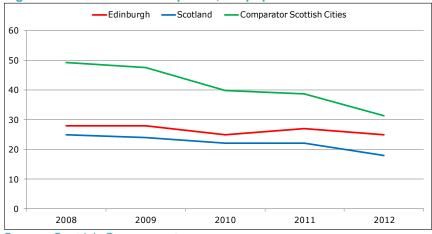
Source: Annual Population Survey

Figure 4.10: Crimes recorded per 10,000 population



Source: Scottish Government

Figure 4.11: Violent crimes per 10,000 population



Source: Scottish Government

# **Inequality in Edinburgh**

As the 2013 Heriot-Watt study notes, "Edinburgh is a large city and large cities generally have the potential for greater segregation or polarisation in terms of residential location by income level". Alongside an analysis of poverty at the level of the city as a whole. it is useful to consider the degree of inequality apparent in the city at a more local level.

Figures 5.1 and 5.2 show the distribution of small areas (datazones) in Edinburgh and Glasgow by average household income. These distributions show clear differences in the nature of income inequality in each city. In particular, the data show a "dual" city in Edinburgh with high levels of inequality and concentrations of high income households co-existing alongside low income households. While the pattern in Glasgow, for instance, is dominated by large numbers of areas at lower end of the income range, Edinburgh's distribution income level is bi-modal in nature with two clear peaks and concentrations at either end of the spectrum.

Such levels of inequality are significant both in term of the potential implications for delivering effective public services to areas of need, and also for the potential impact on a range of social outcomes.

High levels of inequality in a society, for instance, have been associated with increased rates of obesity, mental illness, teenage births and with lower rates of life expectancy, educational performance, trust and social mobility.

Overall, a report published by the National Equality Panel in 2010 found that inequalities in earnings and incomes are high in Britain, both compared with other industrialised countries, and compared with thirty years ago, with particularly rapid growth in equality recorded between the 1970's and 1990's.

Figure 5.1: Glasgow – datazones by average household income 25 20 15 10 

Source: Heriot Watt University, Local Incomes and Poverty in Scotland

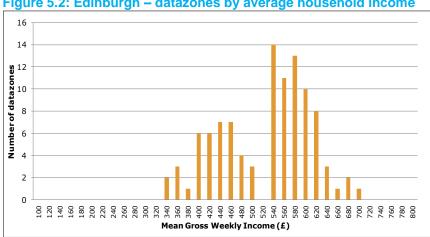


Figure 5.2: Edinburgh – datazones by average household income

Source: Heriot Watt University, Local Incomes and Poverty in Scotland

This pattern of inequality can be usefully illustrated further by comparing the most deprived areas in the city (as highlighted by the Scottish Index of Multiple Deprivation (SIMD) 2012) against the city average against a basket of the poverty indicators used in this paper. Such analysis shows that:

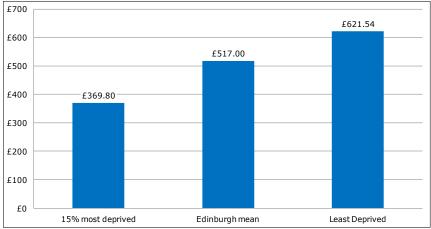
Average Weekly Incomes – Gross incomes for households in the most deprived areas of Edinburgh are estimated at some £370 per week. This equates to 28% below the average for all areas in the city and over 40% below the average in the 15% least deprived areas of Edinburgh. Even these ratios, however, understate the full picture of income inequality in Edinburgh. Average incomes in the most affluent datazone in Edinburgh are (at £753 pw) almost three times higher than those of the least affluent datazone (£286 pw)

Low income households – 33% of households in deprived areas in Edinburgh are on low incomes, compared against a city average of only 22%. Notably, even the least deprived areas of the city do house a significant number (17%) of households on low incomes.

**Material deprivation** – 30% of households in deprived areas in Edinburgh experience material deprivation, compared against a city average of 18%. Material deprivation rates show the largest variation across small areas. In the least deprived districts of Edinburgh only 9% of households experience material deprivation.

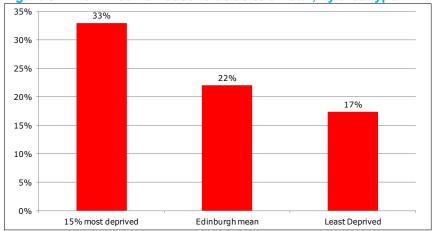
**Child poverty** – 25% of families with children in deprived areas in Edinburgh are on low incomes, compared against a city average of 18%. Again, even in the least deprived parts of Edinburgh a significant proportion (13%) of children live in low income households.

Figure 5.3: Average Gross Weekly Household Income, by area type



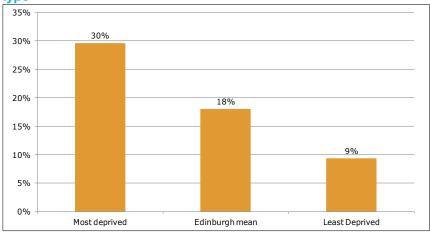
Source: Heriot Watt University, Local Incomes and Poverty in Scotland

Figure 5.4: Low income households as % of total, by area type



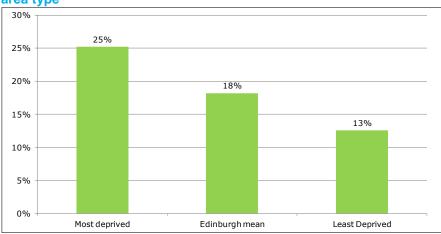
Source: Heriot Watt University, Local Incomes and Poverty in Scotland

Figure 5.5: Households in Material Deprivation as % of total, by area type



Source: Heriot Watt University, Local Incomes and Poverty in Scotland

Figure 5.6: Children in Households on low income as % of total, by area type

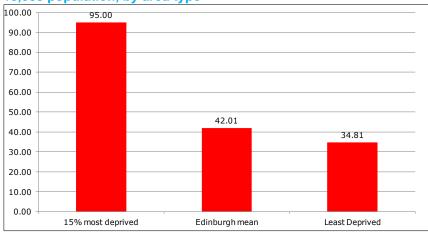


Source: Heriot Watt University, Local Incomes and Poverty in Scotland

This pattern is also apparent across other related indicators of exclusion and the experience of poverty. For instance,

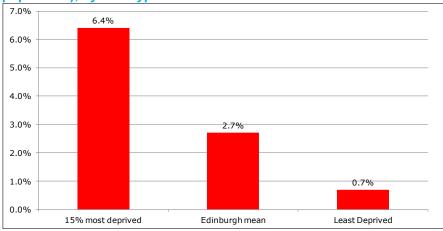
- **Health** In 2012 the rate of premature mortality (deaths under 75) due to Coronary Heart Disease in deprived areas of Edinburgh was estimated at more than twice the average for the city as a whole.
- Unemployment Over a third (3,300 individuals) of Edinburgh's 9,300 unemployed Job Seeker's Allowance (JSA) Claimants live in the 15% most deprived areas of the city. JSA Claimant rates in most deprived areas were estimated at 6.4% of all working age adults in October 2013, compared against only 0.7% of such adults in the least deprived areas of the city. The least deprived 15% areas of the city are home to only 4% (355) of the city's unemployment benefits claimants.
- Earnings from employment Some of the starkest inequalities are apparent in the earnings from employment of Edinburgh residents. According to data collected for 2012, the top 10% earning residents of the city earn an estimated £1,000 per week on average. This compares against only £134 per week among the lowest earning 10% of workers. In other words, the top earning group of Edinburgh residents earn over 7 times as much from employment as do the lowest earning group.

Figure 5.7: Coronary Heart Disease – premature death rates per 10,000 population, by area type



Source: NHS Scotland

Figure 5.8: Job seekers allowance claimant rates (% of working age population), by area type



Source: DWP

Figure 5.9: Gross weekly earnings from employment, by decile



Source: Annual Survey of Hours and Earnings

# 6. Characteristics of People in Poverty

The data sets used in this study to provide a direct measure of the number of individuals experiencing poverty allow only limited analysis of the characteristics of those individuals beyond their income and age group.

In order to provide an analysis of the type of resident experiencing poverty in Edinburgh, this report uses proxy datasets which provide useful case studies of two specific groups of low income/workless residents.

#### These datasets are:

- DWP data on working age residents in receipt of any out of work benefit (as at February 2013), and
- Data on clients receiving employability and skills support from City of Edinburgh Council and its partners across the city (gathered using the shared Caselink database)

#### Out of work benefits claimants

**Age group –** analysis of working age benefits claimants shows significant numbers of clients across all age groups. Some 13% of all claimants are aged under 25, with 19% aged 55-64. The highest concentration of claimants is found in the 45-54 age band, with 10,600 individuals claiming benefits in February 2013.

**Statistical group** – DWP data categorises claimants across 7 statistical groups for analysis purposes. Claimants in receipt of ESA or Incapacity benefit account for the largest proportion of claimants, representing 48% of all claimants (19,970 individuals). Over a quarter (26%) of claimants are job seekers, while groups such as lone parents and carers represent a further significant proportion of claimants in the city (7% and 8% respectively).

**Duration claiming** - Almost a third of clients have been in receipt of benefits for less than 1 year, with a further 11% claiming for between one a two years. Analysis by duration reveals a significant proportion of individuals in Edinburgh who have been in receipt of benefits for more than five years (**42% or 17,200 individuals**), with almost 90% of these being claimants of disability and incapacity related benefits.

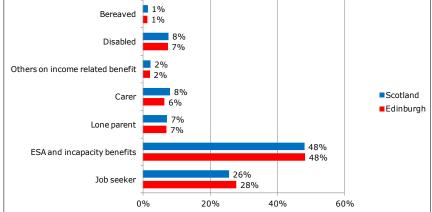
Figure 6.1: Out of work benefits claimants by age group, 2013

30%
25%
20%
21%
20%
15%
13%
13%
10%
8%
Scotland

Source: DWP

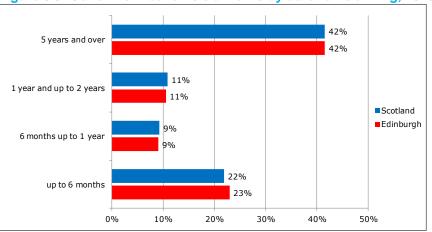


aged under 25aged 25-34 aged 35-44 aged 45-54 aged 55-59 aged 60-64



Source: DWP

Figure 6.3: Out of work benefits claimants by duration claiming, 2013



Source: DWP

#### **Employability support clients**

Edinburgh's Joined up for Jobs partnership supports the city's most disadvantaged jobseekers and workers through a range of direct and contracted services providing employability and skills support. Services collaborate to achieve sustainable job and training outcomes for Edinburgh residents who face specific challenges to achieving economic prosperity.

Data on clients supported is collected in the partnership's **Caselink** database of 17,000 unique clients drawn from over 60 provider organisations across the city.

Broad profiling of employment support clients shows that:

• 53% are male, 47% female

- 11.2% are in work (receiving support to sustain and progress in work) 88.8% out of work
- 58% are on benefits; 42% on Job Seekers Allowance, 4.7% on Employment Support Allowance
- 7% of clients are from ethnic minority groups
- More than 10% of the sample are school leavers
- 60% are not registered with a GP, 59% have no bank account
- More than 10% of all clients are in temporary accommodation or are homeless.
- Clients support a total of 6,005 dependents (of which more than 500 are adult dependents)

When asked about the barriers which prevent clients from accessing employment, the following factors are cited:

- 31% report a lack of qualifications, 23% have no work experience
- A lack of confidence or poor interview skills are cited by 20% and 33% of clients respectively
- 7% report a lack of literacy and numeracy skills, 15% lack IT skills, 7% need help with English
- A small but significant group report physical illness or disabilities as a barrier (6%). 8% of clients have mental health difficulties.
- 10% report family or caring responsibilities as a barrier
- 7% report a history of substance abuse, 4% alcohol abuse
- 6% of clients have a criminal record

• 5% of clients are homeless, while 6% report accommodation issues.

While significant, these overall averages do mask significant variations between clients in the caselink database. For instance, two significant priority groups receiving employment support are **Lone Parents** and **Young Care Leavers**, each of which exhibits different characteristics and barriers to work.

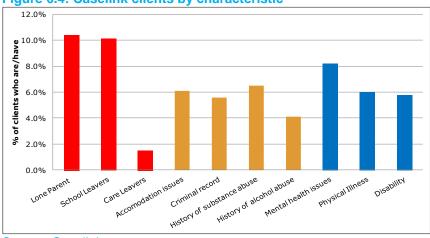
With regard to Lone Parents, for instance, who account for 11% of all clients, the data shows that:

- 1 in 3 of all clients have 3 or more dependents, and 1 in 4 have been out of work for 3 years or more.
- Key barriers to work cited by clients include a lack of confidence, qualifications, vocational skills (including IT) and interview skills
- Despite this, lone parents show evidence of being more work ready, skilled and motivated than the average client.

For young care leavers, who account for only 1% (246 clients) of the total client base, a different set of characteristics emerge. The data shows that young care leavers:

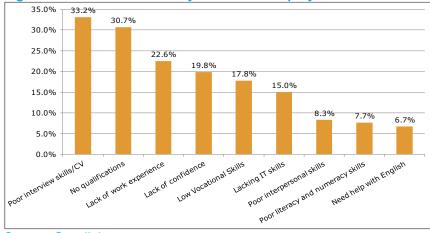
- Have little or no work experience, and
- Compared to the average client, are significantly more likely to have motivational issues, emotional/behavioural problems, a history of alcohol abuse or criminal record
- Overall, clients in this small group are les work ready than the average and face multiple barriers to employment.

Figure 6.4: Caselink clients by characteristic



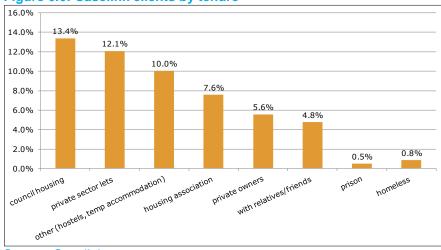
Source: Caselink

Figure 6.5: Caselink clients by barriers to employment



Source: Caselink

Figure 6.6: Caselink clients by tenure



Source: Caselink

## **Contact Details**

#### Contact

We would be pleased to receive your comments and feedback on this paper. Please send them to:

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# analysis from business intelligence