

# Local Outcome Improvement Plan

Annual Report: April 22- March 23



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## Foreword

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### By Councillor Cammy Day, the Leader of the City of Edinburgh Council and Chair of the Edinburgh Partnership Board

It is my pleasure to introduce our Local Outcome Improvement Plan Annual Report.

As we reflect on the past year, and indeed the past few years, none of us could have foreseen the challenges we would face. And yet, our priorities remain as relevant now as ever before. This report is an acknowledgement of the work which has taken place in the face of these challenges.

Partners have continued to work together to pursue improvement, at the same time as providing vital services to the public.

This report is a recognition of these achievements. We thank all colleagues and communities for the progress they have made and for their continued commitment, motivation, and resilience.

Whilst progress is being made, there is much more to be done. We have immense challenges, both new and old to tackle.

We have a clear vision to guide this work to ensure 'Edinburgh is a thriving, connected, inspired and fair city, where all forms of poverty and inequality are reduced'.

This vision is more relevant today than ever before with the pandemic and current cost of living crisis significantly impacting on the city and the economic, physical, and social wellbeing of its citizens. As community planning partners we are committed to meeting these challenges and achieving our ambitious targets for the city of ending poverty and delivering a net zero climate by 2030.



## Background

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Under Sections 8 and 12 of the Community Empowerment (Scotland) Act 2015, Community Planning Partnerships are required to publish annual reports which describe progress made towards ambitions in their Local Outcome Improvement Plan (LOIP).

This report highlights continued activity within and across communities despite the challenging circumstances brought by COVID and also sets out progress on achieving priorities over the course of the plan.

Under each priority, we have set out the outcomes, high level actions, what we have achieved as well as highlighting identified challenges in progressing actions.

## Our approach

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### **A focus on poverty and inequality**

To focus our work, the LOIP concentrates on a few key priorities where additional joint action is needed and where it is assessed that there is the greatest potential to address poverty and inequality. Edinburgh is recognised as an affluent and growing city but is also a city with wide levels of inequality, being home to some of the most excluded communities in Scotland.

The evidence base is well established, and tackling poverty and inequality are the most important challenges jointly faced by all members of the Edinburgh Partnership. These challenges are reflected across meeting priorities set out in strategic partnerships and agency plans across the city. More than that, these are issues which cannot be addressed effectively by any one partner or partnership alone.

### **Three priority workstreams**

The drivers of, and solutions to, issues of poverty and inequality are entrenched and complex and require significant partnership effort and investment to resolve. Through engagement with partners and informed by the views of communities across the city, we have identified a series of areas where additional action and leadership (above and beyond the individual strategic plans and priorities of each Edinburgh Partnership member) is needed to prevent and mitigate the causes and effects of poverty and inequality.

Over the period of the LOIP, we will deliver actions to ensure that residents across all parts of Edinburgh have:

- enough money to live on,
- access to work, learning and training opportunities, and
- a good place to live.

## Delivery Landscape

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### **Cost of living**

The rising costs of fuel, food and other essentials combined with existing disadvantage and vulnerability are putting many households at greater risk of both immediate hardship and reduced opportunity and wellbeing. In Edinburgh services and organisations have had to quickly adapt to protect and support people against higher costs as well as other complex challenges.

### **Ukraine**

There has been a characteristically caring and generous response from the people of Edinburgh, with many people and organisations coming forward with offers of support and donations.

Partnership working has been key to the humanitarian support efforts in Edinburgh, ensuring that Ukrainian citizens have been welcomed into safety and receive all the support they need. This has included arranging accommodation, transport, interpreters, access to GPs and healthcare, counselling, education, and other vital services.

### **COVID**

The impacts of the pandemic on mental wellbeing; social cohesion; and the economy has been significant. Many more people will continue to work from home, either all the time or in a blended way, and how we socialise has changed. For some people, the experience of the pandemic has left them feeling more isolated and more detached from their communities and they may need support to reengage with activities or their community.

Whilst COVID has undoubtedly presented challenges, it has also provided opportunities, including communities actively working together and with the public sector to develop new and innovative solutions to problems. Many communities recognise that they have the skills and ability to do more for themselves and want to build on the positives of the pandemic response. Learning and building on this practice are essential to our approach. This experience has shown us how we can work together better, combining our resources to make a real difference by partners trusting each other to do what they do best, founded on a shared sense of purpose.

### **Workforce and recruitment**

Employment continues to be a vital part of citizens' lives, with access to good quality jobs bringing new and better opportunities to the city. Nurturing talent and creating pathways to growing sectors is a mainstay. The aspiration to have better jobs has led to an increase in support to improve skills and to widen and diversify participation in how the future workforce is developed and shaped. There have been new conversations around fair work and a focus on progressing into better paid work for those already employed. Edinburgh becoming a Living Wage City has brought more employers into the fair work conversation, partnering to find joint solutions to recruitment challenges and respond to a post COVID employment landscape. Whilst working digitally and remotely has rapidly increased, traditional sectors are still reliant on in-person employees with wider incentives and flexible working conditions required to attract and retain staff. Recruitment remains a challenge across most sectors going forward as the city still adapts to post Brexit and pandemic impact.

## Priority1: Enough money to live on

**Lead – Edinburgh Health and Social Care Partnership**

**Main partners include – NHS Lothian, City of Edinburgh Council, Citizens Advice Edinburgh, CHAI, The Action Group, Granton Information Centre, Edinburgh Food Project, Home Energy Scotland, Capital City Partnership, Social Security Scotland and DWP**

According to most standard definitions, a person is said to be in poverty when their resources fall below the level needed to meet their minimum needs and destitution occurs when a household cannot afford two or more of the essentials that we all need to live, like shelter, food, heating and clothing. Family income is often used as a key indicator of resources available and, by extension, of the ability to maintain an acceptable standard of living, and to take part in society. Within this context, a core element of most strategies to prevent, reduce, and mitigate poverty are actions to maximise the income available to lower income households, and to ensure that people, of all ages, have enough money to live on.

### **What do we know?**

Evidence shows that poverty rates in Edinburgh are high with one in five children living in poverty. Recent data shows:

- Headline poverty rates are generally stable
- No significant change in child poverty rates
- Slight increase in poverty among working age adults
- Latest data is to spring 2022 – doesn't fully incorporate cost of living crisis trends
- Projections are for flat to falling rates in the next 2 years, however, the cost of living crisis may have an impact

## How are we doing?

Welfare rights, debt and income maximisation services supported around 19,000 Edinburgh citizens to gain over £20.5m in benefit entitlements. This is less people than last year (21,500) as cases are becoming increasingly complex; notwithstanding which, the financial gain is analogous with last year's level.

## Key achievements

1. A commissioned review of welfare rights and debt advice services completed.

2. Raised the awareness of support through a communication campaign to the general public, updated the Council's website and delivered staff training: 'Money Counts' to partners.

3. Supported the Welfare Rights Advice workforce by: increasing capacity through funding opportunities, supported recruitment by developing and piloting a specific Vocational Training Framework, sharing of training and understanding of how to support and increase retention rates by completing a third sector staff survey focused on wellbeing.

## Challenges

**1. Resource constraints** have presented a challenge in implementing the review overall, particularly with recommendations where both resource and senior leadership commitment is required for the change and collaboration. For example: agreeing on a unified "advice for Edinburgh" brand for advice services with a centralised access point, whilst designing the service that minimises the need for clients to repeatedly share their information across different services, and using data for targeted interventions.

LOIP KPI	2017-2020	2018-2021	2019-2022	Source
Percentage of people living on incomes below the poverty threshold	16%	16%	17%	ONS
Percentage of children living in families on incomes below the poverty threshold	20%	20%	20%	ONS
Percentage of people living in destitution	-	4%	Data available October 202	CEC



## Case Study: Enough money to live on

AJ was referred by a recovery hub after he had served an 8-year prison sentence. He had no income, was living in temporary accommodation, had physical and mental health concerns and substance dependency. His family relationships were strained and there was little support in place.

Community Help & Advice Initiative (CHAI) helped him apply for Universal Credit (UC), requesting a work capability assessment and applied for Personal Independence Payments. While waiting 5 weeks for UC to come into payment CHAI applied for various grants to help him deal with day-to-day essentials. Housing support was enlisted to help manage tenancy bidding and to open a bank account. He was identified as suitable for a housing first tenancy, and CHAI worked together to help AJ set up and manage his bills as well as other supports.

He was awarded the Standard rate of Daily Living Component rate of PIP and initially only awarded the Limited Capability for Work element of Universal Credit. CHAI challenged this and took it to appeal which he won. This means he does not have the stress of having to do work-related activity for his UC and can focus on recovery and adjusting to his new life.

## Priority 2: Access to work, learning and training opportunities

### Lead – Local Employability Partnership

Partners include – The City of Edinburgh Council, NHS Lothian, Chamber of Commerce, Edinburgh College, University of Edinburgh, Capital City Partnership, Skills Development Scotland, and The City Region Deal.

Worklessness remains the single most important predictor of poverty. However, work alone is not necessarily enough to prevent poverty. The aim is to provide additional targeted services to help residents access the work, learning, and training opportunities they need to maintain a good quality of life.

### What do we know?

Unemployment in Edinburgh rose sharply during COVID and remained 54% higher than pre-pandemic levels. It has steadily reduced as the economy recovers but continues to impact some groups more, notably women, older and younger workers, and those from the BAME community. Our engagement with partners shows that additional action is needed to support residents with specific experiences. We know the way of working and learning has changed, and new and more flexible approaches are required, with digital inclusion for remote working and learning rapidly increasing, along with an increased focus on engaging within local communities. Linking to wider strategies like community wealth building and making the most of regeneration efforts such as the Waterfront Development is essential in creating sustainable opportunities for our most disadvantaged groups.

### How are we doing?

Unemployment has reduced by 50% in the last year but still sits above pre-pandemic levels. Youth unemployment has had the biggest improvement, with unemployment reducing by over 60% in the last year, partly due to the significant increase in youth offers and interventions by partners with more choice to reach a positive destination. Investment in ethnically diverse support has increased by 165% in the last year and with community job fairs and stronger links to community benefit clauses delivering positive outcomes for local communities and those most affected by the cost of living.

## Key achievements

1. Outcomes for ethnically diverse communities improved, with mid-point data figures showing engagements are up 276% and outcomes up 184% from our baseline. A Citizens' Panel has been established in the city for leadership and lived experience, detailed in the case study below.

2. Edinburgh Guarantee For All asked partners for a commitment to providing 300 apprenticeships to support citizens into work. Partners exceeded this with a commitment of over 1500 apprenticeships in place with a focus on opportunities for more disadvantaged groups.

3. Edinburgh Poverty Commission Recommendations to Make Edinburgh a Living Wage City was achieved. Target of 100 new employer accreditations per annum with 500 by 2026 is already exceeded, with over 650 accredited employers signed up and over 200,000 workers' wages improved.

LOIP KPI	Jan-Dec 2019	Jan-Dec 2020	Jan-Dec 2021	Jan-Dec 2022	Source
Number of households with no adult in employment	15%	16%	11%	-	NOMIS
Employment rate	77%	77%	80%	80%	NOMIS
LOIP KPI	2020	2021	2022	2023	Source
Percentage of young adults (16-19-year olds) participating in education, training or employment	92%	92%	92%	95%	SDS

## Challenges

- 1. Workforce recruitment:** Acknowledging the needs of historically disadvantaged communities alongside the persistent recruitment challenges of employers requires ongoing innovation and partnership responses. A commitment to upskilling and attracting better paid work is essential, including promoting fair work and the many advantages it brings.
- 2. New Scots support:** The arrival and settlement of a New Scots community from Ukraine has brought an increase to the Edinburgh refugee community. While this brings resource challenges it has also brought a wealth of talent and skills the city requires, and work is needed to fully realise this.

3. **Health and Social Care recruitment crisis:** This sector continues to face intensive recruitment pressures that impact on all citizens, and with an ageing population also necessitating a better understanding of workforce replacement. An enhanced place-based approach within a 20-minute neighbourhood is planned as a mitigation factor.
4. **Embedding mental health support:** Youth unemployment has fallen, but young people face an increase in wider mental health pressures and often struggle to make sense of future opportunities in a rapidly changing world. More than ever, the Edinburgh Partnership is needed to bring solutions across all youth interventions to respond to the scale of this challenge.

## Case Study: Access to work, learning, and training

The Whole Family Equality Citizens' Panel was established in recognition of the persistent social and economic disparities between ethnically diverse populations and their white counterparts. The Panel brought together 15 representatives from ethnically diverse communities in Edinburgh, to inform, shape, scrutinise, and co-produce a systemic pathway to improve job outcomes for ethnically diverse working population.

With lived experience, the panel is operating with a trauma-informed and rights-based model, with a focus on building the panel communities capacity to be seen and heard in policy and decision-making process.

As a panel member, Afam sees the panel community is “where every voice was not just heard, but genuinely valued”, and “This (Citizens' Panel) is the beginning of something special. This will shape practice and build confidence from a place of emotional investment in shaping services whilst managing expectations. I am proud to play a small part in something so important and ground-breaking”. As a result of his involvement with the Citizens' Panel, “An interesting consequence arose from working with the Citizens' Panel. I felt embolden enough to apply for a job advertised by CHAI (Community Help & Advice Initiative), a Family Support Worker, and happily I can report, after an insightful interview, I got the job.”

To date, Citizens' Panel members have participated in the Local Employability Partnership funding scoring panel, Whole Family Equality Project service development, and the City of Edinburgh Council's Diversity and Inclusion Framework consultation. Their participation of pre-budget scrutiny work with the Equalities, Human Rights and Social Justice Committee of Scottish Parliaments is currently underway, where they will continue to make invaluable contributions to the equal distribution of public spending to materialise Scottish Government's commitments to actualisation of human rights for all. The Edinburgh Partnership will continue to support the Panel community capacity building and share its learnings of empowerment practice with all partners.

## Priority 3: A good place to live

**Lead – NHS Lothian Public Health**

**Partners include – City of Edinburgh Council; Police Scotland; LAYC, EVOC and Fresh Start**

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The places people live and work, the connections with others and the extent to which they can influence the decisions that affect them, all have a significant impact on their quality of life and wellbeing. The physical environment, the social networks people belong to, the design of housing, and accessibility to work and the range of public services are key determinants of health and also have a profound effect on the way people experience poverty and low income.

The aim of LOIP 3 is to take a whole systems approach to help create and foster vibrant, healthy, sustainable and safe places and communities. Engagement with local people is central to this, with reducing poverty and health inequalities acting as the overarching principles.

### **What do we know?**

Recent data tells us that people in Edinburgh feel positive about the places they live. Indicators such as neighbourhood satisfaction, feeling a sense of belonging, community cohesion and a place where people get involved to make positive changes for their neighbourhoods have continued to improve.

There is continued pressure on housing within the city, and homelessness is an ever increasing problem. Life expectancy in Edinburgh has also declined, albeit slightly, mirroring a national trend towards stagnating life expectancy rates.

## How are we doing?

As highlighted above, residents of Edinburgh continue to report high levels of satisfaction with the neighbourhood in which they live.

We know, however, that there are certain parts of the city which require more targeted efforts in order to improve people's experiences and outcomes.

This is reflected in the actions of LOIP 3, some of which focus on specific parts of Edinburgh, including Liberton, Wester Hailes and Craigmillar, all of which are test of change sites for developing a whole systems approach to place-making.

The work aligned to LOIP 3 requires refreshed actions and indicators. This is currently being developed, along with a refresh of membership to ensure the correct partners are engaged.

### Key achievements:

1. An ongoing work programme within Liberton has focused on improving the outcomes of the most vulnerable children, young people and their families. Local workshops, developed and delivered in partnership with Council and LAYC/EVOC, clearly identified priority areas of work, and an action plan will be developed moving forward, with further community engagement planned. Demonstrating synergy, this work closely

LOIP KPI	2018	2019	2021 (published spring 2023)	Source
Satisfaction of neighbourhood as a place to live	96%	95%	97%	SHS
Percent who feel safe when walking alone in local neighbourhood after dark	82%	81%	85%	SHS
Percent who agree that in their local neighbourhood people from different backgrounds get on well together	71%	69%	72%	SHS
Percent who agree that their local neighbourhood is somewhere local people take action to help improve the area	61%	61%	67%	SHS
LOIP KPI	2020/21	2021/22	2022/23	Source
Number of new affordable home completions	1285	1251	800	CEC
Number of new affordable home approvals	1087	1041	1246	CEC
LOIP KPI	2017-2019	2018-2020	2019-2021	Source
Life expectancy (at birth)	Male - 78 Female - 82	Male - 78 Female - 82	Male - 78 Female - 82	NRS

aligns with City of Edinburgh Council's 'Team Around the Learning Community' programme.

2. A whole systems approach is being undertaken in Craigmillar, working in partnership with Public Health, the Council's 20 Minute Neighbourhood Team, Education, Children and Families and A Place in Childhood. This piece of work will focus on all the areas crucial to ensuring somewhere is a good place to live whether that be physical or social. This is a collaborative piece of work involving a range of partners and is a good example of joining up agendas to increase capacity and make best use of shared resource across teams. This work will commence in September 2023.

### **Challenges:**

1. Coordination and leadership around LOIP 3 has proven difficult at times due to changing personnel (now feeling more stable)
2. Wide ranging nature of the focus of LOIP 3 is a challenge, this encompasses several large agendas, defining clear actions and priorities within these large agendas can be difficult (priority areas of work have been identified and are progressing)

## **Case Study: A good place to live**

Linked to the work which has begun in Craigmillar, A Place in Childhood has been commissioned to undertake engagement work at the local Secondary School and two of the cluster Primary Schools. This will involve working with groups of children and young people from across the school years to develop and deliver a community 'map' of their area which will be used to inform and influence planning decisions where they live.

Engagement work will begin in September 2023, with a complete project 'map' ready for use by March 2024 (estimate) which will be invaluable in informing long-term place-making work and approaches. This engagement work also involves local youth work services to ensure that the approach will be sustained longer term. The overall aim of this element of the work programme is to ensure the voices of children and young people are listened to and heard, and that they are able to influence decisions and outcomes which impact upon the places they live.



# Strategic Priorities

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## Community Wealth Building

The recent Programme for Government set out a commitment to bring forward Community Wealth Building legislation within this Parliamentary session. Community wealth building offers a holistic and locally-driven approach to economic development that prioritises the needs and interests of communities. By creating more inclusive and equitable economic systems, it can effectively address inequality and empower marginalised populations to participate fully in the economic prosperity of their communities. Work underway in Edinburgh will cross-cut with all LOIP priorities and could help support a fairer society by providing a platform for local people to influence and shape their community. By redirecting wealth back into the local economy, this will help communities prosper and realise self-supported, positive change in their local area.

## Digital inclusion

With face to face meetings not always possible during the pandemic, many organisations and partners found that there was a need for a rapid shift to signposting and online delivery of support. While most benefited from online services, COVID had a greater effect on people who are digitally excluded.

Digital inclusion refers to the equitable access and use of digital technologies, such as the internet, computers, smartphones, and other digital tools and services. The problem of digital inclusion arises from the fact that not everyone has equal access to these technologies, leading to significant disparities in opportunities and outcomes, which exacerbates existing inequalities in society. Broadly, a fifth of people do not consistently have the three essential elements to be digitally included: a device, data and skills.

Addressing digital inclusion is crucial for combating inequality because digital technologies have become central to modern life. Lack of access to digital resources and skills restricts people's ability to participate in the economy, access education and information, and engage in civic activities.

By addressing digital inclusion, we can take significant steps toward reducing inequality and ensuring that everyone has a fair chance to participate in and benefit from the opportunities offered by the digital world.

To advance digital inclusion for citizens across the city, People Know How are organising a conference which will be held on 6 December 2023. The event will be hosted by City Edinburgh Council and chaired by the Scottish Government.

## **Workforce**

In the ten years to 2020, Edinburgh's population grew by 12.3% from an estimated 469,930 to an estimated 527,620 people. In the same period Scotland grew by 3.9%. The City of Edinburgh population is set to increase further to 586,566 by 2043, which inevitably will place additional demand on key services. A key issue for many partners is attracting, recruiting, and retaining staff. Combined with ongoing financial pressures in the public sector, there are significant challenges in tackling these issues within an Edinburgh context.

## **Way Forward**

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The Convention of Scottish Local Authorities (COSLA) and the Scottish Government have recently agreed a new Partnership Agreement, setting out our vision for a more collaborative approach to delivering shared priorities.

Within this agreement Community Planning Partnerships are recognised as a critical mechanism for the alignment of resource locally, focussed on prevention and early intervention, and delivering shared priorities.

The Scottish Parliament, Local Government, Housing and Planning Committee recently undertook a Parliamentary Inquiry into Part two of Community Empowerment (Scotland) Act 2015 (the Act). The main objectives of the inquiry were to look at the impact the Act has had on community planning and to explore the CPPs response to significant events such as the COVID pandemic and the current cost-of-living crisis. The Committee published a report with several recommendations for Scottish Government. Key findings highlight several recommendations for improving community planning in Scotland:

- The Scottish Government should address performance variation among Community Planning Partnerships (CPPs) through its review of the Community Empowerment Act.
- Simplification of accountability lines for community planning partners should be explored.
- CPPs should proactively include marginalised community voices in planning processes.
- Alignment of outcomes from national to local levels should be considered, potentially incorporating successful models like Aberdeen CPP's into guidance.

- CPP leadership should have greater continuity and sharing, with appropriate training.
- The role of CPPs in delivering Community Wealth Building should be considered in the development of related legislation.

Recognising this, there is an opportunity in the coming year to consider how to strengthen the role of the Edinburgh Partnership, focused on its delivery and impact in meeting the challenges and vision for the city.



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