LOIP Delivery Group

Thursday 19 January 2023

2 – 4pm

Microsoft Teams

1. Apologies

2. Note of last meeting

3. Action Tracker

4. Digital Inclusion Strategy – Glenn Liddall

5. Corporate Parenting – Emily Dempsey - [(93) We are all corporate parents - YouTube](#)

6. Update on Priorities

7. Edinburgh Partnership Survey

8. LOIP Performance Reporting

9. Current Landscape/horizon scanning

10. AOB

11. Date of Next Meeting

LOCAL OUTCOME IMPROVEMENT PLAN DELIVERY GROUP

Thursday 18 August 2022, 10 – 12pm

MS Teams

Members present

Samantha Ainslie	Police Scotland
Bridie Ashrowan	Edinburgh Voluntary Organisations' Council (EVOC)
Kate Barlow	Edinburgh Health and Social Care Partnership (EHSCP)
Nick Croft	Edinburgh College
Tony Duncan	Edinburgh Health and Social Care Partnership (EHSCP)
Laurene Edgar	Lothian Association of Youth Councils (LAYC)
Gavin Gray	Scottish Fire and Rescue Service (SFRS)
Euan Hamilton	Equalities and Rights Network (EaRN)
Rona Hunter	Capital City Partnership
Yvonne Kerr	NHS Lothian
Neill Whiteside	Police Scotland

In attendance

Julie Dickson (note)	City of Edinburgh Council
Daniel Greig	City of Edinburgh Council
Michele Mulvaney	City of Edinburgh Council

Apologies

Catherine Davidson	Department of Work and Pensions
Molly Page	City of Edinburgh Council
Rosalind Papworth	Skills Development Scotland (SDS)
Elin Williamson	City of Edinburgh Council

1. Welcome & apologies

Nick opened the meeting and introductions were made. Apologies as above.

2. Note of last meeting & matters arising

The note of the last meeting (August 2022) was agreed.

3. Action Tracker

The tracker will be updated as appropriate

4. Joint Strategic Needs Assessment (JSNA) update

Daniel advised that a date for a workshop is being explored (beginning December) and that a colleague from Edinburgh College has been identified as a facilitator. Michele added that if anyone can suggest colleagues who could contribute to let her know. She has spoken with the City of Edinburgh Council Performance Team who will be happy to input.

Tony mentioned the process for Health and Social Care (H&SC) and asked for further detail on the workshop. Nick explained that it will be a starting point, looking at membership, facilitation, what partners are currently doing, how the JSNA would be structured, content, format, timelines and governance. He added that once it is completed it will be a great reference document for all partners. Tony agreed, he stressed that it should be a single source of truth where people could expect to find all information, rather than having to search in multiple places and that it be kept up to date. He asked that he and Susan McMillan be added to the membership. Nick agreed that a web-based document was the right way forward. A number of suggestions of data sources were put forward including Edinburgh by Numbers, the new Edinburgh Survey, Public Health Intelligence Group and THRIVE.

5. LOIP 2 Survey

Rona explained that she developed the survey as a touchpoint for partnerships to look at their contributions and where there are any gaps. It will help to refresh the priorities with some moving into the Job Strategy Group as day-to-day priorities and new ones emerging. She suggested it could be rolled out for LOIP priorities 1 and 3. Michele added that it might give critical information to shape and inform the performance report to the Edinburgh Partnership Board (EPB) next year. Yvonne advised that LOIP 3 had considered holding a workshop and that thought would be given to how to move forward. Kate, as priority 1 lead added that she'd support using the survey approach. Michele added that the Poverty Plan is due at Committee in November and then EPB in December so information could be drawn from this in relation to the poverty recommendations.

<u>Decision</u>

- LOIP 2 survey to be adapted for all 3 priorities

6. Update on Priorities

Priority 1 - *Enough money to live on*
In relation to the Advice Service Review Kate advised that the report is finalised. The findings were presented to the EPB in September and approved. The Board have requested an update at the December EPB. A stakeholder meeting is planned for Monday 14 November and a Third Sector Interface (TSI) event on 1 December. Kate has also offered to present to individual teams where there is demand. She explained that the pace of change is important, for both staff and service users, and implementation will be phased at the right pace of change. A strategic group will be created building on the Advice Forum as the Income Maximisation and Poverty group is now a delivery vehicle. Kate commented that it is key that there is a citizen-led approach to delivery. The key ask of members of the LOIP DG is to raise awareness of the report and recommendations both locally and nationally and get buy-in and collaboration.

The report was well received by the LIOP DG. Yvonne explained that a lot of the work is already happening, but it can give focus to areas for improvement. Rona added that she could see how the report could be

broken down into an implementation plan and could see a clear direction forward. Bridie suggested that the Warm, Welcoming Spaces programme should be connected to the implementation.

Decision

- Link the Advice service Review into Warm, Welcoming Spaces

Priority 2 - *Access to work, learning and training opportunities*

Rona reported that priority 2 is progressing well. It requires a refresh as some areas have been tackled and others are emerging, and this is the reason for conducting the survey with partners. Emerging priorities include –

- The Impact of the Care Review
- Health and Social Care recruitment
- The Ukrainian situation

Laurene explained that Lothian Association of Youth Clubs (LAYC) are involved in attendance at a school level and that this has been exacerbated by the pandemic. Pupils have been surveyed and mental health and anxiety about the future are important. [Let's Talk Education](#) invites people aged three to 18 to share their ideas, views and experiences and will play a part in shaping the future of education.

Rona praised the work carried out by LAYC around trauma informed training with youth workers. She said that there are questions around why people can't simply be matched into jobs but explained that a place and train model is required to support people when they are in work. Services need to be tuned in to what was a migrant population but are now the local workforce.

Tony added that in relation to H&SC the demographic is an aging population with more senior people taking early retirement. If it is agreed that the workforce is the centre of gravity, then this is an issue that must be addressed now and looked at in totality. Bridie added that this is also linked into addressing poverty and is a community wealth building (CWB) action.

Decision

LOIP DG – 10 November 2022

- Rona and Tony to meet off table about recruitment and retention

Priority 3 – *A good place to live*

Yvonne advised that LOIP 3 is in development and discussions are ongoing. A workshop is planned to take place with members in December. Work is progressing around Liberton, very much in partnership. Thought is being given to re-working the 'Youth Talk' piece of work into 'Community Talks' and there is exploration around recruiting community 'champions' to carry out engagement work in the area.

Bridie reported that she had met with Martin (Higgins?) in relation to CWB, he has offered support in this area. There are examples of good practice from areas including Fife. It is proposed to develop a CWB Charter in future.

There was some discussion about housing and whether this should be a focus of LOIP priority 3. Michele advised that housing would come under LOIP 3 but this had traditionally been focussed on affordable housing. She suggested this be taken to an off-table discussion. Adding that a thematic paper could be put to the Board on both housing and workforce, as critical issues.

Decision

- Off-table discussion about escalating issues to the Board via thematic papers e.g., housing and workforce

7. Poverty Action – Implications of budget decisions on addressing poverty – Eleanor Cunningham presentation

Please see presentation from Eleanor – attached. Eleanor explained that The End Poverty Edinburgh Delivery Plan includes an action to work with Edinburgh Partnership to develop and agree a shared city-wide approach to assessing the impact of budget decisions on people in poverty.

Eleanor shared some examples slide 4, quantitative and slide 5, qualitative. And information on the open budget survey.

Sam asked about the expectation as Police Scotland don't have local autonomy over the budget. Eleanor explained that it more about what the EP expectation is and that it would be good to have consistency from partners, but it is understood that this could be challenging. She explained that some of what is in the presentation was developed around local authorities. It is the decision of the LOIP DG and EP as to what is a realistic and proportional way to do it.

Tony stated that he'd like more clarity on what the idea is. In relation to Integrated Impact Assessments (IIAs) he questioned how meaningful these are adding that whatever model is chosen it has to be meaningful. Eleanor explained that the idea is to look at savings proposals and the potential effects and try to mitigate these i.e., how are we managing budgets so as not to disadvantage people.

Kate commented that she is interested in the open budget survey and asked if it would benefit to look at what is being spent on prevention. Eleanor explained that this has been looked into previously.
Bridie advised that the small area network had done analysis of grants across the city and offered to meet off table to look at how EVOC are contributing.

Yvonne expressed interest in the open budget survey. She added that the quantitative models are interesting but probably to resource intensive. In relation to IIAs she advised that NHS have an Equalities Officer looking at IIAs and how these can be more meaningful. Yvonne added that she had concerns because sometimes there is no mitigation for services that are already struggling.

Decision

- Explore what organisations are using currently, look at shared elements, where they are at odds and what can be added
- Eleanor to share more about the open budget survey and work with the Human Rights Commission
- Michele and Eleanor to link in offline

7. Ukrainian Crisis

Bridie advised that she would circulate a paper on the Edinburgh TSI Partnership Ukraine response. She advised that the partnership work has been outstanding in addressing the crisis. However, she reported that major commercial contracts are being awarded elsewhere while some organisations are working without any resource.

Decision

- Bridie to share TSI paper

8. Current landscape/ horizon scanning

Regenerative Futures Fund

The Regenerative Futures Fund is an idea being designed and developed from Aug 2022 to Aug 2023. Leah Black is seconded to EVOC to work on this and it was agreed she would be invited to the next meeting to update.

Decision

- Leah to be invited to the next LOIP DG

Climate Crisis and City Climate Compact

There had been discussion around the Climate Crisis and City Climate Compact 2030 at the previous meeting. Michele advised that the new City of Edinburgh Council Sustainability Manager had now been recruited and that they could be invited to attend once they are in post.

Decision

- Council Sustainability Manager to be invited to a future meeting

Digital Strategy

Michele explained that this underpins all 3 priorities. Michele advised that she and Bridie had been in discussions with Glenn Liddal from People Know How, an organisation which aims to support and empower

individuals and organisations to mobilise their assets to realise their potential. It was agreed to assess the agenda for the next LOIP DG with consideration to inviting Glenn to present.

Decision

- Consideration to adding Digital Strategy/ Glenn Liddal to next agenda

10. AOB

Yvonne advised that the new Consultant will be in post with the Partnership and Place Team on 5 January and they may take over representation on the LOIP DG.

11. DONM

19 January 2023, 2pm

Number	Date	Topic	Action	Action Owner	Expected completion date	Actual completion date	Comments
1	18/8/22	Action tracking	It was agreed that as the researcher who compiled the report had been unable to attend the LOIP DG a separate event would be scheduled and that Bridie would circulate the report	JD liaise with BA			
2	18/8/22	JSNA	Any suggestions of colleagues to contribute to JSNA work please send to Michele	All			Date to be identified
3	18/8/22	AOB	Ukrainian Situation to be standing agenda item			 	
4	10/11/22	Priority updates	Link the Advice service Review into Warm, Welcoming Spaces	KB/BA			
5	10/11/22	Priority updates	Rona and Tony to meet off table about recruitment and retention.	RH/TD			
6	10/11/22	Priority updates	Off-table discussion about escalating issues to the Board via thematic papers e.g., housing and workforce				
7	10/11/22	Poverty Action	Explore what organisations are using currently, look at shared elements, where they are at odds and what can be added	All			

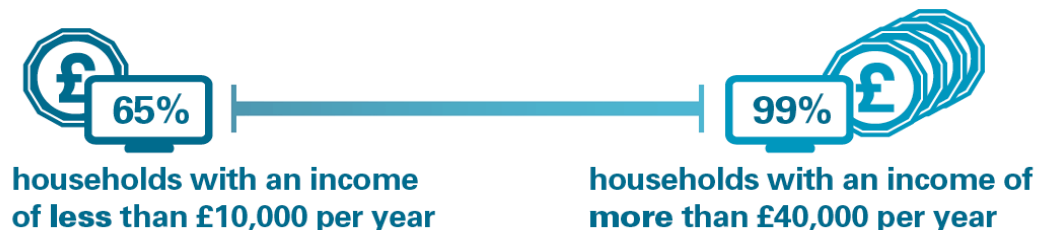|							
8	10/11/22	Poverty Action	Eleanor to share more about the open budget survey and work with the Human Rights Commission	EC			
9	10/11/22	Poverty Action	Michele and Eleanor to link in offline	MM/EC			
10	10/11/22	Horizon scanning	Leah Black to be invited to the next LOIP DG	JD			
11	10/11/22	Horizon scanning	Council Sustainability Manager to be invited to a future meeting	MM/EC			

Local Outcome Improvement Plan (LOIP) Delivery Group

All Age Digital Inclusion: An Edinburgh Approach

Households with internet access:

82%
in the 20% **most** deprived areas

96%
in the 20% **least** deprived areas

65%
households with an income
of less than £10,000 per year

99%
households with an income of
more than £40,000 per year

Source: Scottish Household Survey 2019

Internet use:

60+
66%

16-24
year olds
99%

71%
Adults with some form of
limiting long-term physical
or mental condition

94%
Adults with
no condition

Digital Poverty is a crisis on the same scale as food and fuel poverty. It is an issue of inequality that has been recognised by an [Audit Scotland Report](), in September 2021.

1. Executive Summary / Main Report

1.1 **Digital exclusion has been highlighted by COVID-19** as many essential services, resources and supports were moved online, reducing accessibility for a **fifth of citizens** that do not have consistent access to a device, data and the skills required to be digitally connected, safe and literate.

1.2 City of Edinburgh Council, the Scottish Government (through the Connecting Scotland programme), academic institutions, the business sector and community and voluntary organisations have been amongst the responses to address digital exclusion in Edinburgh.

1.3 These initiatives demonstrated an ability and willingness to respond quickly and flexibly, offering a range of solutions to citizens and communities. Whilst much has been done to support people to be digitally included, **much remains to be done.**

1.4 There is now an **opportunity to build upon the success** achieved by highlighting the issues during COVID-19 and demonstrating what can be done to ensure digital inclusion for every citizen who wants to be digitally connected, safe and literate.

1.5 Digital inclusion needs to be seen as much as a **social problem** as it is a **technological problem**. This is illustrated through the fundamental approach to ensure people have all the elements required to be digitally included - a device, data and the skills to use their device safely and purposefully. **It is much like a three-legged stool – take away one of the legs and the stool falls over.**

1.6 Digital inclusion *can* be baked into existing initiatives including:

1.6.1 **Place based Community Anchors:** both local organisations and networks, acting as trusted community hubs that know and understand communities well. We envisage a careful and thorough process of codesign with Edinburgh's community & voluntary sector, and people in communities, ensuring there is no wrong door, but *multiple doors,* for children and families or older people, different for each person, requiring local collaboration.

1.6.2 **Thematic Community Anchors:** city-wide reservoirs of knowledge and services, e.g., on equalities, carers, disabilities & mental health etc.

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1.6.3 **20-minute neighbourhoods:** embodying the principles and aspirations of the Edinburgh Partnership. Bringing together citizens, employers, the community and voluntary sector, and public services they must connect people with what they need, where they live. These need to be *empowering* neighbourhoods, underpinned by the well-being of people and environment friendly, meeting community aspirations to tackle climate change.

1.6.4 **Community Wealth Building & Anchor Institutions:** At the Edinburgh Partnership, how the constituent anchor institutions relate to developing community anchors is what will unlock community wealth, potential, innovation and opportunity, through channelling resources, employment opportunities and re-directing existing spend into local communities, learning from successful models in the UK and internationally, to create an *Edinburgh Approach*.

1.7 People Know How (PKH), Edinburgh Remakery (ER) and Edinburgh Voluntary Organisations Council (EVOC) are **working together already as follows:**

1.7.1 **People Know How (PKH)** is working with a number of such partner organisations across the city; providing direct support to people wanting to build their digital skills and confidence, helping them access affordable data and an affordable device. People Know How is also working with these partner organisations to build their capacity, enabling them to provide digital support to people in their communities. With adequate resourcing People Know How aims to work with around thirty such organisations over the next couple of years, hence **building capacity and a legacy city-wide:** https://peopleknowhow.org/reconnect/

1.7.2 **Edinburgh Remakery (ER)** is working very closely with People Know How on the same project. Edinburgh Remakery uses a social enterprise model offering businesses and organisations a free accredited service to dispose of their unwanted tech and devices. Edinburgh Remakery refurbishes these devices offering some for sale at an affordable price and gifting some to people in need. They also provide FIX IT sessions alongside People Know How and partner agencies, fixing devices and showing how to maintain devices. The life span of a device that is well cared for can be up to 7 years. There are obvious **environmental advantages** to this approach: https://www.edinburghremakery.org.uk/buy/refurbished-computers/

1.7.3 **Edinburgh Voluntary Organisations Council (EVOC)** is hosting free training sessions provided by People Know How (PKH), soon to include Edinburgh Remakery (ER), when funding is secured.

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1.7.4 People Know How has pending funding applications with the UK Shared Prosperity Fund and the Investing in Communities Fund with partners ER and EVOC. New funds are essential to advance the collaborative approach

1.8 Other organisations are committed to digital inclusion as follows:

1.8.1 Scottish Government through the Connecting Scotland programme and Digital Citizen Unit are reviewing their digital inclusion strategy.

1.8.2 SCVO are reviewing their Digital Participation Charter

1.8.3 Good Things Foundations – works with People Know How and it one of their UK Ambassadors

1.8.4 COSLA has made a recent statement: "Digital technologies are changing the way we live our daily lives. The Digital Strategy for Scotland sets out an ambitious vision of a Scotland where everyone has the necessary skills and connectivity to thrive and where technology is used to improve access to services designed around the needs of people.

1.8.5 OFCOM consumer panel – People Know How attends the Scottish Panel

1.8.6 Loughborough University – People Know How is part of a UK wide group working to develop a Minimum Digital Living Standard.

2. Recommendations

2.1 The LOIP Delivery Group is recommended to:

2.1.1 Recognise the vital role played by the voluntary and public sectors before, during and after the COVID 19 pandemic, to support digital inclusion and adopt the principle of developing and building on these models of success;

2.1.2 Agree further work should be undertaken to support digital inclusion for citizens and communities through identifying key stakeholders across the third, public, academic and business communities to work together and collaborate. Stakeholders need to have decision making powers.

2.1.3 Furthermore that budgets become shared.

2.1.4 Promote and support Community Wealth Building

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2.1.5 Deligate the development and implementation of an All Age Digital Inclusion Strategy to the LOIP, along with funding and resourcing for third and public sector

2.1.6 Activly involve the business sector including ensuring that social benefit clauses are fulfilled

2.1.7 Activley involve the academic sector

2.1.8 City of Edinburgh Council to work with city partners including specialist third sector organisations to improve affordability and availability of broadband, and digital equipment, and to promote digital inclusion and skills. (lifted from reference b)

2.1.9 Build funding for digital into contracts and procurement

2.1.10 And finally, that a Digital Inclusion Working Group be established to take forward the above points.

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References

a) https://peopleknowhow.org/wp-content/uploads/2021/03/Connectivity-Now-Report.pdf

b) https://democracy.edinburgh.gov.uk/documents/s29287/Item%207.4%20-%20End%20Poverty%20in%20Edinburgh%20Delivery%20Plan%202020-30.pdf   (Action 48, Page 20)

c) https://edinburghpovertycommission.org.uk/wp-content/uploads/2020/09/20200930_EPC_FinalReport_AJustCapital.pdf

d) https://digitalpovertyalliance.org/wp-content/uploads/2022/06/UK-Digital-Poverty-Evidence-Review-2022-v1.0-compressed.pdf

e) https://digitalpovertyalliance.org/news-updates/ofcom-report-record-households-struggling-pay-broadband-mobile-streaming-bills/

f) https://www.goodthingsfoundation.org/insights/building-a-digital-nation/

g) https://digitalparticipation.scot/

h) https://www.gov.scot/news/creating-an-inclusive-digital-world/#:~:text=The%20Digital%20Strategy%20for%20Scotland,around%20the%20needs%20of%20people

i) https://peopleknowhow.org/reconnect/

j) https://www.gov.scot/policies/cities-regions/community-wealth-building/

3.   Contact

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Appendix A: Illustration of the Community Wealth Building model. The opportuniuty for all citizens to benefit requires that digital inclusion is threaded through all areas of work.

Edinburgh Community Wealth Building
Community capacity

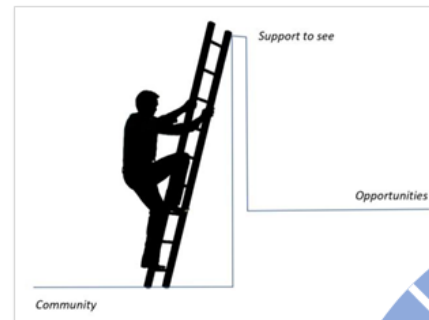**More transparency, more support enables communities:**

- Advocate better
- Leverage investments
- Create time and capacity
- Hold organisations to account

More trust needs:

- Address past negative experiences
- Address failed attempts
- Meanwhile action between strategy
- Address covid impact of rising pressures, extra responsibilities, reducing volunteers, resource issues

More confident community capacity can:

- Helps connect investment to existing infrastructures
- Helps stretch the scope of individual investment and action
- Helps leverage the impact of investment with partners

Diarmaid Lawlor

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