

The Inverclyde Approach



How-to Guide

This guide offers more detailed information and advice for those who may be interested in adopting or adapting the initiative in their local area. This document comprises the following sections (click hyperlink to skip to that section).

- [Initial Idea](#)
- [Early Development of the Project](#)
- [Accessing the Service and Engaging with Service Users](#)
- [Working with People with Lived Experience of Poverty](#)
- [Leadership, Governance and Partnership Working](#)
- [Links to Wider Policies, Strategies and Statutory Requirements](#)
- [Funding](#)
- [Staffing and Resources](#)
- [Monitoring and Evaluation](#)
- [Reach and Impact](#)
- [Learning from Experience](#)

The Inverclyde Approach



Title	The Inverclyde Approach
Organisation	Inverclyde Council (Community Learning and Development Service)
Category	Promising Practice
Poverty Impact	Reduction
Introduction to the Project	
<p>The Inverclyde Approach is founded on the principle that alleviating poverty requires not just a single programme intervention, but a comprehensive network of interconnected support. This approach places individuals and their needs at the centre, ensuring that services are grounded in relationships. It aims to drive systemic change in service delivery by holistically assessing people's needs and coordinating services around those needs, rather than leaving individuals facing poverty to navigate the system alone in search of adequate support. Rooted in a theory of change, this approach is currently being implemented across four distinct projects in Inverclyde, each targeting different groups in the fight against poverty.</p>	

The Inverclyde Approach



Initial Idea

Who had the initial idea?

Inverclyde Child Poverty Action Group and Public Health Scotland.

How did the idea for the project come about?

At the end of 2019, Inverclyde Council and the Child Poverty Action Group collaborated with Public Health Scotland to map out support services for families living in poverty in Inverclyde. Their findings revealed that, although every organisation and service operated with the right intentions, the focus of these services was too narrow, potentially hindering individuals' development rather than addressing their wide-ranging needs. This highlighted the need for systemic change, rather than singular programme interventions, to help people in the area move out of poverty. This realisation led to the creation of a theory of change centred on more holistic service delivery and supported the development of four additional projects in which the Inverclyde Approach is now implemented.

At the heart of this theory of change is the recognition that individuals and families living in poverty face a multitude of obstacles, yet services are often structured to respond to funders or funding requirements, rather than addressing the full spectrum of their needs. For instance, while one project may focus on providing affordable childcare, a family may also face challenges related to housing, employability, or health - all of which are poverty-related issues. These needs are typically addressed by separate services, making it difficult for individuals to navigate the system.

The developed theory of change centres on the person, advocating for a relationship-based and interconnected approach to service provision. Instead of addressing one issue through one service and then moving on to another service for a different problem, the person's needs are comprehensively assessed at the start and throughout the support journey. No matter which project or service an individual or family is connected to, their needs are considered holistically, and services are coordinated around them, preventing them from becoming lost in the system.

The Inverclyde Approach



With new funding becoming available and four projects starting all at the same time, it was possible to implement the Inverclyde Approach in 2021/2022. The current anti-poverty projects are delivered by different people and funded differently, however, they all build on the theory of change to support people in the area through facing inequalities and insecurity:

1. Thrive Under Five: a project based in one of Inverclyde's early years family centres, targeting families who are living in poverty and face food insecurity, obesity, and malnutrition. (more information here: <https://www.nhs.uk/scot/your-health/public-health-nutrition/thrive-under-5/>).
2. IRISE (Inverclyde Routes into Supported Employment): targeting young men living in the area who face alcohol, drugs and/ or mental health challenges - many of which haven't had any employment and had been in and out of the prison service and homelessness. (more information here: <https://www.inverclyde.gov.uk/news/2023/nov/260k-funding-agreed-for-recovery-project>).
3. Child Poverty Accelerator: relationship-based support for Inverclyde families with children under five that brings together services to support all members of a family, delivered by Home-Start.
4. Early Adopter Community: Inverclyde Council is providing childcare services but at the same time also looking at the wider needs of families living in poverty with children from aged five to 12. (more information here: <https://education.gov.scot/resources/challenging-poverty/affordable-child-care-project-inverclyde/>).

The Inverclyde Approach



Were plans informed by any published reports / papers / research evidence or practice from elsewhere?

They did not draw on any specific reports or research. However, they were inspired by various research evidence and debates between 2016 and 2021, including public research on the whole systems approach, the impact of family centres, and learnings around the attainment challenge.

The idea of the theory of change was also based on officers' extensive experience and learning, particularly regarding how holistic support positively impacts children's development. In various roles, e.g. as a coordinator of the former Scottish government's Early Years Collaborative, officers became aware that people can get lost in the system and may not find the support they need. This underscored awareness of the need for systematic change. The first Child Poverty Local Action Report further led to the realisation that there were a lot of impactful services, but there was no particular reference to working in partnership. As part of developing the idea, they conducted their own research with Public Health Scotland, including an extensive need assessment and mapping of the services available in Inverclyde to people living in poverty. The mapping underlined that a more systematic approach to service provision for families in Inverclyde is needed.

Was anyone else involved in developing the initial idea of the project?

The idea development involved the third sector, community sector, public sector, and people from the Local Economic Partnership with links to the local businesses:

Louise McVey and the wider Inverclyde Child Poverty Action Group and Public Health Scotland were involved in mapping the services available in Inverclyde and what these services mean for people living in the area. They met three times intensively as a group to map the services, to engage in strategic needs assessment and to create a child poverty dashboard.

One of the Public Health Scotland data analysts supported the strategic needs assessment in Inverclyde. Dr Megan Watson of Public Health Scotland facilitated the meetings and helped develop the idea of the theory of change.

The Inverclyde Approach



Were those with lived experience of poverty involved in developing the initial idea of the project?

Louise McVey with Public Health Scotland and the wider Child Poverty Action Group. Those with lived experience were given a voice through the work contributed by the third and community sector partners, discussions from Listening Events that took place online during COVID-19 and locality events with local residents.

Was funding required to support the development of the initial idea of the project?

No	XXX	Yes	
----	-----	-----	--

Please provide details of the funding that was used to support the development of the initial idea of the project.

Which organisation provided funding?	N/A
How much was required?	N/A
What was the specific source of funding? (e.g., particular grant or policy)	N/A

The Inverclyde Approach



Were specific resources – other than funding - needed when developing the initial idea of the project?			
No		Yes	XXX
Please provide details of the resources that were required when developing the initial idea of the project.			
Staff/Volunteer Time	Staff of the Inverclyde Council and Public Health Scotland, and the Child Poverty Action Group were involved.		
Facilities / Workspace	Morton in the Communities, as one of the partners, provided the meeting rooms that enabled two of the three facilitated discussions.		
Equipment	Flipcharts, Post-it pads and facilitators.		
Local Knowledge	The majority of discussions and ideas were based on local knowledge and local understanding originating from the Child Poverty Action Group in Inverclyde.		
Food and Drink	Morton in the Community provided the lunch and tea/coffee for the sessions.		

The Inverclyde Approach



What, if any, barriers had to be overcome when developing the initial idea of the project?

Whilst the initial idea for the Inverclyde Approach and the four projects developed at the tail end of 2019, COVID-19 interrupted the developments and the idea had to be parked for almost two years. The idea of the Inverclyde Approach was revived when they received funding for the Early Adopter Community for Affordable Childcare.

The IRISE project had already started with allocated funding from the £1million funding from Inverclyde Council to mitigate the levels of deprivation in the Greenock Town Centre area. The SIMD 2020 report highlighted that some of the most deprived areas in Scotland were in Inverclyde and the most deprived data zone is Greenock Town Centre. Then the Early Adopter Community for Affordable Childcare built on the whole systems approach adopted by IRISE. The NHS Greater Glasgow and Clyde then introduced Thrive Under Five in Inverclyde before the Child Poverty Accelerator Fund enabled the local partners to further test the theory of change for the Inverclyde Approach.

Throughout the development phase of the project, they tried to develop a child poverty data dashboard to correlate data relevant to child poverty reduction in the area. However, by the time they had included all the data of different providers and organisations, the dashboard was so onerous that it was impractical. They realised that a national dashboard would be more relevant instead of 32 local authorities creating their own dashboards with a variety of different measures.

The Inverclyde Approach



What, if anything, helped enable development of the initial idea of the project?
The facilitated discussion helped get everyone together to share perspectives and ideas. It was also helpful to have Public Health Scotland involved in pulling all ideas and findings together, developing the theory of change, and planning the next stages.
How long did it take between having the initial idea and starting the project?
Two years, albeit this included interruptions by COVID-19.
Who made the decision to introduce the project?
There has not been a direct decision as it is not a stand-alone project but a project-overarching approach focused on systemic change/ public sector reform. Members of the Child Poverty Action Group have started implementing it and are referring to the Inverclyde Approach. Whilst technically not a formal agreement, it is already happening.

[Return to Introduction](#)

The Inverclyde Approach



Early Development – Pilot Project or Feasibility Study

Was there a pilot project or feasibility study?		
	No	
	Yes, a pilot project	XXX
	Yes, a feasibility study	
What did the pilot study or feasibility study involve?		
It started as an agreement to offer more aligned services that met the needs of the service user with poverty at the centre of the service. This theory was implemented through the Affordable Out of School Childcare as a mechanism to improve service delivery for families living in poverty.		
Who was responsible for the design and/or delivery of the pilot or feasibility study?		
The Inverclyde Child Poverty Action Group has been led by the Corporate Director for Education and Communities, local third-sector organisations, and HSCP services.		
Were those with lived experience of poverty among those involved in the design or delivery of the pilot project or feasibility study?		
	No	
	Yes	XXX
The voices of people with lived experience of poverty were engaged as part of the out-of-school childcare pilot programme, delivering holiday care with food during the holiday period. Once funding was available, people with lived experience were part of the ongoing service design and delivery of the pilot project.		

The Inverclyde Approach



Was funding required to support the pilot project or feasibility study?			
No		Yes	XXX
Please provide details of the funding that was used to support the pilot project or feasibility study.			
Which organisation provided funding?		The Scottish Government.	
How much was required?		Not specified.	
What was the specific source of funding?		Funding was allocated from the Scottish Government for an out-of-school childcare programme.	
Were specific resources needed to support the pilot project or feasibility study?			
No		Yes	XXX
Please provide details of the resources that were required for the pilot project or feasibility study.			
Staff/Volunteer Time	N/A		
Facilities / Workspace	Let of Buildings, cleaning and staffing		
Equipment	N/A		
Local Knowledge	Local communities and local staff		
Food and Drink	N/A		
Was the pilot project or feasibility study evaluated?			
No			XXX
Yes			

The Inverclyde Approach



Was there evidence from the pilot project or feasibility study that confirmed that it was working / it would work?		
	No	
	Yes	XXX
Communities on a low income either didn't have access to or could not afford to pay for childcare; therefore, they used informal settings.		
Who made the decision to continue with the project beyond the pilot or feasibility study?		
The Inverclyde Child Poverty Action Group agreed to further apply for funding from the Early Adopter Community funding from Scottish Government.		
Was the design of the project modified following the pilot project or feasibility study?		
	No	XXX
	Yes	

[Return to Introduction](#)

The Inverclyde Approach



Accessing the Service and Engaging with Service Users

Is there a referral process?		
	No	
	Yes	XXX
<p>At the core of the Inverclyde Approach is the need for systemic change to ensure that individuals in need can access and are holistically supported by the available services. A key focus is on improving referral processes across various services.</p> <p>According to the theory of change, support must be built on relationship-based service delivery, where individuals are actively guided towards relevant services. This approach goes beyond simply signposting clients to a service or agency; it involves providing them with a named contact and clear information about how this person can assist them.</p> <p>The referral process is thus proactive and relationship-centred, fostering an environment where people feel safe discussing sensitive issues, such as being in crisis or experiencing financial hardship, and can navigate the support system with greater ease. Additionally, individuals can self-refer to specific projects or be referred by health visiting teams or social workers.</p>		
Is referral the only way that potential clients are made aware of the project?		
	Yes	XXX
	No	
Other than referral, how do potential clients come to know about the project?		
Not specified.		
What is the most common way through which users typically access the service?		
<p>This depends on which of the four projects people are accessing, they will either be referred by a local service or partner or self-referred.</p> <p>The project relies on word of mouth; it is not fully advertised, as spaces for the childcare places are very limited.</p>		

The Inverclyde Approach



Do you take steps to keep in touch / reach out to service users?

No

Yes

XXX

How contact is maintained depends on the service users and their specific needs. However, due to the preference for a relationship-based approach, personal and face-to-face interactions are prioritised. For example, some service users have family workers who visit their homes to help assess their needs and identify the most appropriate avenues for support. These staff members are trained to ask additional questions to conduct a holistic assessment of needs, such as enquiring about financial situations. This enables them to actively refer individuals to the right contacts and services that can provide additional support.

[Return to Introduction](#)

The Inverclyde Approach



Working with People with Lived Experience of Poverty

Are those with lived experience of poverty involved in <u>delivering</u> the project?		
	No	XXX
	Yes	
Are people with lived experience of poverty involved in <u>managing</u> the project or project governance?		
	No	XXX
	Yes	
Are people with lived experience of poverty involved <u>in any other aspect</u> of the project? <i>If so, please describe below.</i>		
	No	XXX
	Yes	

[Return to Introduction](#)

The Inverclyde Approach



Leadership, Governance and Partnership Working

Who is responsible for managing the project?		
Corporate Director for Education and Communities.		
Is this the only responsibility of the person managing the project?		
Yes		
No	XXX	
No. The Corporate Director is the chair of the Child Poverty Action Group and also the Corporate Director of Education, Communities and Organisation Development. Wider responsibilities involve, among others, overseeing everything to do with schools, education from preschool, primary, secondary and workforce development; all aspects of community, including community learning development and leisure facilities; HR and organisation development for the Council; and the Community Planning Partnership.		
What proportion of the manager's overall workload is given over to this project?		
Most of it	N/A	
About half of it	N/A	
Just a small proportion of it	N/A	
Is there a Project Steering or Advisory Group?		
No		
Yes	XXX	
The Child Poverty Action Group is a multi-agency collaborative that oversees the service delivery and particularly the implementation of the Inverclyde Approach. This group meet quarterly; in addition, there is an EAC collaborative strategy group that meets 6 weekly to discuss partner interventions. However, there are also other governance arrangements in place (see below). The multi-agency collaborative has experts in their field providing governance and monitoring alongside guidance and coaching to ensure that the expanding project has the correct frameworks in place and that there is no replication or duplication of services.		

The Inverclyde Approach



Are any other governance arrangements in place to review strategy and performance?	
No	XXX
Yes	

[Return to Introduction](#)

The Inverclyde Approach



Links to Wider Policies, Strategies and Statutory Requirements

In your opinion, is the project aligned with national and/or local anti-poverty strategies and priorities (e.g., local authority or health board priorities)?

Don't know	
No	
Yes	XXX

Addressing poverty is woven throughout the five themes of the 2023-33 Partnership Plan for Inverclyde Alliance. With a vision of Success for All – Getting It Right for Every Child, Citizen and Community there is alignment with the priorities outlined in the Health Board's Annual Delivery Plan and the Children's Services Plan, both emphasizing collaboration and reducing inequalities. Inverclyde firmly believes that a collaborative, multi-sectoral approach is key to creating lasting societal change and improving life outcomes for families facing poverty. It also aligns with the Child Poverty legislation (2017) and the Scottish Government 'Better Choices Better Chance' policy.

In your opinion, has the project benefitted from being part of this anti-poverty strategy?

Don't know	XXX
No	
Yes	

Is the project part of any other strategy?

Don't know	
No	XXX
Yes	

The Inverclyde Approach



In your opinion, has the project benefitted from being part of this strategy?		
	Don't know	
	No	
	Yes	
Not specified.		
Is the project delivering a service that is a statutory commitment?		
	No	XXX
	Yes	

[Return to Introduction](#)

The Inverclyde Approach



Funding

Has external funding been secured to support the work?	
No	
Yes	XXX
Please provide details of the external funding that was used secured to support this work?	
Which organisation provided funding?	<p>There is no allocated funding for the implementation of the Inverclyde Approach. It is implemented as part of four other projects which are funded by different sources:</p> <p>IRISE – funded by Inverclyde Council as part of the COVID recovery plan.</p> <p>Thrive Under Five – funded by NHS Greater Glasgow and Clyde.</p> <p>Early Adopter Communities– funded by Scottish Government as part of the “Best Start Bright Futures Fund.</p> <p>Child Poverty Accelerator Fund – funded by Scottish Government.</p> <p>The evaluation of the Inverclyde Approach is happening as part of the Child Poverty Early Adopter., Community for Affordable Childcare., and the Child Poverty Accelerator Fund.</p>
What was the specific funding stream/source/scheme?	See details above for the specific funding streams.

The Inverclyde Approach



How much funding was secured?	Not specified.	
For how long has funding been secured?	Each project has a different timeline. Current funding runs out in March 2026.	
Is future funding from the same external source a possibility?		
	Don't know	XXX
	No	
	Yes	
Is future funding from the same external source based on pre-agreed outcomes or outputs being delivered from this work?		
	No	XXX
	Yes	
Has a specific sum been secured from the host organisation to support this work?		
	No	XXX
	Yes	
Please provide details of the funding that was used secured from the host organisation to support this work?		
How much funding was secured?	Not specified.	
For how long has funding been secured?	Not specified.	
Is future funding from the host organisation a possibility?		
	Don't know	
	No	
	Yes	

The Inverclyde Approach



Is future funding from the host organisation based on pre-agreed outcomes or outputs being delivered?

No

Yes

Not specified.

What are the future - longer-term - prospects for this work if existing funding sources were no longer available?

Not specified.

[Return to Introduction](#)

The Inverclyde Approach



Staffing and Resources

Do existing staff from the host organisation contribute toward the work of this project as part of their broader work for the organisation?

No	
Yes	XXX

The Inverclyde Approach is delivered as part of staff's everyday roles either working for the public sector or for organisations delivering a service commissioned by Inverclyde Council. Some of the key people involved include:

- Louise, Inverclyde Council coordinator of the collaborative implementing and overseeing the Inverclyde Approach.
- A Project Worker and a Co-Design Officer employed as part of the Early Adopter and Child Poverty Accelerator Fund – both working for the Inverclyde Council.

Are existing staff from the host organisation paid extra (for example, taking on extra hours) to contribute toward the work of this project?

No	XXX
Yes	

Have additional paid staff been employed to contribute toward the work of this project?

No	
Yes	XXX

Two family workers and a part-time Advice Worker, employed at Home-Start as part of the Child Poverty Accelerator project commissioned by the Inverclyde Council.

Are volunteers involved in delivering the project?

No	XXX
Yes	

The Inverclyde Approach



Are specific resources – other than staff/volunteer time and money - needed to support the delivery of the project?			
No		Yes	XXX
Please provide details of the resources that are required to deliver the project?			
Facilities / Workspace	Office spaces.		
Equipment	Database, laptops, safe space for parents and children.		
Local Knowledge	Knowledge about the lived experiences of people living in poverty in Inverclyde, their particular needs and the services available. For the needs' assessment knowledge on how to instigate discussion around finances with people experiencing hardships.		
Food and Drink	Food, tea and coffee for meetings and discussions also with service users.		
Are any of the resources needed to deliver the project provided in-kind, rather than budgeted from project funds?			
No			
Yes		XXX	
Home-Start (through funding by Scottish Government). Child Poverty Action Group, Home-Start family workers, Advice Services. Home-Start (through funding by Scottish Government).			
Were new IT systems, additional software, or upgrades existing software (databases, Apps) required to deliver this project?			
No		XXX	
Yes			
They have not purchased an IT system yet but need a system where they can monitor the journey people are on and how different interventions and services have impacted them. This system would also be helpful to correlate outcomes.			

The Inverclyde Approach



Was additional training – for staff or volunteers - required to deliver this project?

No

Yes

XXX

All the staff engaged in service delivery are qualified and trained in working with people living in poverty. As part of implementing the Inverclyde Approach, Home-Start staff received additional training from Advice Services to help instigate discussion around finances and actively point service users to the right people for support.

[Return to Introduction](#)

The Inverclyde Approach



Monitoring and Evaluation

Is there baseline data to describe what things were like before the start of the project?		
	No	
	Yes	XXX
Through the mapping exercise and strategic needs assessment conducted as part of developing the idea of the Inverclyde Approach, they have data on what services were available and the challenges associated with service delivery.		
Is the difference that the project is making measured or monitored by the host organisation?		
	Yes	XXX
	No	
Who within the host organisation is responsible for monitoring the impact of the project?		
Currently, they collect pieces of data, but they will have a holistic evaluation supported by Urban Foresight.		
How often is the impact of the project monitored or measured by the host organisation?		
Annually.		
What methods, techniques or strategies are used by the host organisation to impact of the project?		
They produce the annual Child Poverty Report which is a statutory requirement.		

The Inverclyde Approach



What information is collected by the host organisation about the project?				
Number of users	Yes	XXX	No	
Profile of users	Yes	XXX	No	
Experience of users	Yes	XXX	No	
Outcomes for users	Yes	Planned	No	
Anything else	Yes		No	

The Inverclyde Approach



Has the data that has been collected by the host organisation been used to adapt the way the project works?	
No	
Yes	
Not specified.	
Has an external organisation been employed to formally evaluate the project?	
No	
Yes	XXX
Urban Foresight is tasked with evaluating the Child Poverty Accelerator Programme in which also the Inverclyde Approach is evaluated. This is currently ongoing.	
Has the insight from the external organisation's evaluation been used to adapt the way the project works?	
No	
Yes	
Not specified.	
Is there an intention to employ an external organisation to evaluate the impact of the project in the future?	
Don't know / no current plans	XXX
No	
Yes	
Is there an intention to undertake your own formal evaluation in the future to estimate the impact of the project?	
Don't know / no current plans	XXX
No	
Yes	

[Return to Introduction](#)

The Inverclyde Approach



Impact

To what extent have the aims of the project been achieved?	
Fully met	
Making progress toward meeting Aims	XXX
Not making progress	
They are expecting that the aims have been achieved but have not yet formally evaluated the project.	
What difference has the project made?	
<p>The most significant achievement so far has been the transformation in how welfare and advice services are delivered across all projects. Service staff are now more inclined to engage directly with the community, prioritising relationship-building and assigning a named contact who can provide ongoing support. They have observed a shift away from the traditional triage approach that was often used in the past. Instead, support staff now focus on fostering relationships and offering more intensive, personalised assistance to families and individuals in need.</p> <p>Additionally, the partnership between Home-Start (the third-sector organisation delivering the service), Inverclyde Council (the local authority), and Advice Services has strengthened and improved, further enhancing the collaborative effort to support those in need.</p>	
Have conditions or demand changed since the project was introduced?	
No	XXX
Yes	
Has the project had the capacity to meet these changing conditions and demand?	
Yes	
No	
N/A.	

The Inverclyde Approach



Has the project changed through time?	
No	
Yes	
What changed	Not specified.
Why has it changed	Not specified.
Has the project had any unexpected or unintended outcomes?	
No	
Yes	XXX
<p>They have gained valuable insights into what families truly want and need and increasingly recognised that people often "don't know what they don't know." Initially, they assumed that by asking, "What do you need?" they would receive a long list of requests, allowing them to say, "We can provide this, but not that." However, they found that it is more effective to work collaboratively with families to identify their needs and explore how best to address them together.</p> <p>Another unexpected learning was that families living in poverty or on low incomes experienced significantly higher levels of trauma and adversity than initially anticipated. The stress within these families is more intense than expected, and many children face additional support needs, such as ADHD, Asperger's, or other disabilities. While these challenges shouldn't be surprising, the number of families dealing with them has been eye-opening for the team.</p>	

The Inverclyde Approach



In your opinion, is the project having an impact on tackling poverty?

No

Yes

XXX

Yes, the Inverclyde Approach is an innovative model designed to ensure that available support and new projects effectively reach and benefit people living in poverty. Recognising that individuals may not seek help simply because they are unaware of the services offered, the Inverclyde Approach aims to transform the service delivery system. Its goal is to ensure that every person has access to support and can build meaningful relationships with those who can assist.

This relationship-based approach helps individuals navigate the system more easily, preventing them from becoming lost and ensuring they receive holistic support tailored to their needs. Ultimately, the approach aspires to empower people to move out of poverty by addressing a wide range of challenges through coordinated, proactive service delivery.

[Return to Introduction](#)

The Inverclyde Approach



Learning from Experience

What is working well?

The learning process within the Inverclyde Approach has been highly successful. One of the most important lessons has been realising that understanding communities is far more complex than anticipated. It has become clear that creative, person-centred methods are needed to gather information and genuinely understand people's opinions and needs.

The relationships they are building—both within the circle of service providers and between providers and service users—have also proven effective. Currently, 45 families are receiving intensive support, and many have already made significant strides in addressing the diverse challenges they face. This success underscores the value of the relationship-based, holistic approach in making meaningful progress towards overcoming poverty.

What, if anything, is working less well?

As a public sector organisation, Inverclyde Council faces particular restrictions regarding data protection, legal and procurement services, and funding e.g., they are not allowed to carry forward funding a new year. Operating within this system of the public sector can create additional complications and complexities and often holds them back. Having third-sector organisations such as Home-Start deliver the services enables them to explore whether they face the same resistance and challenges or if they can react more flexibly while still delivering the services rigorously.

What are the key learning points that you'd like to share with other practitioners?

It is not a single programme intervention but system change that helps people move out of poverty.

People living in poverty and experiencing hardship need a named contact and relationship-based support.

Public sector organisations can take a lead role in systematic change for better service delivery to ensure that no one gets lost in the system.

The Inverclyde Approach



Are there plans to develop or expand the project in the future?

No	
Yes	XXX

Funding for the four projects in which the Inverclyde Approach is currently implemented is not secured after 2026. Currently they are relying on Scottish government funding or Inverclyde Council funding to continue their work. With continuous funding cuts they are looking into alternative ways how to develop the projects and the Inverclyde Approach further. They are exploring ideas for social entrepreneurial activities to enhance financial sustainability. They are also discussing with the management structures that the approach is nothing additional but something that needs to be embedded even further within the system.

How easily do you think this project could be replicated in another setting?

The approach can be adapted to any service with relative ease. The four projects are very different settings, indicating that the approach can be used under various circumstances. They believe that the evaluation through Urban Foresight will provide the necessary evidence that this approach not only works but is the future path for service delivery in various areas.

[Return to Introduction](#)