



***The changing nature of work
and perspectives on in-work poverty***

***The Trades Hall, Glassford Street, Glasgow
23 September 2014***

Event Report



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This report was produced by Glasgow Community Planning Partnership. If you wish to discuss any aspect of the report, please contact Stephen Sprott at Stephen.Sprott@glasgow.gov.uk or Gerald Tonner at Gerald.Tonner@glasgow.gov.uk

Introduction & Aims of the Seminar

The nature of work is changing with increasing rates of temporary and part-time work and underemployment – over a third of temporary workers in Scotland were unable to find a permanent job in 2011. Levels of in-work poverty are also rising. According to the latest national figures, more than half of working-age adults in poverty were living in households where at least someone was working.

Tackling in-work poverty and securing the best outcomes for those employed within the city is a priority for Glasgow Community Planning Partnership.



This event aimed to bring together a range of partners across the public, voluntary and private sectors and

individuals interested in responding to a range of labour market challenges. There were opportunities to hear about the latest research, take part in round table discussions and contribute to a panel debate.

The event aimed to influence the content and direction of the In Work Poverty Implementation Plan of the new Glasgow SOA by:

- Hearing new research and policy thinking
- Reflecting on this, discuss its implications
- Identifying actions for city partners in response to issues raised
- Debating these with the panel

Carol Tannahill, Director of the Glasgow Centre for Population Health, facilitated the event and set the tone perfectly by identifying that delegates in the room have...

“... the will and motivation to make a difference.”

Programme of Events



The changing nature of work and perspectives on in-work poverty

A half-day seminar event

The Trades Hall, Glassford Street, Glasgow

Tuesday, 23 September 2014

About this event

The nature of work is changing with increasing rates of temporary and part-time work and underemployment – over a third of temporary workers in Scotland were unable to find a permanent job in 2011. Levels of in-work poverty are also rising. According to the latest national figures, more than half of working-age adults in poverty were living in households where at least someone was working.

Tackling in-work poverty and securing the best outcomes for those employed within the city is a priority for Glasgow Community Planning Partnership. This event aims to bring together a range of partners across the public, voluntary and private sectors and individuals interested in responding to a range of labour market challenges. There will be opportunities to hear about the latest research, take part in round table discussions and contribute to a panel debate.

Programme

Arrival and Registration <i>Refreshments available</i>	09:00 - 09:30
Welcome and introduction <i>Professor Carol Tannahill, Director, Glasgow Centre for Population Health / Chief Social Policy Advisor to the Scottish Government</i>	09:30 - 09:45
An overview of the national picture <i>Jill Morton, Poverty and Income Inequality, Communities Analytical Services, Scottish Government</i>	09:45 - 10:10
Glasgow: the context, challenges and responses <i>Kevin Rush, Head of Economic Development, Glasgow City Council</i>	10:10 - 10:35
<i>What does the research say?</i>	
Hard Work, Hard Times: In-Work Poverty in Glasgow <i>Colin Hockaday, Ipsos MORI</i>	10:35 - 11:00

The impact of Glasgow's Living Wage <i>Matthew Dutton, Employment Research Institute, Napier University</i>	11:00 - 11:25
Refreshment Break	11:25 - 11:40
The changing nature of work in Glasgow's voluntary sector workforce <i>James Egan, Glasgow Centre for Population Health</i>	11:40 - 12:05
Round table discussions <i>An opportunity for discussions on the research findings, feedback and to develop questions for the panel debate</i>	12:05 - 12:35
Panel debate - question and answer session <i>Panel members: Professor Carol Tannahill (Facilitator) Bailie Jonathan Findlay, Chair, Jobs & Business Glasgow Stephen Boyd, Scottish Trades Union Congress Alan Benson, Chair, Glasgow Third Sector Forum Jim McCormick, Joseph Rowntree Foundation Fiona Moss, Glasgow Community Health Partnership</i>	12:35 - 13:05
Summary and closing remarks <i>Professor Carol Tannahill</i>	13:05 - 13:10
Lunch	13:10 - 14:00

Booking Information

To reserve a place at this event, please respond by email to carol.frame@glasgow.gov.uk. Further details can be provided by contacting: Stephen Sprott at Glasgow City Council on 0141 287 0064.

If you would like to follow or contribute to the event on Twitter: [@GlasgowCPP](https://twitter.com/GlasgowCPP)
[#changingnatureofwork](https://twitter.com/#!/changingnatureofwork)

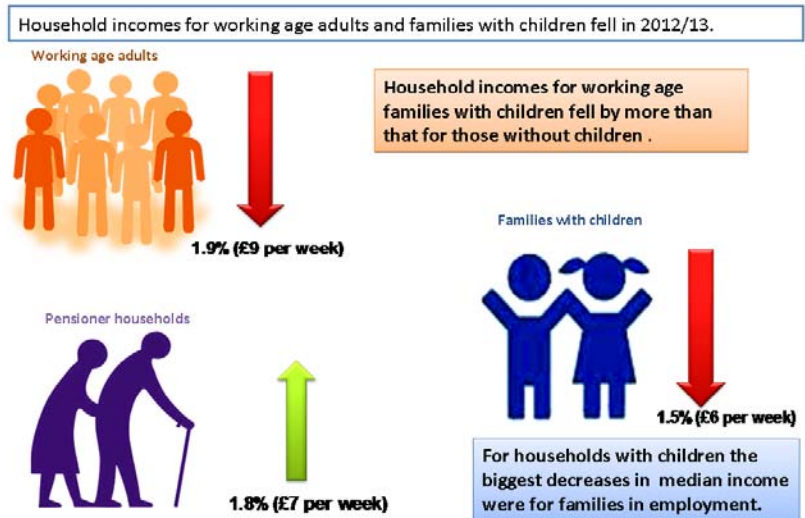
What was learned from our speakers?



Jill Morton, Scottish Government analyst with responsibility for poverty and income inequality analysis, advised that in 2012/13 16% of people in Scotland live in poverty with 1 in 5 children in Scotland living in poverty. Of the households in poverty in Scotland with working age adults, the majority live in 'working households'.

Household incomes for working age adults and families with children fell in 2012/13.

In 2012/13, 26% decrease in the number of children in families in receipt of in work tax credits. This is reflected in an increase in children in 'in-work' poverty in the latest year, where families are in employment but household incomes remain below the poverty threshold.



“Employment is the best route out of poverty.”

“Employment is no longer a protection against poverty.”

Jill Morton, Scottish Government

Employment Rates			
Date	Glasgow	Scotland	UK
2008	65.5%	73.5%	72.1%
2009	62.6%	71.9%	70.5%
2010	62.1%	71.0%	70.1%
2011	63.8%	70.7%	70.0%
2012	59.7%	70.6%	70.6%

Youth (16-24) Unemployment Rates			
Date	Glasgow	Scotland	UK
2008	15.0%	13.6%	15.0%
2009	16.5%	16.8%	18.8%
2010	22.1%	18.6%	19.3%
2011	23.7%	21.5%	21.0%
2012	32.4%	20.7%	20.9%

Kevin Rush, Head of Economic Development at Glasgow City Council told delegates that Glasgow’s employment rate suffered over the most recent recession - falling by 5.8% in comparison to a Scottish fall of 2.9%, and a UK fall of 1.5% over the same time period. Similarly, Glasgow’s youth unemployment rate suffered significantly – increasing by 11.5% more than the UK average, and 10.3% more than the Scottish average.

Post-recession, Glasgow’s youth employment rate had a higher recovery than the UK and Scottish averages. Similarly, the overall employment figure has increased by 3.6% in the last year (Scotland +0.4%, UK +0.7%)

Kevin revealed that Oxford Economics Research shows the following:

Glasgow sectors expected to grow through to 2017.

- Administration and support service: +11,000 jobs.
- Professional, scientific and technical service: +9,000 jobs.
- Retail: +4,000 jobs.
- Accommodation and food: +2,000 jobs.

Occupations where employment is projected to grow by 2017.

- Associate professionals: +5,000 jobs.
- Managers and senior officials: +4,500 jobs.
- Professionals: +2,500 jobs.
- Care and leisure: +2,000 jobs

The challenge for the city is that the lowest paying sectors are retail, care, hospitality, catering and admin and secretarial; all of which have a large presence in the city. 16% of employees in the city have no qualification and employers are less inclined to invest in training for these employees than those who already hold qualifications. In-Work Poverty is more likely to affect those workplaces with fewer than 50 employees – over 90% of companies in Glasgow. The response in the city has a number of strands including:

- Glasgow Living Wage
- Glasgow Guarantee
- Single Outcome Agreement
- Glasgow Works Strategy
- Financial advice
- Credit Union support
- Action on Pay Day Lending
- City Deal

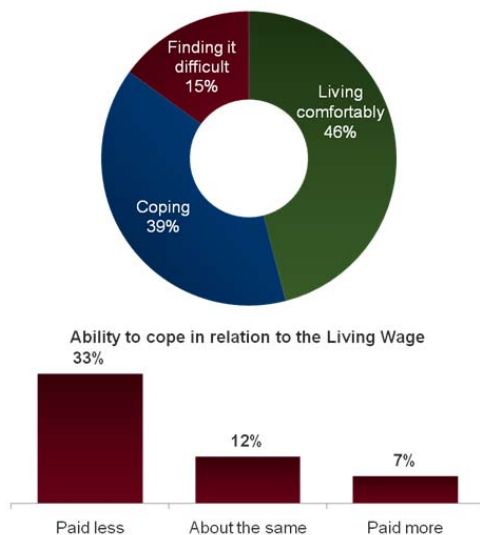
“The city needs tangible solutions.”

Kevin Rush, Glasgow City Council

Colin Hockaday, researcher at Ipsos MORI presented on the findings from the research report; “Hard work, Hard Times: In-work poverty in Glasgow.”

Colin summarised the Methodology and an Analysis of Scottish Household Survey & Glasgow Household Survey data. Those most likely to be experiencing in-work poverty in Scotland are from the Hotel and restaurant industry, Wholesale and retail trades and Agricultural sector. They are likely to hold elementary occupations, have no qualifications and live in couple households with children.

Difficulties coping financially



Base: All respondents who were working (478). Data collected among Glasgow residents aged 16+, 29th March – 1st June 2014

Among those who were finding it difficult:

67%

were finding it difficult to pay bills

36%

were in arrears with creditors

Base: All working respondents who were finding it difficult to cope on present income (68). Data collected among Glasgow residents aged 16+, 29th March – 1st June 2014

Ipsos MORI
Social Research Institute

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Ipsos MORI conducted 30 interviews during the research including 12 men and 18 women of which 23 White and 7 BME. 10 were in full-time employment and 20 in part-time employment. Other characteristics of those interviewed were:

- 13 two parent families
- 6 single parent families
- 2 living with a partner with no children
- 7 people living alone
- 2 young people living with parents

The main issues identified were:

- Poor quality, low-paid work
- Difficulties finding better work
- Childcare costs
- Difficulty meeting basic needs
- Lack of financial resilience
- High levels of debt
- Mental health problems
- Relationship problems

Many of those interviewed had difficulty meeting basic needs. The cost of rent/mortgage payments, Council Tax, fuel, food & transport bore heavily on household budgets with people having a tendency to prioritise rent/mortgage payments and fuel, although rent/mortgage arrears

and reliance on emergency fuel supply were common. Council Tax arrears also very common (typically low hundreds to low thousands £) and many reported having limited money to spend on food.

There was a lack of financial resilience & debt from those interviewed. Running out of money before the end of the month was a regular occurrence, most had no savings they could fall back on and were reliant on coping strategies / borrowing. Interviewees had very limited ability to deal with financial shocks and most had outstanding debt – typically c£3,000 to c£10,000.

Colin concluded his presentation with a number of recommendations on how partners in the city could tackle in-work poverty:

- Maximising incomes:
 - Increasing income from employment - Living Wage
 - Raising awareness of benefits and financial assistance
- Minimising outgoings:
 - Childcare – barrier to work / increased hours
 - Making housing cheaper to heat – fuel costs, heating systems and repairs
 - Food, social and leisure activities
 - Debt advice and financial management
- Improving skills and employability:
 - Employers – improved support and training
 - Improved terms and conditions for temp / zero hrs contracts
 - Refugee / migrant qualifications and experience

“Running out of money before the end of the month was a regular occurrence.”

Colin Hockaday, Ipsos MORI





“I think it’s important for a companies’ reputation to recognise the valuable work that the employees do, and they are working for the money, and the job that they do could be very challenging and demanding, I think you have to recognise that commitment from the staff”.

Owner of a care home that paid the GLW

Matthew Dutton from the Employment Research Institute at Edinburgh Napier University presented on findings from a research report on The Economic Impact of the Glasgow Living Wage. The aim of the research was to give a structural analysis of the Glasgow economy and labour market focussing on factors relevant to the payment of the Glasgow Living Wage (GLW), review living wage research in other parts of the UK, evaluate the impact of the GLW on employers and employees and evaluate the impact of the GLW on household types.

Studies of the London Living Wage (LW) describe improvements in the recruitment and retention of staff, improved morale, motivation, productivity and firm reputation. London LW firms also report reduced levels of absenteeism and sick leave and enhanced quality of work from employees. However, these findings are largely non-quantified benefits based on qualitative data from samples of London LW firms. The cost of introducing the LW differs by the proportion of jobs paying less than the LW within each firm but is also measured by the cost of wage spillover effects to the firm.

Interviews with GLW employers found:

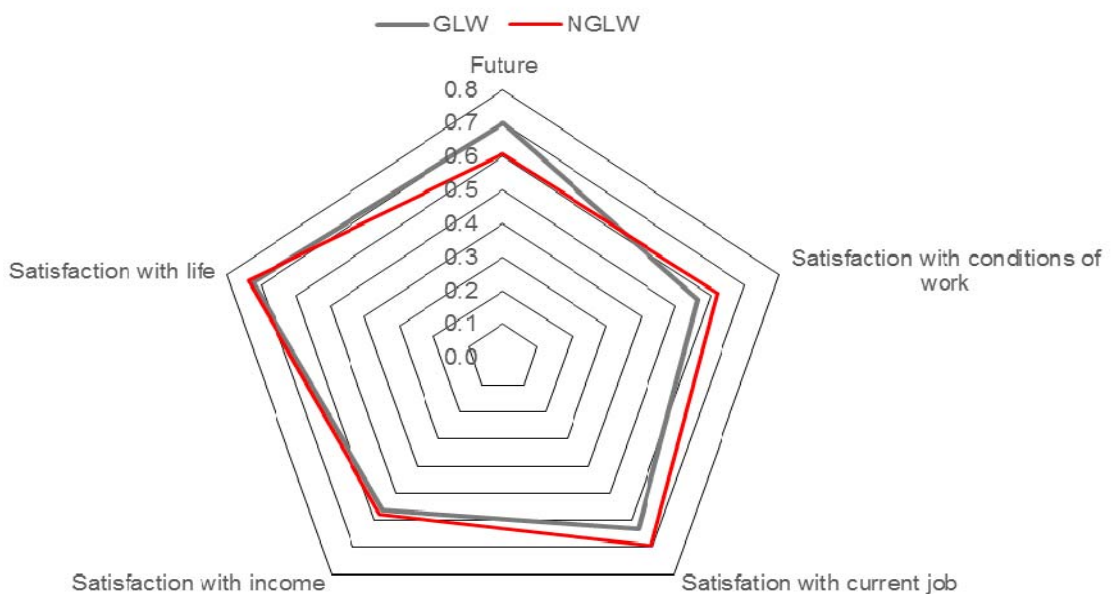
- A strong ethical dimension to payment of the GLW.
- A belief by some that the GLW had a positive impact on staff performance and morale.
- A belief that the reputation of the company was enhanced by being seen as a GLW employer.
- Uncertainty on the relationship between profit, turnover and the GLW – employers had not conducted any in-depth assessment on the effects of paying the GLW.

And findings from **non-GLW** Employers were:

- Some were concerned about the impact on salary costs, but a similar number did not see this as an issue.

- Most thought that the GLW would improve staff morale and firm reputation, but were largely neutral on the anticipated impact in other areas of their business.
- Employers lacked awareness and understanding on what the GLW was and what it would mean for their business.

Using data from Companies House, the financial performance of companies that pay the GLW was compared with those that do not. Comparison was made of turnover per employee, profit margin, number of employees, average salary and value added index (profit before tax and salaries/number of employees). There was little to distinguish between the performance of GLW companies and their peers. Comparing performance data from companies paying the GLW is not statistically significantly different from peer companies who do not pay the GLW. There is insufficient evidence to support the statement that ‘paying the living wage is detrimental to company performance’.



The relationship between income tax, benefits, tax-credits and wages were modelled to understand the effects of the GLW in the household. In households where the majority of income is derived from earned sources, then the shift from National Minimum Wage to GLW can increase annual income by £1,428. In households where Working Tax Credits are an important source of household income, payment of the GLW can reduce household income as income from WTC falls and tax paid rises.

Matthew closed his presentation with a number of conclusions:

- The GLW has positive effects on employee retention and recruitment and staff morale. However, these findings are from qualitative samples of a relatively small number of employers.
- The main reason for not implementing the GLW was the perceived negative impact on cost and competitiveness.
- However, companies who pay the GLW do not appear to perform worse than those who do not pay the GLW.
- A living wage can improve household income for some household types. However, in the poorest households earned income represents a comparatively small proportion of total income thereby reducing the ability of living wages to bring about change.
- There is considerable scope within Glasgow for the expansion of the GLW as a mechanism alongside other approaches to address in-work poverty. Presently, a relatively small number of employers are participating in the GLW scheme.
- Occupational sectors with low-pay jobs should be targeted for inclusion in the scheme.

James Egan, Public Health Programme Manager at the Glasgow Centre for Population Health, presented on “The changing nature of work within Glasgow’s voluntary sector workforce.” The GCPH has been working with local partners, which includes the Glasgow Council for the Voluntary Sector (GCVS), to progress research involving Third Sector services operating across the city. The three aims of the research are to:

1. Increase understanding of labour market changes and their impacts on the workforce
2. Identify changes and responses within the current economic climate, such as increasing demands on services
3. Explore links between health and work-life balance.

James provided an overview of progress to-date, which included emerging and qualified findings. At present, Rocket Science and Why Research are undertaking commissioned research with a final report due in late autumn 2014. Therefore, as this research project is not complete, the presentation details will not be included in this event report. However, GCPH will be working with GCVS and other partners to disseminate widely the report findings when published on the GCPH website in due course.



What was learned from the round table discussion session?

The first purpose of the round table discussion was to provide delegates at each of the ten tables with an opportunity to debate the research findings and to feedback and capture their discussions.



The following is a synopsis of the *key points* captured during this session:

- Glasgow Living Wage
 - There can be a negative impact of implementing Living Wage with respect to a detriment of benefits
 - The scale of 'topping-up' wages with benefits is significant
- Procurement
 - Embedding Living Wage requirements in procurement processes is possible within legislative framework
- In-Work Progression
 - There is currently a disconnect between employers, employees and trade unions with regard to in-work progression
 - Scale / size employer must be taken into consideration
- Childcare
 - Childcare provision is expensive
 - Current system is inflexible
- Youth Employment
 - Discrepancy between youth unemployment decreasing and youth employment decreasing is a cause for concern
 - Statistics could be interpreted inappropriately
- In-Work Poverty
 - Impact / pressures on families and other knock-on effects must be considered
 - Those groups most effected by In-Work Poverty should be a focus for partners

The second purpose of the round table discussion was to provide delegates at each of the ten tables with an opportunity to reflect on what more Partners in Glasgow could do to address issues of In Work Poverty?

The following is a synopsis of the possible *key actions* captured during this session:

- Glasgow Living Wage
 - Creation of 'kite-mark' for GLW employers, going beyond wage structure
 - Target uptake incentives towards key employment areas
 - Certain sectors of employment could provide 'quick wins'
 - Influence implementation of Welfare Reform programme to sustain living wages
 - Communicate incentives to employers for paying living wage
 - Measure impacts and promote benefits
- Procurement
 - Embed Living Wage in procurement processes
 - Public sector have control over WHAT is procured; use this to advantage
- In-Work Progression
 - Employers must be onboard and understand importance of training
 - Ability to access workplaces and provide information to employers is key
 - How services are accessed should be developed by demand
 - Increased promotion of GAIN services
- Childcare
 - Create childcare system that is accessible for all
 - Address current inflexibility of childcare provisions
 - Provide support, where possible, to informal childcare arrangements
- In-Work Poverty
 - Address high cost of transport with reduced/subsidised travel
- Youth Employment
 - Influence the economy to ensure jobs created are high in both quality and quantity
 - Expand youth hubs model to make young people more resilient in jobs market



Panel Session

During the round table delegates were able to develop questions for the panel. Carol Tannahill distilled the questions developed during the round table discussions to stimulate debate with panel members.

“Can we ‘poverty proof’ procurement and, can we overcome some of the impediments that seem to be in place to use the procurement process more effectively?”

“What is the role of employers in providing childcare?”

“How do we incentivise employers around in-work support and progression?”



Next Steps & Recommendations

Input from the day will help to shape the In-Work Poverty Implementation Plan for the Vulnerable People Priority within Glasgow's Single Outcome Agreement. The research discussed will be openly shared with partners, stakeholders and individuals.

There was general consensus at the event that no single policy will solve In-Work Poverty priority and that the Glasgow Community Planning Partnership can offer coherence to policy approaches. Partners in the city should seek to build and improve on existing relationships between public, private and third sector organisations, and utilise available skills/assets.

Strong leadership will be required and the response of partners in the city should utilise the strength and stability of existing structures.

Recommendations from the day that should be considered when developing the In-Work Poverty Implementation Plan are:

- ▶ Ask Scottish Government to look again at embedding Living Wage in public procurement
 - Press for EU to change rules if necessary

- ▶ Review Childcare provision to make it more accessible and flexible

- ▶ Promote community based childcare approaches

- ▶ Encourage employers to value and promote in work support and job progression

- ▶ Promote Glasgow Living Wage accreditation

Acknowledgements

Many thanks to everyone who attended the event and participated with such enthusiasm.

Glasgow Community Planning Partnership and Glasgow Centre for Population Health would like to thank the residents and organisations who gave up their time to take part in the research and share their knowledge and experiences.

A big thank you also to:

- Professor Carol Tannahill
- Kevin Rush
- Colin Hockaday
- Dr Matthew Dutton
- Professor Robert Raeside
- Jill Morton
- James Egan
- Alan Benson
- Jim McCormick
- Fiona Moss
- Stephen Boyd
- Bailie Jonathan Findlay
- Table facilitators
- The Trades Hall for hosting the event
- Cameron Communications Ltd
- GCPH and GCC staff for practical organisation and delivery of the event

Links

The changing nature of work and perspectives on in-work poverty

<http://www.glasgowcpp.org.uk/index.aspx?articleid=13528>

The rise of in-work poverty - report

[http://www.gcph.co.uk/publications/456 the rise of in-work poverty](http://www.gcph.co.uk/publications/456_the_rise_of_in-work_poverty)

Adult years Work Theme | In-work poverty

http://www.gcph.co.uk/work_themes/theme_3_poverty_disadvantage_and_the_economy/adult_years

Glasgow's Living Wage

<http://www.glasgowlivingwage.co.uk/>

Appendix 1 – Biographies of Speakers & Panel Members

Speakers

Kevin Rush

Kevin is the Head of Economic Development at Glasgow City Council.

A graduate of the University of Glasgow, he worked as a political adviser at Westminster and Holyrood before joining Glasgow City Council in 2008 to provide policy advice to the Leader of the Council. In this role, he was responsible for the establishment of the Glasgow Living Wage and employment initiatives such as the Commonwealth Jobs Fund and Commonwealth Graduate Fund. He became Senior Adviser to the Leader early in 2012, where he managed the Leader's Office and led on the implementation of the administration's priorities. In January 2014, after a period as Assistant Head of Economic Development, he was appointed to his current position, in which he has responsibility for employability and business support in Glasgow.

Kevin lives in Glasgow with his wife and three young children.

Colin Hockaday

Colin joined Ipsos MORI in 2013, having previously held posts at HMRC and the City of Edinburgh Council, where he was a youth worker in disadvantaged communities.

Since joining the company he has been involved in numerous research studies to inform policy, strategy and communications in the public and third sectors. He has a particular interest in research on poverty and social exclusion, and recently completed a study for the Scottish Government exploring the impact of the Living Wage in Scotland, and another piece of work looking at public views on the future of the benefits system in Scotland.

In his presentation, Colin will set out the findings of Ipsos MORI's recent study for the Glasgow Community Planning Partnership looking at the experience of in-work poverty in Glasgow. He will draw on analysis of data from the Glasgow Household Survey (GHS) and Scottish Household Survey (SHS) and from a series of in-depth interviews conducted among Glasgow residents.

Dr Matthew Dutton

Dr Matthew Dutton is a Senior Research Fellow in the Employment Research Institute, Edinburgh Napier University. His research interests are in health, welfare reform and the welfare to work agenda. Matthew's current research is on the role of personalisation in the health and social care sector and measuring the effects of living wage's as a mechanism to address in-work poverty.

Matthew has been the principal investigator on a range of research projects for the Scottish Government, UK Government, Northern Ireland Executive and European Commission. Recent government research reports have included a four year longitudinal study on the role of the Third Sector in the delivery of public services and a review of employability provision for job-seekers.

Matthew has co-authored more than 25 reports on welfare reform, employability provision and policy on supporting the long-term unemployed back to the labour market. Matthew has also published in peer-reviewed journals including Work, Employment and Society, Policy Studies and Social Policy and Administration.

Professor Robert Raeside

Professor Robert Raeside is a Chartered Statistician of the Royal Statistical Society (CStat), Member of the Operational research Society and a Fellow of the Higher Education Academy (FHEA) and Director of the Employment Research Institute, Edinburgh Napier University.

He serves on two British Standards Committees and is part of the editorial teams for the Journal of Applied Probability and Statistics and the Journal of Revenue and Pricing Management. He was appointed a visiting Professor in Demography to the University of Dhaka in Bangladesh in 2009. Professor Raeside's research has been on the application of statistics to areas of demographic change, public health, employment and in business improvement. He is particularly interested in

the use of social network analysis to investigate complex processes. He has acted in an advisory capacity to business, local authorities and to national government.

Jill Morton

Jill Morton is the Scottish Government analyst with responsibility for poverty and income inequality analysis. Alongside the publication of the official poverty statistics, the current work includes investigating the severity of poverty in Scotland, child material deprivation, in-work poverty, and local child poverty indicators.

Jill has worked in the Scottish Government over the last ten years in a number of roles including education and housing, having previously worked in the Office for National Statistics and Statistics New Zealand.

James Egan

James Egan is a Public Health Programme Manager at the Glasgow Centre for Population Health (GCPH). He currently oversees a GCPH work programme which aims to understand how economic change, poverty and disadvantage impact at key life stages (early years, adult working years and older years) and to use this understanding to inform service development.

James led on the evaluation of the Healthier, Wealthier Children (HWC) project - a child poverty partnership involving local authority, health and voluntary sector partners working across NHS Greater Glasgow and Clyde. His more recent work has involved working with partner agencies to explore the impact of the UK government's welfare reforms on lone parents and the rise of in-work poverty.

He is a member of the NHS Greater Glasgow and Clyde's Financial Inclusion Strategy Group, Glasgow City Child Poverty Subgroup and the Scottish Government Welfare Reform and Health Impact Delivery Group.

Panel Members

Bailie Jonathan Findlay

Jonathan is a Bailie of Glasgow City Council, Chair of Jobs & Business Glasgow, Chair of North West Glasgow Community Planning Partnership, Vice-convenor of Planning Applications Committee and employed at East Dunbartonshire Council.

A graduate of the University of Glasgow, Jonathan worked for a variety of public bodies between 1993 and 1996 and qualified as a solicitor in 1997 whilst working for North Ayrshire Council. Between 1998 and 2004, Jonathan worked in the private sector and specialised in commercial property law. Between 2004 and 2006, Jonathan worked as the legal adviser on North Ayrshire Council's Public Private Partnership for Schools Team; and in 2006, transferred to the Conveyancing and Contracts Team within East Dunbartonshire Council's Legal Services Department.

Elected to Glasgow City Council for the former Anniesland Ward in May 2003 Jonathan was re-elected as a councillor in May 2007 and May 2012 for the Drumchapel / Anniesland multi member ward and has held a variety of posts during this time.

Jonathan lives in Glasgow with his wife and two children. His hobbies and interests include football, hill-walking, cycling and swimming; Jonathan is a former captain of US High School's swim team.

Stephen Boyd

Stephen Boyd is STUC Assistant Secretary with responsibility for economic and industrial policy, the environment, utilities, transport and arts and culture.

He is currently a member of the First Minister's Energy Advisory Board for Scotland, the Aerospace, Defence and Marine Industry Advisory Group, the National Textiles Forum, the Highland Economic Forum, the Scottish Council for Development and Industry's Executive Committee, the Scottish Government's Public Procurement Advisory Group and the Scottish Government's Regulatory Review Group.

Prior to joining the STUC in 2003, Stephen was a policy officer with the Scottish Government.

Fiona Moss

Fiona Moss is the Head of Health Improvement in Glasgow Community Health Partnership (NHS) providing strategic leadership for the city and some wider health board health improvement programmes, inequalities and many strands of partnership working including a lead role in the alcohol theme of the Single Outcome Agreement.

Fiona originally trained as a Dietician and moved into Public Health within Ayrshire and then Glasgow where she achieved her Masters in Public Health.

Fiona's career has involved working with social inclusion partnerships, health promotion, heading up planning and performance in an integrated health and care partnership and now her current role. Fiona leads the Health Board Financial Inclusion Strategy Group and is a stream lead for the child poverty component of the Poverty Leadership Panel.

Jim McCormick

Dr Jim McCormick became Scotland Adviser to the Joseph Rowntree Foundation (JRF) in November 2007 and was previously director of independent think-tank the Scottish Council Foundation (SCF) for five years. He is co-founder of a research partnership, McCormick-McDowell, and an IPPR Research Associate.

His main professional interests include tackling poverty, schools reform and policies for older people. He is Chair of the Scottish Government's workstream on Learning in Custody and a Board member of Govanhill Community Development Trust. Before joining SCF, he worked at ippr and in the European Parliament in Brussels.

Professor Carol Tannahill

Carol is the Director of the Glasgow Centre for Population Health, having been involved in establishing the organisation and leading its development since 2004. She was also recently appointed to the role of Chief Social Policy Adviser with the Scottish Government, on a part-time two year secondment, where she has a wide ranging brief to work with different teams and Directorates on the Scottish Government's approaches to supporting communities and tackling deep-rooted inequalities.

Carol is a Fellow of the Faculty of Public Health and Honorary Professor with the University of Glasgow and Glasgow Caledonian University, and has contributed to a wide range of international, national and local public health policy and strategy developments.

Alan Benson

Alan is the Chair of Glasgow's Third Sector Forum, Director of Milnbank Housing Association and a Glasgow and West of Scotland Forum of Housing Association's board member. Alan is also an Executive Member of Glasgow's Third Sector Interface Group which oversees the Third Sector's involvement in the reshaping care agenda.

Alan represents Glasgow's Third Sector Forum on the GCPP Strategic Board, building relationships with key Community Planning partners. The Forum aims to provide a collective voice for the Third Sector in Glasgow and to increase the Sector's input in key areas of public policy and planning, particularly with regards to Glasgow Community Planning Partnership.

Appendix 2 – List of Delegates

The changing nature of work and perspectives on in-work poverty		
Tuesday 23rd September 2014, Trades Hall of Glasgow		
First Name	Surname	Organisation
Samira	Adris	Glasgow Council for the Voluntary Sector
Shaw	Anderson	Glasgow City Council
Jackie	Barton	Aspire Housing & Personal Development Services
Alan	Benson	Milnbank Housing Association
Jane	Beresford	NHS GG&C
Angie	Black	Glasgow City Council
Jenny	Bloomfield	Scottish Council for the Voluntary Sector
James	Bonner	University of Strathclyde
Stephen	Boyd	STUC
Lisa	Buck	Healthy Working Lives - GG&C
Donna	Burnett	NHS Health Scotland
Denise	Burns	Big Lottery Fund
Nancy	Burns	Jobs & Business Glasgow
Eddie	Burrows	Aspire Housing & Personal Development Services
David K.	Cairns	The Poverty Leadership Panel
Rachel	Campbell	Save The Children
Morag	Cassidy	Light on the Path
Graham	Clark	Save The Children
Andrena	Coburn	Glasgow City Council
Gillian	Collins	NHS GG&C
Sara	Davidson	Ipsos MORI
Gavin	Dempster	Greater Pollok Citizens Advice Bureau
Lesley	Devine	Access LLP
Teri	Devine	Action on Hearing Loss Scotland
Louise	Dobbie	Glasgow City Council
Sara	Dodds	Glasgow Centre for Population Health
Heather	Douglas	Glasgow City Council
Mick	Doyle	Glasgow Council for the Voluntary Sector
Matthew	Dutton	Napier University
James	Egan	Glasgow Centre for Population Health
Jackie	Erdman	NHS GG&C
Rehana	Faquir	Greater Pollok Citizens Advice Bureau
Bailie Jonathan	Findlay	Glasgow City Council
Loretta	Gaffney	Easterhouse Citizens Advice Bureau
Donna	Gardiner	Idox
Richard	Gass	Glasgow City Council
Suzanne	Glennie	NHS GG&C
Calum	Graham	Jobs & Business Glasgow
Nicola	Graham	Ekos Consulting
Sarah	Graham	Aspire Housing & Personal Development Services
Craig	Green	Glasgow Kelvin College
Lesley	Haddow	Glasgow City Council
Chris	Harkins	Glasgow Centre for Population Health
George	Harkins	Stepping Stones for Families
Ann	Henderson	STUC
Tom	Henderson	Scottish Business in the Community
Colin	Hockaday	Ipsos, MORI
Steven	Hope	Ipsos, MORI
Gillian	Hopkin	East Renfrewshire Council
Gwynneth	James	Glasgow Central CAB
Amreeta	Kaur	Bridges out of Poverty

Lorna	Kelly	Glasgow Centre for Population Health
Peter	Kelly	Poverty Alliance
Karen	Kenny	Glasgow City Council
David	Lau	Glasgow Homeless Network
Jim	McCormick	Joseph Rowntree Foundation
Hanna	McCulloch	Child Poverty Action Group in Scotland
James	McFarlane	Department for Work and Pensions
Margaret	McIntyre	Greater Pollok Citizens Advice Bureau
Sharon	McIntyre	Wheatley Group
John	McKenna	Scottish Fire & Rescue Service
Laura	McMahon	Drumchapel Citizens Advice Bureau
Alex	Meikle	Rosemount Lifelong Learning
David	Melvin	Cordia
Shona	Mitchell	Skills Development Scotland
Claire	Montgomerie	Maryhill and Possilpark CAB
Janice	Morgan	SPT
Jill	Morton	Scottish Government
Fiona	Moss	NHS GG&C
Frank	Mosson	Bridgeton Citizens Advice Bureau
Elaine	Murphy	Glasgow City Council
Norrie	Murray	Maryhill and Possilpark CAB
Lynn	Naven	Glasgow Centre for Population Health
Alison	Newman	NHS Health Scotland
Carolyn	Quinn	BASF
Robert	Raeside	Edinburgh Napier University
Vivienne	Robinson	Edinburgh City Council
Kevin	Rush	Glasgow City Council
Eric	Samuel	Big Lottery Fund
Brian	Scott	Glasgow Disability Alliance
Aileen	Simpson	NHS Health Scotland
Kathryn	Skivington	SPHSU MRC
Hilary	Sloan	Police Scotland
Mary-Theresa	Smith	Jobs & Business Glasgow
Stephen	Smith	Scottish Government
Derek	Speirs	Glasgow City Council
Stephen	Sprott	Glasgow City Council
Francis	Stuart	Oxfam Scotland (UK Poverty)
Prof Carol	Tannahill	Glasgow Centre for Population Health
Martin	Taulbut	NHS Health Scotland
Sharon	Thomson	Glasgow City Council
Gerald	Tonner	Glasgow City Council
Christopher	Valentine	BASF
David	Walsh	Glasgow Centre for Population Health
Mary	Welsh	Glasgow City Council
Andy	White	Glasgow City Council

Appendix 3 – Key Points identified by delegates; verbatim transcript

- Negative impact of living wage – understanding the context regarding tax contributions etc difficult to explain or for employers to understand impact of universal credit? Impact of income
- Youth unemployment decreasing and youth employment increasing but not at the same rate - discretionary regarding youths claiming benefits or otherwise.
- Threshold for housing benefit could be reviewed
- Upscaling people within employment
- GMW – Apply accordingly for best benefit to employees
- Not just about living wage – Surprised that couples could be worse off by moving to living wage because of loss of working tax credits.
- Scale of public funding that goes into supporting employers, particularly in the private sector, that are not paying a living wage.
- Focus upon in-work progression and developing opportunities means you may ignore those external job applicants/those seeking extra rates
- Importance of 3rd sector in providing services that contribute to in-work poverty remedies
- Surprise at lack of statistical difference between those employees in receipt of GLW and those not.
- There is a need for more of the findings/researchers/organisations to have people in poverty at decision making tables looking at 'changing the nature of work and perspectives on 'in work poverty'. - Use empowerment tools to do this in poverty are engaged and motivated to communicate with policy makers.
- Public funding secured for anti poverty work, please!
- People Power works the 'Artic 30' is a great example
- Engaging with trade union/workers/employees.
- Procurement rules – can insert living wage clause
- Size of employers – Challenge for small businesses
- Importance of living wage and need for wide introduction across Scotland, pass more responsibility to employers rather than welfare bill.
- Role of volunteering as enabling people with caring responsibilities to play a role in society and role of volunteering helping people gaining skills for paid employment
- Questioning of employment statistics: Sanctions meaning people categorised as self employed, but not necessarily are. Worryingly, this could be influencing statistics to suggest more people in employment than actually are.
- Glasgow Living Wage – is this a solution for everyone?
- Impact on voluntary sector
- Issues relating to in work poverty, pressures on families and knock on effects
- Require early intervention for people with low skills which has an impact on childcare
- Childcare provision is expensive especially for young babies. Childcare providers not getting money in.
- Recognise that disability and long terms conditions are the most disadvantaged and in the lower percentage of in work poverty – this was not discussed at the conference.
- GLW not working for all families and households
- Childcare –inflexible hours

Appendix 4 – Possible Key Actions identified by delegates; verbatim transcript

- Free transport? Any approaches made to companies i.e. first direct to subsidise travel. Scotrail? Identifying how many people this has an impact on.
- Private housing cost capping
- Get employers onboard to provide training
- At procurement level private companies discussion of incentives to provide training for employee progression.
- Target key employment areas where GMW would benefit household incomes
- Look at a sectoral focus that encompasses both high and low pay – some sectors are mainly huge profits and could be paying a living wage.
- Build skills of partners in the city using training around true empowerments and collaboration where professionals in organisations learn how to working shoulder to shoulder with people in poverty.
- Procurement - We have heard the challenges around the ability to ensure living wage across the supply chain but it is the public sector who decide what we procure – maybe we should retain control of the lower paid entry level jobs so that we retain control of the salaries paid.
- Economy - We need to influence the economy we grow in order that it achieves the jobs we require; nature; quality and quantity
- Welfare - We need to influence the potential change. A welfare structure that sustains a living income regardless of the income earned.
- Glasgow city pledge on care sector – stable continuous employment, value care, recognise isolation and 24hour shifts
- Employer sponsored healthy start breakfast clubs
- Taking information into a workplace on; income maximisation, credit unions, lunchtime PC access. With trade unions where appropriate (RSBi, City Building)
- Benefits System – Look into impacts of interaction of benefits system with wage e.g. not good to pay living wage if leads to benefit cuts and overall detrimental impact on household income. Give people choice of whether they want to take pay rise?
- Advice and help services – need for face to face advice around income/benefits issues of online/phone advice being impersonal or inaccessible.
- Young people – Expand on youth hubs model. Look at how to make young people more resilient in the job market.
- Better access to training and education and promotion of these services. Set aside resources and travel groups. Flexible support from employees to improve training and education.
- Better financial information to those in work
- Should we promote GAIN services more through libraries?
- Engage with private sector e.g. events like this; what are the key incentives to private employers? Has a cost/benefit analysis of GLW been done to provide evidence for private sector. Should a 'kite-mark' be developed e.g. fair trade the brand is not strong enough.
- UK Welfare Reforms – people engage with local employment opportunities but work programmes provide sanctions to disengage people reducing local development.
- Attrition rates for young people engaging with employability pathways. Use of language: e.g. 'financial capability' should be income maximisation.
- Consider how to formulise childcare arrangements e.g. kinship carers being paid
- Discuss with DWP the implications of adopting the GLW on WTC's
- Extend availability of advice/childcare
- Improve referral pathways – holistic approach/improve resilience
- Promote GLW better – measure impact and promote benefits

Appendix 5 – Possible questions for Panel Members; verbatim transcript

- Childcare – implications on economy are significant. Strategic policy on funding and potentially a pilot. Start up support? Subsidised model.
- City Deal – need to work with employers regarding better quality and better paid clients and closer links between GCC and DWP.
- How do you incentivise employers participating private sector – in work progression
- Is there a way of capping private housing rent to make housing more affordable.
- How would you apply GMW to specific organisations
- If English LA's can pay make payment of the living wage compulsory through procurement why are Scottish government advising LA's here that this is illegal?
- What if LA services are reduced in future to only providing statutory services what will this mean for strategies for reducing in-work poverty?
- Number of Councils in England already procure with requirement for living wage, why not in Glasgow/Scotland?
- Research has shown disabled people are at risk of IWP. Are there any responses focused towards disabled people?
- What do you feel is the role of employers for childcare?
- How can the city respond to the changing age profile of the workforce? There are significant numbers of over 50s changing job and into low-pay jobs.
- Can we learn more about the basic citizens' income – what can our panel tell us about this?
- Can we 'Poverty Proof' procurement?
- Can we have free/more subsidised travel, increased environment, increased work opportunities and reduced social isolation
- How do we ensure social impact becomes a key consideration in commissioning?
- How do we grow the economy that provides jobs that lift people out of poverty?
- What strategies might we put in place to address underemployment as well as unemployment?
- What other actions could be considered to top up income in-work, i.e. transport costs, food at work, to add to living wage; 'a fair deal' employer.
- What can be done to convince employers in the current economic climate of the economic and business case for paying the living wage? Can it be done without regulations and enforcement? Are case studies enough?
- Interaction of universal credit and living wage – has anyone modelled how universal credit interacts with living wage and whether tax credit families will be worse off?
- Advice services – Do GCC commit themselves to funding/providing quality advice services and what role should we look to employers to provide in relation to financial advice?
- Can issues around legal advice relating to procurement of services be resolved by change in national legislation?
- If you could choose 2 policies that had an impact of INW – what would they be?
- Is raising non-means tested benefit option
- How do you address the issue of GLW and benefits or loss of benefits where DWP state that under universal credit are better off in work, but evidence shows loss of income for some
- How do we bring pressure to bear on EU/Scottish Government to include paying the living wage in procurement processes of public bodies (E.g. LA's, NHS) Lobbying consistency
- Focussed intention already agreed on childcare support for 2 year old in workless households. What targeted support can run alongside that to build capacity and support for that household to enter work?
- What can be done to convince employers in the current economic climate of the economic and business case for paying the living wage? Can it be done without regulation and enforcement? Are case studies enough?

Appendix 6 – Comments/Feedback Received via Social Media

"I look forward to the next meeting of the (Poverty Leadership) Panel when I will be able to pass on the information I gathered today. We sometimes spend most of our meetings discussing extreme cases of poverty and your event today helped me to focus on the poverty that affects many working people in Glasgow today. If we ignore this we are not addressing our full remit. I found the research presented by Napier University particularly illuminating and leads me towards a conclusion that access to financial information is as relevant to reducing poverty as the Glasgow Living Wage. I hope to be able to pursue this to reach a more balanced and informed view. Please pass on my thanks and appreciation to your colleagues who contributed to such an informative and useful event. I look forward to receiving more detailed results of your research."

Delegate, via email

- 6 in 10 children living in poverty are in households where at least one adult is in work. Not acceptable. #changingnatureofwork
- Look at new European Directive when it is transposed into Scotland, will allow for bolder actions on procurement. Act!
- 'poverty proofing' contracts through procurement - we could do more- explore community benefits clauses, equality clauses.
- Questions on procurement @GlasgowCPP How can this support payment of Glasgow Living Wage? To tackle in-work poverty? #changingnatureofwork
- lack of enforcement mechanisms mean number of Living Wage employers in Glasgow declined since 2009. Needs to be addressed.
- recognise @Glasgow2014 Commonwealth Games did bring employment opportunities to city, some protection from worst of recession
- Since 2008 Glasgow's youth unemployment rate has increased by 10.3% more than Scottish average. however, young people are finding jobs in Glasgow but how secure and where are they? #changingnatureofwork
- focus on in-work poverty. Recognise that many jobs now are not long term, policies need to reflect current labour market.
- Important discussions this morning on #changingnatureofwork Thanks to @GlasgowCPP for bringing this together

@STUCwomen, via Twitter

- Powerful quote from care worker "I work very hard in demanding job but can't afford the things others take for granted." #changingnatureofwork
- Good set presentations at @GlasgowCPP @theGCPH #changingnatureofwork event, panel now starting with "can we poverty proof procurement?"

@SDoddsGCPH, via Twitter

- @GlasgowCPP Enjoyed your tweets from the event today. Full support for all your work on the issue of precarious employment and low pay

@ClaireBynner, via Twitter

- @theGCPH @GlasgowCPP Was a good buzz at today's event, thanks for organising - such an important topic

@IdoxInfoService, Twitter

- Hearing that 43% of Glasgow workforce are in low pay sectors at @theGCPH & @GlasgowCPP event on in-work poverty #changingnatureofwork

@FrancisStuart1, via Twitter