



Scottish Borders – engaging with HGIOCLD to reflect on our practice

Scottish Borders Council community learning and development (CLD) staff and partners hold practice sharing sessions throughout each year. As part of these sessions, they began to engage with the new How Good is Our Community Learning and Development (HGIOCLD) quality improvement framework. A general awareness raising session on the framework took place at a CLD team meeting. New members of staff, including those not from a CLD background were introduced to the framework and how it is used within the CLD service.

A more detailed session took place with the adult learning team where the framework structure was explained and how it is used to support and develop their practice. The CLD team leader for adult learning suggested a few QI's and challenge questions for their consideration. As a result, the adult learning team identified quality indicators (QI's), [2.3 Improving life chances](#) and [4.2 Delivery of community learning](#) as areas of focus for future inputs. A few team members chose to focus specifically on 4.2 Delivery of community learning for future practice sharing sessions.

The adult learning team decided to also look more at 'reporting to stakeholders' to help ensure consistency of recording outcomes and achievements across the CLD team. We ran a further session to look how we recorded outcomes on our database. This provided an opportunity to use the framework and helped us to identify what evidence could be used to demonstrate very good practice.

Looking closely at the illustrations for 2.3 Improving life chances, we reminded ourselves what evidence we already gather and share across the team and how this is done. For example: we noted that recording each learner's circumstance provides valuable information about whether "those living in the most disadvantaged communities and circumstances" are attaining and achieving. We also recognised that the ongoing phone/virtual support to isolated adult learners and parents is reducing the risk of isolation and loneliness.

From all of this discussion and reflection we identified where we could be better at capturing evidence. For example: we agreed it remained important to consistently capture impact statements from learners and record on the database. We then reviewed the database recording form to ensure there was a shared understanding of what we are recording and why. As a result of this review, we agreed to add a new field to the recording form to record income maximisation.

Impact: As a result of these sessions, new team members have increased their understanding of the process of evidencing outcomes and impact. We have improved our recording templates and database. Existing team members feel more confident that there is a consistent approach across the team. All team members increased their awareness of the HGIOCLD framework and how this can be used to support and improve CLD practice.