

# Report

Report to: **Equal Opportunities Forum**  
Date of Meeting: **30 November 2022**  
Report by: **Director, Health and Social Care**

Subject: **Annual Report on Mainstreaming Equalities and Diversity – Social Work Resources 2021-2022**

## 1. Purpose of Report

1.1. The purpose of the report is to:-

- advise the Equal Opportunities Forum of the strategic and operational work being undertaken by Social Work Resources to meet the commitments in the Council's Equal Opportunities Policy and related statutory duties.

## 2. Recommendation(s)

2.1. The Equal Opportunities Forum is asked to approve the following recommendation(s):-

- (1) that the work being undertaken by Social Work Resources in terms of the Council's Equal Opportunities Policy and related statutory duties be noted and reported to the Equal Opportunities Forum.

## 3 Background

3.1. The [Connect Council Plan 2022-27](#) sets out our plans to deliver a range of outcomes for the benefit of everyone in South Lanarkshire. There are six outcomes, with Social Work Resources focussing mainly on three:

- Health and Wellbeing – People live the healthiest lives possible
- Children and Young People – Our children and young people thrive
- Communities and Environment – Caring, connected, sustainable communities

3.2. The statutory framework for social work services is contained in a raft of legislation. Principal among these is the Social Work (Scotland) Act 1968 which places a duty on all local authorities to "promote social welfare". Social workers have a distinctive set of knowledge, skills and values when supporting our most vulnerable people.

3.3. In giving some additional background, many of the services that are delivered to the public are set out in statute and therefore, the majority of direct service delivery has to comply with the respective legislative framework. This legislative framework is both complex and ever changing and requires Social Work Resources to manage and change service delivery in line with new requirements. However, it is this framework that provides the basis of Social Work service, working alongside the South Lanarkshire Health and Social Care Partnership (SLHSCP), to reduce inequality and provide effective care to meet the needs of vulnerable people in South Lanarkshire. Therefore, as a targeted service, much of the work centres on the following areas:

- Child protection
- Children with additional support needs
- Looked after children
- Adult support and protection
- Mental Health
- Alcohol and substance misuse
- Physical and learning disability
- Frail older people
- People who become involved in the justice system
- Unpaid Carers

3.4. South Lanarkshire Integration Joint Board (IJB) has the responsibility for strategic direction of the delivery of health and social care in South Lanarkshire. The South Lanarkshire Health and Social Care partnership (HSCP) support the IJB to operationally deliver community-based health and social care services. Staff deliver statutory services for adults under a range of legislation including the Mental Health (Care and Treatment) (Scotland) Act 2003 and Adults With Incapacity (Scotland) Act 2000. Assessment and care management services assess the care needs of service users and their carers and help plan services to meet those needs. Care at home services and day opportunities provide a range of support designed to help people remain as independent as possible within the community. Care home care is available for individuals who need support in such a setting on a short or long-term basis. The HSCP commission services provided by the independent, voluntary, and private sector.

3.5. The COVID-19 pandemic brought unprecedented challenges across our communities, and we have witnessed a great deal of uncertainty. It has impacted on those most vulnerable and placed significant pressures upon our wider partners and workforce. At the height of the pandemic critical investment was placed in front line staffing, whilst business continuity plans were established to ensure that public protection remained a priority.

3.6. Despite the return of services through the council's Recovery Plan there remains a residual impact. A significant build-up of demand coupled with a national shortage of skilled workforce across all sectors has resulted in recruitment and retention challenges within social care.

#### **4. Mainstreaming Equalities**

4.1. Social Work Resources plays a leading role in mainstreaming equalities across a number of partnership agendas including Integration of Health and Social Care, Public Protection Arrangements (Child Protection, Adult Support and Protection, MAPPA (Multi-Agency Public Protection Arrangements), Getting it Right For Every Child, Carers Strategy, Lanarkshire Advocacy Plan, Gender Based Violence Strategy, Child Protection Committee, Adult Support and Protection Committee and the Community Justice Partnership. Tackling inequality is a central theme within all these partnership agendas.

4.2. Social Work Resources participates in the council's Equality and Diversity Working Group, and along with other Resources has developed equality outcomes that will meet the general duty as set out in the Equality Act 2010:

- to eliminate discrimination, harassment and victimisation people who become involved in the justice system
- advance equality of opportunity
- foster good relations in all the work we do

4.3. The council's five identified equality outcomes are published in the [Mainstreaming Equality Report 2021-25](#).

## 5. Progress in Meeting the Council's Equality Outcomes

5.1. Social Work Resources reports progress against the council's equality outcomes within the [Mainstreaming Equalities Progress Report 2019-21](#) and through presentation of an annual report to the Equal Opportunities Forum.

### 5.1.1 Outcome 1 - Increase the number of people from minority ethnic backgrounds employed in the South Lanarkshire Council workforce to reflect the diversity of the South Lanarkshire population.

Equality, diversity, and inclusion in the workplace is promoted through a robust training programme. Following agreement by the Social Work Governance group, the following learn on line courses are now deemed mandatory for the wider social work workforce (2899 employees). In recognition of the disparate workforce, staff attendance on these courses will continue to be encouraged by local managers and monitored by the Social Work Learning and Development Board.

	Courses completed by October 2022	% completed by October 2022
<b>EQUALITY AND DIVERSITY AWARENESS</b>	1548	53%
<b>MARRIAGE AND CIVIL PARTNERSHIPS</b>	1096	38%
<b>UNCONSCIOUS BIAS</b>	1126	39%
<b>RACE DISCRIMINATION</b>	1259	43%

A well informed workforce ensures there is good communication with our diverse community within South Lanarkshire. It is vitally important that we liaise with service users in a way that is clear and easy for them to understand. Translation and interpretation services are accessed by social work staff to support this engagement. During 2021, Language Line provided interpretation services on 80 occasions, providing support to individuals in 13 different languages.

Language	Count	%			
Arabic	3	4%	Punjabi	2	3%
Hungarian	2	3%	Romanian	2	3%
Kurdish (Bahdini)	2	3%	Russian	10	13%
Kurdish (Sorani)	43	54%	Sorani	1	1%
Latvian	1	1%	Urdu	5	6%
Mandarin	2	3%	Vietnamese	2	3%
Polish	5	6%			

Meanwhile, during 2021-22, British Sign Language has been used on 55 occasions to support the Deaf community engage effectively with Social Work Resources.

**5.1.2. Outcome 2 - Older people, those from vulnerable groups and individuals who live alone are protected from scams and nuisance calls and their wellbeing is improved through increased awareness and preventative action.**

Social Work Resources works in partnership to protect consumers and safeguard those most vulnerable within our communities. The South Lanarkshire Adult Protection Committee acknowledged the risk of potential hidden harm during the pandemic and re-established its pan Lanarkshire financial harm task group. The group identified key actions, including further engagement with local financial institutions to raise awareness of Adult Support and Protection and share advice of the banking protocol initiative and a review of the financial harm booklet to support our workforce.

**5.1.3. Outcome 3 - Counselling through schools' service is accessible for all children/young people aged 10 and over**

Primary and secondary school children, including those looked after within our children's houses, can access counsellor support. Secondary pupils can self-refer or be referred by staff whilst primary schools work together in a learning community with staff contacting a counselling provider when they need one.

Social Work also offer therapeutic support to young people from South Lanarkshire, aged 0-26, who have experienced trauma. The Trauma Recovery Service (SW) is delivered by a team of therapists specialising in working with children and families, helping those who have experienced physical, emotional or sexual abuse or sustained exposure to traumatic events, to understand their feelings and make changes in their life. team would prioritise the most vulnerable service users who have experienced significant trauma. This may for example, be a child who is care experienced and has suffered significant abuse and loss. The service provides an immediate response to the referral, and triage would take place within a week to determine whether this would be suitable. If unsuitable they would signpost to another service. The speed of response will be determined by service capacity but is likely to take place within a period of weeks.

**5.1.4 Outcome 4 - Prevent homelessness occurring and significantly reduce homelessness**

The Resettlement team acts as a conduit for all prisoners from South Lanarkshire by working closely with Scottish Prison Service and Social Work Resources to provide links to the appropriate area housing office for long term prisoners.

The Sustainable Housing On Release for Everyone (SHORE) Housing Officer post has been an effective intervention, meeting with people 8 weeks prior to liberation has allowed for a person centred and planned approach to their return to the community. We have evidenced real positive outcomes with settled and secure accommodation being identified on release, access into the private rented sector and where anyone has had to present as homeless, planned access into a temporary furnished flat has been organised. There has been no use of B&B or unsuitable accommodation.

We also work in partnership with Women's Aid South Lanarkshire and East Renfrewshire (WASLER), and housing colleagues to ensure safe, supportive refuge accommodation, advice and support is available in all localities to support women and children escape domestic violence.

### 5.1.5 Outcome 5 - Improve Health, Care and Wellbeing for the most vulnerable in our communities

- **Blantyre Care Facility** - Planning permission was granted in 2019 to develop a range of care facilities on a site in Blantyre. The programme has four distinct areas of development, which include 20 technology enabled properties designed and equipped with technology to support older people to live independently in a family home rather than moving to residential care. The final 12 properties were allocated to service users at the end of July 2022. Feedback from service users to date is very favourable. Other services on the site, available from November 2022, are transitional care facilities offering short term support to individuals before returning home following a period of ill health or crisis, or to prevent hospital admission. A Centre of Excellence specialising in training and development of health and social care staff will be created to support all localities across South Lanarkshire. Finally, a TEC zone, designed in collaboration with Glasgow Science Centre, will showcase how technology enabled care can be used to support people to live well, safely, and independently at home. This model of care will enhance our ability to meet changing care needs offering individuals more choice and options to remain at home and in the community.
- **Care and Support Service** - offers support to adults with a learning disability to live safely within their own home in the community. The service, established in 2004 had seen little change since its inception and needed to embed policy directives such as Self-Directed Support (SDS), South Lanarkshire's Eligibility Criteria and the Carers (Scotland) Act 2016. Alongside this there was a recognition that the staffing model needed to reflect the diminishing number of ageing service users, but with increased levels of dependency.

On conclusion of the review, service users have greater choice and control over their care through the SDS assessment process. This is enabling individuals to achieve outcomes that matter to them, whilst ensuring there remains sufficient capacity within the service to continue to meet individuals' changing needs and identified outcomes going forward.

- **Technology Enabled Care (TEC)** - provides health and care services to people in their own homes, or near to home, helping people to live independently, safely and well at home for longer. Our key services include assistive technology (usually linked to community alert alarms), Connect Me remote health monitoring service, and Near Me video consultations. Demand for assistive technology continues to increase with 2,287 items installed during 2021-22, a 62% increase from 1,414 during 2020-21. Our telecare installer carried out 2,046 assistive technology visits to community alarm service users' during 2021-22, up 37% from 1,407 in 2020-21. Keysafe installations also increased with 900 installation visits being completed during 2021-22, up 39% from 649 in 2020-21.
- **Review operations of the inhouse care at home service** - The service has continued to focus on a far-reaching modernisation agenda. The implementation of a sector leading IT system called Total Mobile commenced and is now operational in all localities. This is transforming the way the service schedules, allocates work and communicates with staff and service users. The system is already bringing efficiencies to the scheduling process and is facilitating wider organisational change throughout 2022-23.

- **Continue to support carers, continue to care in good health and wellbeing** - The Carers Partnership Group is tasked to drive forward the work of the Carers Strategy and ensure funding is directed to support the Carers agenda, staff have been recruited to at both strategic and operational level to maintain oversight of the whole system of support for adult carers and young carers. There is a Lanarkshire Carers worker successfully linked with each of the four localities. Positive relationships between the SLHSCP and Lanarkshire Carers provide a strong base to build further improvement activity
- **Protect front line staff and carers with access to Personal Protective Equipment** - A PPE Hub was established immediately in direct response to the Covid pandemic to provide items of PPE to care providers, including care homes, paid carers, unpaid carers and charitable organisations. As procurement arrangements have normalised organisations are now sourcing their supplies directly and the HUB ceased on 31 October 2022.

Services have also consistently adapted to the enhanced requirements for infection prevention and control measures (IPC). A Scottish Infection Prevention and Control Education Pathway (SIPCEP) has been developed by NHS Education for Scotland (NES) to provide a staged pathway of IPC education. It aims to enable all staff to continuously improve their knowledge and skills around IPC as part of their role. Work is underway within the Resource to identify trainers to deliver the programme to over 2,000 social care employees.

- **Inclusion As Prevention** - IAP is currently focusing on Rutherglen and Cambuslang. This five-year project is funded by the [National Lottery Community Fund](#).

The approach involves shifting from the acute and crisis driven intervention taken when a young person becomes involved in offending. IAP seek to provide early and inclusive support to young people who are at risk of offending as a means of intervening before negative patterns of behaviour begin. IAP is also tackling - and aiming to understand - the root causes of offending.

To ensure the voices of the children and the unique needs of their community drive the re-design of early-stage services, IAP combine community engagement with co-production, co-design, and improvement methodologies. IAP are taking an iterative and collaborative approach, placing those with lived experience and expertise at the centre of everything they do.

IAP's core partners are [South Lanarkshire Council](#), [Action for Children](#), [The Children and Young People's Centre for Justice \(CYCJ\)](#) and [Dartington Service Design Lab](#).

Further information on all the equalities outcomes can be found within Appendix 1.

## 6. Equality Impact Assessments

- 6.1. Social Work Resources continues to build upon previous work undertaken in relation to equality and diversity impact assessments resulting in the completion of impact assessments and the identification of new policies, functions and procedures for inclusion in the Relevance Schedule.

- 6.2. Over the course of 2021-22 the Resource carried out Equality Impact Assessments, which included six in relation to policies and plans:
- Facilitated Discharge Team
  - Blantyre Care Facility
  - Review of Resource Allocation System (RAS) arrangements for Adult Carer Support Plans
  - Community Justice Partnership Communication and Engagement Strategy 2022-2025
  - Covid Safe Recovery and Delivery of Day Supports for Adults and Older People
  - Strategic Commissioning Plan 2022-2025
- 6.3. The Resource follows corporate guidance for carrying out Equality Impact Assessments. A summary sheet is prepared for each assessment, and this allows staff involved in the assessment to note other risks that have been identified as part of the Equality Impact Assessment process. This helps to inform the Resource's approach to risk assessment.
- 7. Employee Implications**
- 7.1. Mainstreaming equalities are met from within existing employee resources and that of our partner agencies.
- 8. Financial Implications**
- 8.1. There are no additional financial implications associated with this report.
- 9. Climate Change, Sustainability and Environmental Implications**
- 9.1. There are no new climate change, sustainability and environmental implications associated with this report.
- 10. Other Implications**
- 10.1. There are no additional risk implications associated with this report.
- 10.2. There are no sustainable development issues associated with this report.
- 10.3. There are no other issues associated with this report.
- 11. Equality Impact Assessment and Consultation Arrangements**
- 11.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy; therefore, no impact assessment is required.
- 11.2. As a result of COVID 19 we have continued engagement with our service users, carers, staff and assisted with wider supports and community responses to the pandemic.

Soumen Sengupta  
Director, of Health and Social Care  
Date created: 1 November 2022

**Link(s) to Council Outcomes/Priorities/Values**

- Communities and environment
- Children and young people
- Health and wellbeing

**Previous References**

- Equal Opportunities Forum Annual Report - 16 June 2021

**List of Background Papers**

- Mainstreaming Equalities (Progress report 2019) (Outcomes report 2021-2025)

**Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-

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Social Work Resources Mainstreaming Equality 2021-22		
Outcome 1 – Increase the number of people from minority ethnic backgrounds employed in the South Lanarkshire Council workforce to reflect the diversity of the South Lanarkshire population.		
	What we have done so far	What difference it has made
<sup>1</sup>	<u>7,673</u> equality and diversity training programmes completed by the social work workforce.	Staff are informed of equality, diversity, and inclusion in the workplace through a robust training programme.
<sup>2</sup>	<u>80</u> calls to Language Line for translation and interpreting services for <u>13</u> different languages.	Service users have access to translation and interpreting services to enable them to easily communicate and liaise with social work services.
Outcome 2 – Older people, those from vulnerable groups and individuals who live alone are protected from scams and nuisance calls and their wellbeing is improved through increased awareness and preventative action.		
	What we have done so far	What difference it has made
<sup>1</sup>	Provided <u>419</u> day care places this includes services delivered by the Day Care Outreach service which was developed in response to the Covid-19 pandemic.	Services were maintained with vulnerable service users throughout the Covid pandemic. Older people are able to engage in small group settings, participate in a range of stimulating activities, make new friends, and are less isolated.
<sup>2</sup>	Undertook <u>2,000</u> Inquiries for the 65+ age group in Adult Support and Protection resulting in <u>896</u> investigations.	Older people are protected from harm defined to include any conduct which harms or exploits an individual including behaviour towards an adult which causes fear, alarm or distress and may include neglect or self-neglect, or physical, psychological, sexual, financial or other abuse.
Outcome 5 - Improve Health, Care and Wellbeing for the most vulnerable in our communities		
	What we have done so far	What difference it has made
<sup>1</sup>	Provided <u>126</u> of our own care home placements and a further <u>1,749</u> within the private/voluntary sector care homes.	Older people in need of 24 hour personal care and support are cared for in purpose built homely environments.
<sup>2</sup>	We undertook <u>843</u> Inquiries for adults under 65 which led to <u>374</u> Adult Support and Protection investigations.	Vulnerable adults are protected from harm.
<sup>3</sup>	Continue to support <u>1093</u> people with a learning disability to live in their own communities.	Supported living arrangements are available to people with learning disabilities, they continue to participate in their

		communities.
4	<p>Self-Directed Support (SDS) continues to be implemented, allowing service users choice and control over their care and support arrangements.</p> <p>SDS options: Direct Payments – 776 Individual Service Fund – 501</p>	<p>Service users are exercising choice with SDS options of:</p> <ol style="list-style-type: none"> <li>1) Direct Payment</li> <li>2) Individual Service Fund</li> <li>3) Council arranged services</li> <li>4) Mixture of funding options</li> </ol> <p>Option 3 remains the preferred option for service- users in South Lanarkshire and reflects the national position.</p>
5	We have provided <u>12,468</u> items of equipment	Vulnerable adults with physical disabilities are able to remain in their own homes, and supported to continue to be as independent as possible
6	The Resource received <u>2,924</u> referrals to support people with a physical or sensory impairment.	The Resource continues to support individuals with the protected characteristic of disability remain safe in their own home or homely environment.
7	We undertook <u>716</u> Child Protection Investigations.	Children and young people are protected from harm.
8	We placed <u>240</u> children on the Child Protection Register, as of 31 March 2022, <u>125</u> children were on the Child Protection Register.	Children and young people are protected from harm.
9	We undertook <u>974</u> reports for the children through the Children's Hearing System.	Children and young people's wellbeing is addressed as we work to ensure they are safe, healthy, achieving, nurtured, active, respected, responsible and included.
10	We supported <u>205</u> children and young people in full time foster care placements.	Children are cared for in homely environments, and their wellbeing supported by foster parents.
11	As of 31 March 2022, there were <u>769</u> looked after children:- <u>90%</u> were looked after in the community, at home, with friends/relatives or by foster/carers/prospective adopters. <u>10%</u> were looked after in a residential/ or specialist residential school accommodation.	Vulnerable children and young people are supported in a range of settings as their needs are addressed.
12	We have supported 573 people (685 orders) to <u>complete</u> a Community Payback order including the opportunity for personal development and learning opportunities. 420 orders were successfully completed in 21/22. The completion of	Our criminal justice activity seeks to avoid unnecessary short prison sentences of three months or less and continue to support individuals through Community Payback Orders by way of an alternative to custody whilst community projects are

	<p>orders has been challenging during the Covid 19 pandemic, with restricted court access and virtual custody operation and the need for enhanced safety arrangements for transporting service users to places of work. Performance is now steadily improving with 70% of unpaid work requirements inducted within timescales in quarter 4 against 68% in 21/22. A number of actions have been put in place to support service users undertake their unpaid work including:</p> <ol style="list-style-type: none"> <li>1. Re-commencement of induction programme on 5th day and same day UPW start.</li> <li>2. Non-attendance of service users followed up on same day by case manager with home visit to increase support and motivation.</li> <li>3. Increase in at base (Auchentibber) placement offered.</li> <li>4. Evening workshops operating 4 nights a week</li> <li>5. Expansion of single placements with service providers i.e Beacons.</li> <li>6. Promotion of Action for Children UPW service for staff to make referrals to increase opportunities for under 26 year olds to undertake bespoke placements.</li> <li>7. Recruitment drive to increase ability of service to have more supervisors available to take groups out on UPW. This includes the use of sessional staff.</li> </ol>	improved by those undertaking CPO's.
13	We have prepared <u>1,256</u> reports for the Courts. The Resource continues to perform well in the submission of Criminal Justice Social Work Reports to the courts within timescale. From 1 April 2021 to 31 March 2022, 99% of reports were submitted within timescales, exceeding the 95% target.	Reports assist courts in determining the most appropriate disposal to impose on the offender.
14	The Resource has received <u>636</u> referrals to support individuals improve their substance misuse behaviours with the support of specialist services.	We support, sign post and direct service users with substance misuse problems to our alcohol and drug partnership working arrangements.
15	As part of the development of the Lanarkshire Advocacy Plan we engaged with a range of service users, carers, staff and advocacy providers as part of the plan's development	Service users commented positively about the support Advocacy provides for them.

16	Continue to support unpaid Carers and young Carers by providing financial support to Lanarkshire Carers, Action for Children, and other partner organisations to assist us deliver on the duties of the Carers (Scotland) Act 2016.	Supports and Services to unpaid carers continue to develop and evolve with our third sector organisations. Unpaid Carers will be better supported on a more consistent basis so that they can continue to care if they so wish, in good health and have a life alongside caring.
17	The last Social Work equality profile validation exercise records: 1.80% staff declaring they have a disability (SLC 1.65%), 86.62% no disability (SLC 89.33%), 11.58% not declared (SLC 9.02%).	The Resource offers employment opportunity and continues to monitor the workforce.
18	The last Social Work equality profile validation exercise records a gender split of 85.33% (SLC 72.40) female and 14.67% male (SLC 27.60%).	The balance of gender profile across Council Resources differs. Social Work Resources and the care services it provides predominately attract a larger number of female staff.
19	Completion of an Adult Support and Protection (ASP) themed inspection.	The Care Inspectorate inspected ASP arrangements in August/September with findings available in November 2022. Learning shared by the Inspection Team will be used to improve staff knowledge and understanding of ASP arrangements.