

Appendix 1 – Mainstreaming Equality Outcomes

Contents

Outcome 1 - Improve services for older people	2
Outcome 2 - Protect vulnerable children, young people and adults.....	4
Outcome 3 - Improve the road network, influence improvements in public transport and encourage active travel	6
Outcome 4 - Provide the right conditions for inclusive economic growth	8
Outcome 5 - Tackle poverty and support aspiration	10
Outcome 6 - Raise educational attainment and support lifelong learning.....	12
Outcome 8 - Work with partners to help communities thrive	13

Key to Services

FE – Fleet and Environmental
FWG – Facilities, Waste and Grounds
PED – Planning and Economic Development
RT – Roads and Transportation

Community and Enterprise Resources Mainstreaming Equality Outcomes 2016-17			
	Outcome 1 - Improve services for older people	The aim of this outcome is to deliver services to older people that improve their safety and keep them safe from abuse, and to shift the balance of care for older people from hospital and institutional settings to home or community based settings.	
	What we have done so far	What difference it has made	Service
1	Environmental services have continued to promote and develop the doorstep crime initiative on cold calling control zones through partnership working within the Lanarkshire Doorstep Crime Group. This multi agency group addresses incidents through the effective use of prevention, intelligence and enforcement.	<p>This initiative prevents the elderly and the vulnerable from being 'ripped off' within their own homes. It helps to make them feel safe and enables them to remain independent in a community setting.</p> <p>During 2016-17 Police Scotland in Lanarkshire reported that nine people had been charged with fraud, three also charged with proceeds of crime act offences and five charged with European Communities Act offences, involving detriment of £129,000. Environmental Services have played a key role in supporting the activities of the Doorstep Crime Group by sharing expertise and intelligence.</p>	FE
2	Elderly and vulnerable adults are often the victims of scams, cold calling and bogus workmen. To prevent these individuals being victims Environmental services have continued to work with Police Scotland and South Lanarkshire Council's Social Work and Housing Services to provide talks and educational literature within sheltered housing complexes.	<p>Twenty two talks were delivered by Environmental services during 2016-17. These talks help prevent elderly and vulnerable adults becoming the victims of scams.</p> <p>In addition, 'No Cold Calling' stickers and 'Buy With Confidence' literature was distributed within every sheltered housing complex in the South Lanarkshire Council area.</p>	FE
	What we have done so far	What difference it has made	Service
3	Working with the National Trading Standards Scams Team Environmental services (Trading Standards) have helped disrupt the operations of the perpetrators behind mail scams.	During 2016-2017 Trading Standards had 26 items of mail which people have sent off to 'scams' returned, preventing them from becoming a victim of these scams.	FE

	The service continues to work with other agencies in this respect.		
4	<p>Waste services provide help to elderly and infirm members of the community who require assistance presenting their bin for collection. This involves removing the bin from the customer's garden, emptying and returning the bin to the storage point. The majority of people using this service are 65+.</p> <p>Presentations are made to local community groups by Waste Services, including the Seniors Together Forum. Face to face visits are also carried out to make elderly and infirm residents aware of the full range of services available to them.</p>	<p>During 2016-17, 4,779 residents were assisted by Waste Services in the collection, empty and return to storage area for each of their wheeled bins: 1771 in the East Kilbride area, 1091 in the Hamilton area, 637 in Cambuslang and Rutherglen and 1280 in the Clydesdale area.</p> <p>Presentations were made to four Seniors Together forums and all residents were issued full service guides, which are available in large print on request. These presentations help the elderly and other people in the community know what waste disposal services are available and lets them raise any issues they have during the face to face visits.</p>	FWG
5	<p>Grounds services provide a Care of Gardens maintenance service primarily targeted at those who are unable to manage their garden, particularly older people and people with a disability.</p>	<p>The Care of Gardens service is provided to 3041 households on behalf of Housing and Technical Resources.</p> <p>This assists in supporting people live independently. Maintaining their gardens to a good standard prevents the garden from becoming overgrown and untidy and can help with people's overall health and wellbeing.</p> <p>Grounds services also provide a chargeable service to 512 private homeowners.</p>	FWG

	Outcome 2 - Protect vulnerable children, young people and adults	The aim of this outcome is to deliver services to children, young people, adults and older people that improve their safety and keep them safe from abuse.	
	What we have done so far	What difference it has made	Service
6	On a daily basis, Fleet services provide transport for around 1,300 children and 650 adults who require additional support. Transport is provided in a range of vehicles adapted where necessary to meet the specific needs of the individual.	This has helped children and adults access school or social care establishments safely throughout South Lanarkshire.	FE
7	The Amenity services Landscape Development team have worked in partnership with various community groups to deliver a range of play area improvements ensuring that an element of inclusive equipment is integral to all designs.	In 2016-17, the Landscape Development team delivered six refurbished play areas which increased opportunities for all children to play together irrespective of ability.	FWG
8	<p>Grounds services continued to deliver two Greenspace and Wellbeing programmes:</p> <p>“World of Work” - a one day per week therapeutic environmental volunteering programme, where the Countryside and Greenspace team works with Lanarkshire Association for Mental Health (LAMH).</p> <p>“Recovery Through Nature” – a similar, weekly, programme geared towards helping with recovery from drug and alcohol addiction, run weekly with Phoenix Futures.</p>	<p>These programmes help vulnerable young people and adults develop the skills and confidence required to help them progress to further training or work.</p> <p>During 2016-17 there were 446 volunteers for “World of Work” which equated to 440 work days.</p> <p>An evaluation by Phoenix Futures has shown that clients undertaking “Recovery Through Nature” are 57% more likely to complete the recovery programme successfully than those undertaking the conventional programme alone. The programme continues to run with one full day’s volunteering every week and delivers about 300 volunteer days each year.</p>	FWG
	What we have done so far	What difference it has made	Service
9	Grounds services delivered, in partnership with the Forestry Commission Scotland, the ecotherapy programme, Branching Out;	This programme has improved the health and well-being of adults with long-term mental health problems by boosting	FWG

	which is targeted at people using mental health services. Clients are accompanied by care workers from NHS Lanarkshire.	<p>peoples' wellbeing and self-esteem.</p> <p>One programme was delivered last year with a total of 31 clients and 62 supporting NHS Lanarkshire staff. This consisted of 10 sessions.</p>	
10	<p>In partnership with Paths for All and NHS Lanarkshire, Grounds services have developed therapeutic walking programmes in both South and North Lanarkshire Council areas.</p> <p>Grounds services have also delivered the "Get Walking Lanarkshire" initiative.</p>	<p>Improved the health and wellbeing of Lanarkshire's residents by getting more people walking more often.</p> <p>"Get Walking Lanarkshire" has 27 walks per week for over 500 walkers, with 7,400 individual walks being facilitated annually by 93 volunteer walk leaders.</p>	FWG
11	Environmental services have an ongoing programme of work designed to prevent the sale of tobacco to children (under 18s) which assists in the prevention of children taking up smoking.	During 2016-2017, Environmental services carried out 47 education visits to premises within the South Lanarkshire Council area selling tobacco. One fixed penalty notice was issued.	FE
12	Grounds services provide a graffiti removal service. The response times are 24 hours to clear offensive graffiti and five working days to clear all other graffiti.	This service ensures that offensive graffiti is removed quickly as 93% of reported graffiti is removed within the required timescales.	FWG

	Outcome 3 - Improve the road network, influence improvements in public transport and encourage active travel	The aim of this outcome is to improve all methods of travel across and within South Lanarkshire.	
	What we have done so far	What difference it has made	Service
13	The Roads and Transportation service published the Local Transport Strategy (LTS), a 10 year vision, which sets out a series of policies and actions across a range of transport modes and policy areas. This includes vulnerable road users and those with physical, sensory or visual impairments.	<p>The LTS has been developed to address transport issues that the community identified being important to them in relation to travel within South Lanarkshire.</p> <p>This includes the condition of roads and footways as well as overall road safety across the network. The condition of our road network is continuing to steadily improve and accident statistics continue to improve. Importantly, the LTS provides a framework to ensure the needs of all users are considered when maintaining and improving the transport network.</p>	RT
14	Footways / footpaths and pedestrian areas are inspected and safety defects are noted and repaired by Roads and Transportation services.	<p>Roads and Transportation continued to deliver the Roads Investment Programme and during 2016-17, a total of 52,011 m² was resurfaced and a total of 2041 defects repaired on paved areas.</p> <p>Mobility impaired pedestrians and wheelchair users have more even surfaces to use.</p>	RT
15	Tactile paving, tactile cones, audible tones, dropped kerbs as well as "on crossing detectors" are provided on all new and upgrades to traffic signals.	The Roads and Transportation service's programme of enhancing pedestrian crossing facilities has continued and in 2016-17 upgraded 23 traffic signals and pedestrian crossings. Pedestrians who are hard of hearing or visually impaired have additional facilities to assist in crossing at traffic signal controlled junctions or at pedestrian crossings.	RT
	What we have done so far	What difference it has made	Service
16	New and replacement bus shelters are provided where passenger numbers are suitable. Also, high access kerbs and bus bay markings are considered.	During 2016-17, eight new bus shelters were erected/ renewed and two bus stops now incorporate either high access kerbs or extended bus bay markings.	RT

		Mobility impaired passengers have access to bus shelters designed to accommodate those who need the use of walking aids and wheelchairs. High access kerbs allows easier boarding of buses and extended bus markings make manoeuvring to boarding points easier for drivers.	
17	<p>As part of our commitment to maintain and improve our public realm/ streetscape areas the Roads and Transportation service recently completed a three year programme of prioritised improvements across our town centres.</p> <p>The service completed the Cathkin Relied Road project and took the opportunity to introduce an enhanced network of footpaths and footways; these are compliant with inclusive mobility guidelines.</p>	All users, including mobility impaired pedestrians and wheelchair users, will have increased/safer opportunities to travel within South Lanarkshire.	RT
18	Roads and Transportation set up a dedicated team to more effectively co-ordinate and manage the impact of new developments affecting the transport network.	The Roads and Transportation service aims to ensure that new commercial and residential developments are constructed to the appropriate standards. This means footways are appropriate widths, drop kerbs and footway connections are located in the most desirable locations and disabled parking provision reflects the needs of users and likely demands.	RT

	Outcome 4 - Provide the right conditions for inclusive economic growth	The aim of this outcome is to create the right environment for business growth, which in turn will enable local people to find employment and local communities to thrive.	
	What we have done so far	What difference it has made	Service
19	The Economic Development service supports local businesses through development and delivery of business support programmes.	During 2016-17, 1560 businesses were assisted via grants, loans or property advice, generating £10.13 million in sales and creating or sustaining 718 jobs.	PED
20	The Economic Development service engaged and supported people through the South Lanarkshire Employability Pipeline, South Lanarkshire Works 4U. The programme has a particular focus on key client groups including people from the worst 15% datazones, lone parents, people with significant health/disability/wellbeing issues, older workers, young people, ex-offenders, ex-forces and those experiencing in-work poverty.	<p>This programme assists local small to medium sized businesses and registered charities to create additional real jobs by offering a wage subsidy.</p> <p>From April 2016 to February 2017, 3691 people were engaged and supported through the programme. Of this, 2144 people progressed into employment, further training or higher education.</p>	PED
21	<p>Through South Lanarkshire More Choices, More Chances (MCMC) Partnership a joined up approach has delivered an improvement in the School Leaver Destinations.</p> <p>Progress of school leavers is tracked by the Economic Development service to identify if they progress into a positive destination whether this is employment, further or higher education, or training. A range of services work closely together to share information and provide support relevant to the needs of young people, particularly those who are likely to be furthest from the labour market. This information is used to inform the wider policy initiatives and to measure the performance of partnerships linked to Single Outcome Agreement targets.</p>	The latest available figures are from the School Leaver Destination Follow-Up Report are for 2015-16 and show that 94.05% of young people achieved a positive destination (0.72% above the national average). This is a 1.05% increase from the 2014-15 figure of 93%. The 2015-16 target was therefore met and a larger proportion of young people progressed to a positive destination.	PED
	What we have done so far	What difference it has made	Service
22	Through the delivery of the £1.3BN Glasgow and Clyde Valley City Deal, a programme is being implemented to offer intensive work-	This initiative has supported 120 people so far, from the target of around 570 individuals in South Lanarkshire (4000	PED

	<p>focussed support to those individuals receiving the health related benefit; Employment Support Allowance.</p> <p>The programme offers key worker support and case management interventions including access to physiotherapy, Cognitive Behavioural Therapy and other appropriate employability activities to help them manage their health and wellbeing issues effectively to move nearer and into sustainable employment.</p>	<p>across the entire City Deal area) over a three year period. The individuals presenting to date have significant and enduring health conditions and disabilities that have prevented them from taking up employment – for decades in most cases.</p>	
23	<p>As part of the Cathkin Relief Road project Roads and Transportation Services engaged with small to medium businesses through our main contractor to create opportunities for both training and education.</p> <p>Engagement has also been made with the local high school to offer support and information on possible future careers for pupils.</p>	<p>As result of this project there were eight new entrants to the construction industry and three university students were engaged through the summer of 2016 until completion of the project.</p> <p>The main contractor employed 19 new operatives for this project.</p>	RT

	Outcome 5 - Tackle poverty and support aspiration	The aim of this outcome is to improve the quality of life in the most disadvantaged communities in South Lanarkshire by reducing inequalities and ensuring equal access for everyone and by co-ordinating the support available to the most vulnerable individuals and families and to ensure that all services and buildings are fully accessible to the community.	
	What we have done so far	What difference it has made	Service
24	<p>Planning and Building Standards work closely with the South Lanarkshire Access Panel to ensure that all those who live, work and visit South Lanarkshire are able to access services and facilities that the area has to offer in a way that best meets their needs.</p> <p>The Access Panel review plans, make site visits of new and refurbished buildings, both in the public and private sectors, and provide advice on access issues. The Access Panel has combined with the South Lanarkshire Disability Partnership and meets six weekly.</p> <p>The weekly list of planning and building standards applications is distributed to local disability groups, who can request consultation on any application.</p>	<p>This Panel ensures that architects, designers and planners consider their duties under the Equality Act at the earliest possible stage of a project and clearly set out how they have developed and included access for all in their design. An example of a 2017 project was the SLC amenity housing project in Uddingston. The Access Panel put forward suggestions to the architects and designers to ensure that the needs of people who would live in the houses were fully considered. A visit to the facility took place in April 2017 which enabled the Access Panel to test the accessibility features of the new development and identify any concerns, which the Council could then address.</p> <p>Following the distribution of the weekly lists of applications, any requests from disability groups are dealt with as they arise.</p>	PED
25	During redevelopment of East Kilbride town centre, physical disability access to the Ice Rink was taken into consideration. The project, which had significant input from Building Standards Service, introduced a new ramp for access to the Ice Rink, an accessible toilet and changing area, level with the Ice Rink and improved signage. The project was completed and Ice Rink reopened in December 2016.	These adaptations ensured that the project was designed and implemented with full physical disability access.	FWG+ PED
	What we have done so far	What difference it has made	Service
26	The Economic Development service developed a comprehensive and multi-faceted Tackling Poverty Programme that aims to tackle	The most recent annual report (2015-16) was produced and circulated. 89% of targets were achieved/ exceeded; 10%	PED

	<p>poverty and inequality across South Lanarkshire. This is delivered by Council Resources and partner organisations including the voluntary sector.</p> <p>Those in poverty are supported by providing quality debt, welfare and money advice and supporting residents to get back into work. Early intervention approaches are also used with a strong focus on supporting vulnerable children, young people and families at the earliest point to prevent issues arising at a later stage.</p>	<p>were within 75% of target; with less than 1% being less than 75% of target.</p> <p>A 2016-17 half year performance report was produced and reported to the Tackling Poverty Board in December 2016. The monitoring process has been developed to include analysis of engagement in the most deprived datazones by project. The findings will be used to inform the 2017-18 Tackling Poverty Programme.</p>	
27	<p>Waste services have special arrangements in place for families disposing of medical waste. This provides additional non-recyclable waste provision for residents with recognised medical conditions.</p> <p>One free bulk uplift per annum is offered to all households of South Lanarkshire. Households that are unable to present items to the kerbside can benefit from a collection from within their home, whereby a waiver form is signed to allow operatives access to the property to remove items for uplift.</p>	<p>For medical waste, Waste services currently collect waste weekly from 1454 properties: 351 in the Clydesdale area, 467 in the East Kilbride area, 405 in Hamilton area and 231 in Cambuslang and Rutherglen area. This ensures that families that need assistance with the disposal of medical waste receive it.</p> <p>163 households have signed the waiver form to obtain a collection from within their home.</p>	FWG
28	<p>Grounds services have worked to ensure parks and open spaces are maintained to high standard. Grounds maintenance standards are measured by a performance indicator called Land Audit Management System (LAMS).</p> <p>The Grounds service has achieved a score of 72 for 2016-2017 against a target of 70. This is measured through six internal audits and in 2015 the system was adopted by the Association for Public Service Excellence and is now being promoted as a national indicator.</p>	<p>This ensures that parks and open spaces are maintained to allow access for those with physical disabilities. It is widely recognised that the provision of well maintained clean parks and open spaces can have a significant impact on the wellbeing of both individuals and those within the community and can assist with recuperation of both physical and psychological illness as well as promote a healthy lifestyle.</p>	FWG
	What we have done so far	What difference it has made	Service
29	<p>Bereavement services offers a comprehensive burial and cremation service and during the 11 years since it opened the crematorium has provided over 15,000 services to all faiths.</p>	<p>The service fulfils the various requirements of different faith groups.</p>	FWG

	Outcome 6 - Raise educational attainment and support lifelong learning	The aim of this outcome is to ensure that all learners in South Lanarkshire reach the highest possible levels of attainment and achievement taking account of their individual circumstances.	
	What we have done so far	What difference it has made	Service
30	<p>Roads and Transportation have continued to support road safety education and initiatives, taking a “whole life” approach to road safety education with initiatives aimed at all ages. The service believes that good habits are best developed when we are young and particular emphasis is given to educating and training children and young people. Current programmes are:</p> <ul style="list-style-type: none"> - Ziggy’s Road Safety Mission - Junior Road Safety Officer Scheme - Your Call - Road Safety Calendar Competition - Bikeability training - Streetsense - Theatre in Education - Crash Magnets - Kerbcraft 	<p>These programmes provide young people with road safety learning opportunities and ultimately assist in contributing to the national casualty reduction targets.</p> <p>Good progress is being made and the service is on track to achieve a 40% reduction in fatal casualties and a 55% reduction in serious casualties amongst all age groups by 2020. For children the national target is a 50% reduction in fatalities and 65% reduction in serious casualties; both these targets remain on track.</p>	RT

	Outcome 8 - Work with partners to help communities thrive	The aim of this outcome is to work in partnership to avoid duplication, to develop better co-ordinated services and to work together with members of the community, including them in making decisions that benefit as many people as possible.	
	What we have done so far	What difference it has made	Service
31	<p>The Planning service has undertaken extensive consultation activity for the South Lanarkshire Local Development Plan (LDP), which guides the future use of land, during 2016-17. This involved a number of activities:</p> <ul style="list-style-type: none"> • Targeted sessions with protected characteristics groups – Seniors Together, Disability Partnership and Young People (Secondary Schools and Youth Council) • Online survey which received over 800 responses (this included equalities questions) • Programme of public drop in sessions in communities throughout South Lanarkshire. <p>The next stage in the process is preparation of the Proposed Local Development Plan and Supplementary Guidance which will be published early in 2018 and subject to full public consultation in the spring. A further presentation to the Access Panel/Disability Partnership shall be undertaken at this stage.</p>	<p>A Consultation and Engagement Report for the Local Development Plan, which contains full details of all the consultation events and activities undertaken, was published in March 2017, alongside the Local Development Plan Main Issues Report. There was then a further opportunity for the public to comment on the Local Development Plan Main Issues Report which closed in August 2017. The statutory public consultation received 1057 representations.</p> <p>At the public drop in sessions, members of the public raised a number of equalities issues which were not relevant to the Local Development Plan, but were passed to other services for action. For example, an issue regarding disabled parking and condition of footways in Stonehouse was passed to Roads, who met the client on site to look in detail at his concerns.</p>	PED
32	<p>The Economic Development service carried out improvements as part of the Community Planning Partnership's integrated Improvement Plan aiming to reduce poverty and inequalities. These improvements include actions to tackle in work poverty and income inequality such as promotion of the Living Wage and provision of upskilling support.</p>	<p>South Lanarkshire now has the 6th lowest rate (of Scottish Local Authority areas) of employees earning less than the Living Wage (reducing from over 20% to 17.4%) over the last five years.</p>	PED