

	<h1>Report</h1>	Agenda Item <h1>9</h1>
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Report to:	Social Work Resources Committee
Date of Meeting:	23 January 2008
Report by:	Executive Director (Social Work Resources)

Subject:	Equal Opportunities Performance Reporting Framework
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1 Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Advise Committee 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 Committee is asked to approve the following recommendation(s):-

- (1) that the work being undertaken by Social Work Resources on the Council's Equal Opportunities Policy and related statutory duties be noted.

3 Background

- 3.1 Social Work Resources has continued to work on previous achievements and remains committed to supporting the Council's Equal Opportunities policy and related policies, procedures and equality schemes.
- 3.2 Within the Resource, the Equalities Officer Group is chaired by the Personnel Services Manager with representation from each area of service. The group meet bi-monthly and is responsible for progressing the implementation within the Resource of the Council's policies and statutory duties.

4 Equality Impact Assessment

- 4.1 The Resource has contributed to the review of the Council Equality and Diversity Impact Assessment (EDIA) toolkit and development of the employee training programme on impact assessment. An ongoing rolling programme of impact assessment training will continue to be implemented across service areas, resulting in the completion of impact assessments.
- 4.2 To date EDIA screening has taken place for criminal justice services, residential care services, Choose Life Strategy and the South Lanarkshire Carers Strategy. EDIA will be progressed with the development of the Joint Health Improvement Plan, Partnership in Practice Agreement and Physical Disability and Sensory Impairment Strategy.

5 Employment

5.1 Recruitment

- 5.1.1 During April 2006 and March 2007, Social Work Resources received a total of 19,325 applications, with 15,180 equal opportunities forms returned. Of these applications, 374 appointments were made. Social Work Resources follow corporate standards on recruitment selection and monitoring. The Resource has implemented competency based recruitment based on the Job Family Initiative in many areas, including residential home care and care and support. In addition, the Resource has introduced assessment centres for the safe recruitment of all care staff, which is being evaluated.
- 5.1.2 The Resource has created a special route into employment in Older People's Services, residential homes and day care centres for young people who otherwise experience age discrimination in accessing this employment. To date 29 young people 16 – 18 years have been employed. They enter the programme as a Skillseeker and after induction and learning how to work safely they are placed in a care service and undertake an SVQ in Care qualification.
- 5.1.3 Historically, social care attracts mature applicants and many recruits are changing career with social care not being their initial career choice. Often young people are not aware of the career opportunities in the care sector and employers tend not to target younger people for recruitment because of assumptions that they do not have sufficient knowledge and experience to care for vulnerable people. Lack of awareness of the opportunities and employer age discrimination are real barriers to young people choosing care as their first career choice. Without the project's intervention, these young people would likely be excluded from a career in care until they were older and probably trained in another skill.
- 5.1.4 The main objective of the Caring Careers for Young People project is to give young people training to the level of qualification required for registration with the Scottish Social Services Council and thus a career in social care.
- 5.1.5 The Resource has sponsored a range of employment related projects to support people who find it difficult to access employment. Previous reports highlighted the use of the European Social Fund to provide job rotation schemes. In October 2007 the latest job access project began in partnership with Routes to Work South. This will provide three programmes each with 12 unemployed participants and link them directly to care employment. Routes to Work South gives these trainees access to a range of supports to overcome barriers of access, disability and discrimination. It is planned for the third programme to focus exclusively on ethnic minority recruits.
- 5.1.6 Social Work Resources actively promotes Delivering A Fairer Future and to date, 9 employees have registered for the programme.

5.2 Supporting Front-Line Staff

- 5.2.1 The Resource has continued to be committed to ensuring that employees have the necessary supports and equipment to allow them to undertake the duties of their post. Equipment and adaptations have been put in place for 19 employees in the last year, in line with the Council's commitment to support disabled employees, and the requirements of the Disability Discrimination Act to make reasonable adjustment for staff within the workplace.

The Resource continues to be proactive in introducing preventative strategies and initiatives to promote the health and wellbeing of our employees. Examples of initiatives undertaken in 2006/2007 include:

- Alternative Therapy Service: This service has been well received and there has been agreement to expand with further therapists being appointed in order that more employees can benefit from the treatments provided.
- Healthy Working Lives: The Resource is working in conjunction with Corporate Resources to provide employees with information in relation to:
 - Breast Cancer Awareness "Think it Pink"
 - Learning Curve - Talking Balls Theatre Group
 - Flu Vaccine Programme
 - Health Checks.

5.3 Training and Development

5.3.1 Training has been provided to ensure employees have an understanding of specific equality issues. Equal opportunities training and assessment of knowledge and skills are an essential aspect of SVQs in Care Levels 2, 3 and 4 with students required to evidence their knowledge and abilities in a number of areas including fostering people's equality, diversity and rights; promoting values and rights, and developing, maintaining and evaluating structure to promote people's rights. From October 2006 to date 248 staff have undertaken SVQ levels 2, 3 and 4 training, and 38 staff have undertaken anti-racist training.

5.3.2 The training team is working intensively to support a number of employees with dyslexia at a level which is a barrier to achieving the qualifications required for their post.

5.3.3 The Resource continues to actively promote Personal Development and Review (PDR), which includes equality core competencies. Any training and development issues identified as part of this process will be addressed through individuals' PDRs. PDR is evaluated on an annual basis as part of the Resource quality improvement process, with reports presented to the Resource Management Team.

6 Delivering Services

6.1 Black and Minority Ethnic Communities

6.1.1 Social Work Resources has been working with North Lanarkshire Council and NHS Lanarkshire to improve the mental health of people from minority ethnic communities. Between March 2006 and March 2007, research was undertaken at the local Mosque with Muslim men to understand better the effects of racism on mental health. An action plan has been developed to take forward the recommendations to address the issues arising from the focus groups.

6.1.2 Restorative Justice in partnership with Universal Connections and the then Commission for Race Equality (CRE) have been working with the local community in Whitlawburn to address particular racial incidents at a local shop. A 13-week Education Programme took place from 4 October to 20 November 2007 with approximately 17 young people. The CRE has been providing training to the staff employed at the local shop. A policy and procedure will be developed jointly with the local shop and the community to address racial incidents.

6.1.3 In partnership with North Lanarkshire Council and NHS Lanarkshire, ODS Consulting were commissioned to carry out research into the social care needs of older people, people with a disability and carers from minority ethnic communities. This report was

launched at a joint event with the communities on 19 November 2007 and an action plan is being developed to progress the recommendations arising from the report.

- 6.1.4 To improve the reporting of racial, homophobic and sectarianism incidents, Corporate Resources and the Police established Multi-Agency Racial Incident Monitoring Forum. Local communities will be able to report these incidents without going into a police station if they prefer. Social work Resources will establish reporting arrangements for the reporting of such incidents and will be involved in the re-launch of MARIM.

6.2 **Mental Health**

- 6.2.1 In partnership with NHS Lanarkshire an event took place in July 2007 at Hamilton Academical F.C. to bring together a range of agencies to sign up to the See Me pledge, to reduce mental health stigmatisation in the work place.
- 6.2.2 Social Work Resources funded a Wider Inclusion post based at Lanarkshire Links to reduce barriers faced by people in accessing mental health services. The particular focus of the post is with harder to reach communities such as minority ethnic communities and lesbian, gay, bisexual and transgender (LGBT) communities. Interviews with service users and staff have taken place to establish the barriers for accessing services. A report is being prepared and will be used as a baseline for establishing a performance framework to support the implementation of national guidance, Inclusion in Mind.
- 6.2.3 In response to new mental health legislation a working group was established to gather information on services available across the local authority, NHS Lanarkshire and the independent sector for people with mental health illness. The action plan developed by the group has been noted by the Scottish Government as an example of good practice. Once the national guidance (Inclusion in Mind) is available, the next stage will be to revisit the action plan and establish a performance reporting framework.
- 6.2.4 Older People with a mental illness are particularly vulnerable and often excluded. To support this particular group, dedicated day centre provision was established in 3 localities across South Lanarkshire – Carluke, Hamilton and Blantyre and Rutherglen.
- 6.2.5 Through the Choose Life agenda a programme is being rolled out across secondary schools in South Lanarkshire to promote mental health resilience in young people and to reduce stigma of mental health problems. Work is also taking place with children and young people who are looked after and accommodated in children's houses.
- 6.2.6 Social Work Resources funded Terrence Higgins Trust Scotland to deliver a 6 week course for LGBT people covering a number of topics including sexual health, personal safety, homophobia and discrimination. Its popularity was such that it has become a fortnightly event with a total of 36 members. In addition, Terrence Higgins Trust have two Lanarkshire workers, each focussing on 'at risk' communities. Work will take place in late 2007 with minority ethnic communities and young people.

6.3 **People with Learning Disabilities**

- 6.3.1 Social Work Resources have undertaken a range of work to support people with a learning disability in the community, such as:

- The conclusion of the reprovion programme with the closure of Laburnum hostel. This has resulted in 244 people being supported to live independently.
- The sixth annual conference titled 'It's my Life' for people with learning disability took place in November 2006, with 150 service users and carers in attendance. Preparatory workshops with service users were held in each of the four localities to enable the service users to participate at the conference.
- A Best Value Review of Care and Support Services is currently underway.
- Consultation of service users and carers in the review of the Partnership in Practice agreement.
- Preparatory work is taking place with key partners for the multi-agency inspection of learning disability services.
- Fund two services to support service users through advocacy. Enable through their project Speak Out with funding of £149,269 and People First with funding of £62,250.

6.4 People with Physical Disabilities and Sensory Impairments

- 6.4.1 The Joint Service Physical Disability and Sensory Impairment Management Group is currently developing a draft Physical Disability and Sensory Impairment Strategy for adults aged 16-65 years. The strategy aims to promote empowerment, social integration and equal opportunities; improving access for people with a physical disability and/or sensory impairment to access community facilities including Health and Social Care Services within South Lanarkshire.
- 6.4.2 A key priority for the coming year is to consult with service users and carers on the draft strategy and develop infrastructures to deliver service priorities.
- 6.4.3 Social Work Resources has promoted the development of self directed support (Independent Living Services, Independent Living Fund, Direct Payments) for people with a physical disability and/or sensory impairment. The underlying principles of empowerment, choice and control are experienced by 368 South Lanarkshire residents with a physical disability and/or sensory impairment, who have opted to take responsibility for managing their own care packages within the community.
- 6.4.4 During 2006/07 Social Work Resources supported 7160 adults and older people with a physical disability to access the equipment and adaptations service. The expenditure in directly providing the equipment and adaptations required to address the environmental barriers to community living was £2,825,449.
- 6.4.5 Social Work Resources are further developing equal opportunities on behalf of people with physical disabilities and/or sensory impairments to access information and support by exploiting technological advancements in partnership with a range of stakeholders. Examples of these include:
- Telecare developments in partnership with Housing and Technical Resources
 - Videoconferencing in partnership with Corporate Resources and the Deaf Forum
 - INSIGHT Radio for people with a visual impairment in partnership with Glasgow City Council and the BBC
- #### **6.5 Brain Injury Services**
- 6.5.1 Social Work Resources in partnership with Headway has established a specialist rehabilitation service and support infrastructure for people who have sustained a traumatic brain injury and their carer, living within South Lanarkshire.

- 6.5.2 The Partnership's strength is the direct involvement of the 115 people with a brain injury and their carers within South Lanarkshire as active participants in the development and delivery of services and activities including significant independent fund raising.
- 6.5.3 The partnership priorities targets social isolation experienced by people with an acquired brain injury, promoting empowerment, self management and integration. This is achieved through localised peer support, advice and information, specialist rehabilitation services, complimentary therapies, training and "extreme life experiences" eg Calvert Trust Outdoor activities.
- 6.5.4 The partnership also focuses on addressing barriers to equal opportunities by addressing staff and public prejudices and misconceptions by delivering specialist training and awareness raising events.

6.6 **Older People**

- 6.6.1 Social Work Resources support and provide services to vulnerable older people either within their own homes or in residential setting. Older People's Day Care Services (OPDCS) retained their Charter Mark status following a surveillance visit in April this year. In addition OPDCS achieved a best practice acknowledgement for their consultation work with service users.
- 6.6.2 Improving older people's services is a council plan priority. Better Government for Older People has identified, through existing networks and consultations with older people, that the priority issues to meet the needs of older people include accessing information about services and developing active ageing opportunities. This would support their desire to improve their health and wellbeing and provide the older person with greater independence in making life choices.

South Lanarkshire Council in partnership with a range of service providers including NHS Lanarkshire, South Lanarkshire Leisure and Better Government for Older People are taking forward a range of developments which will meet the needs of the local community:

- A cross resource group, chaired by the Head of Older People's Services within Social Work Resources has been developed within the Council to consider the recommendations in the national strategy "All Our Futures: Planning for a Scotland with an Ageing Population"
 - Current service provision provided by partners will be reviewed to ensure it meets the needs of the local community and is accessible across South Lanarkshire
 - An application has been submitted to the Big Lottery to support the development of supportive neighbourhoods and an information gateway. The project will be led by Better Government for Older People and will encourage older people to volunteer within their local communities to co-ordinate services and encourage those who are socially isolated to participate in a range of activities and opportunities that will enable them to maintain their skills and independence to live within the community for as long as they wish. Work is under way to pilot a supportive neighbourhood group within the Hamilton area during 2007/08.
- 6.6.3 Celebrating Healthy ageing was an event aimed at anyone over 50 who wanted to learn more about services and facilities that could support them as they got older. This event was sponsored by the National Programme for Mental Health and Well Being in Later Life, Better Government for Older People, NHS Lanarkshire and South

Lanarkshire Council. The event took place in October 2007 and attracted 140 participants from all over South Lanarkshire.

- 6.6.4 The Milan lunch club has expanded and now meets 2 days each week to address the needs of older people from black and minority ethnic communities. The membership of the lunch club is currently at 30. The members are actively involved in the development of the lunch club, which has seen visits to the integrated day facilities at Harry Heaney Day Centre and the involvement of Home Care to support the lunch club. There has also been an improvement in the number of Community Care Assessments.

6.7 Children and Young People

- 6.7.1 Burning Issues Participation and Advocacy Network (BIPAN) is a project co-ordinated by Social Work Resources Children's Rights Service and Integrated Children Services. It aims to promote the active participation of children and young people with additional support needs. This is achieved through an annual children's rights event with preparatory consultation workshops. Approximately 60 young people took part in these workshops and 48 attended the event. In November 2006 the BIPAN event was a finalist for a Care Accolade award.
- 6.7.2 A Young Carers Service was established to support young people in their caring role. Approximately 85 young carers used the service in 2006-2007. Public information for the service has been revised and launched in October 2007. A new assessment tool for young carers is being piloted. A Young People's Forum to improve services and support for young carers was re-launched, with a membership of 8 young carers.
- 6.7.3 To improve education resilience, Social Work Resources in partnership with Education Resources developed a storytelling initiative within the Children's Houses. Two programmes were run from April to June 2006 and September to December 2006, with the launch of the DVD at an event in February 2007. During the project, two of the houses took part. 16 members of staff across the children's houses have been trained in storytelling technique.
- 6.7.4 Carrying knives and violent crimes is a concerning growing trend among young people, in particular young males aged between 16-24 years. A pilot drama programme working with 6 young males, charged with a violent crime took place in June to August 2007. The programme was successfully completed by 5 young people and early indications are that there has been no reoffending by these men to date. The programme will be re-run with another group of male young offenders charged with a violent crime.

6.8 Justice Services

- 6.8.1 There have been a number of developments in justice social work services to reduce barriers and to make services more suitable to different communities. These include:
- Doorway Partnership is a multi-agency approach to tackle violence against women. A new project was established in March 2006 to identify the barriers faced by women with a disability, older women and women from black and minority ethnic communities in accessing services and support.
 - Change Programme delivered by social work not only addresses the behaviour of the male perpetrator of domestic violence but also works with the women to maintain their safety and wellbeing
 - Community Service has expanded the type of placements available for people in receipt of a Community Service Order. The allocation of placements is based on

risk and need. A light duties group with support was established to meet the needs of women with childcare issues and people with a disability. In addition Community Service placements do not take place at times of religious importance.

- Scottish Drug Forum carried out a second evaluation of the Drug Treatment and Testing Service, which included people's experience of the services, whom are often marginalised and their voices are not normally heard. There has been positive feedback from service users on the services provided by the team.
- Community Sex Offender Groupwork Programme to work with offenders charged of a sex crime, is adaptable to meet the needs of the group, including people with additional support needs for example people with a learning disability
- All of the Social Work Court Team has received ASIST training to support people who are suicidal.
- To improve the communication between the Social Work Court Team and people with a hearing difficulty, a member of the team is waiting to undertake British Sign Language Course Level 2.

6.9 Gypsy Travellers

6.9.1 Social Work Resources have worked with partners, including the travelling communities in the Larkhall, Stonehouse and Rutherglen area, to improve understanding of social work services and increase referrals. During 2006, Reception Services were in contact with the travelling community, to develop the Domestic Violence Protocols. As a result of this relationships have been built with the women in the travelling community. Joint visits have also taken place with health visitors and this has resulted in women who experience domestic violence contacting the Reception Team for support.

6.9.2 To raise employee awareness, gypsy travellers training took place on 28 November and was attended by social work, health, education, careers, housing, and Universal Connections employees.

7 Performance Management and Reporting

7.1 Local Performance Indicators

7.1.1 Social Work Resources have a range of statutory and local performance indicators in place to monitor the delivery of services. These are reported on a quarterly basis to the Resource Management Team and respective client management teams.

7.1.2 In response to the SWIA recommendation to improve the ethnic monitoring of people who use services, Social Work Resources has continued to progress actions including dissemination of a core brief on service monitoring. This has resulted in an increase in the number of case records reporting ethnicity. The installation of a flagging system to ensure recording of ethnicity on the electronic case records is being explored.

7.2 Accessibility

The Council has invested significantly in the capital portfolio and adopted an integrated strategy to meet the needs of all those who access its services and facilities. Since 2001, a total of £60 million has been invested within the Social Work Resources property portfolio. Extensive survey work has been undertaken across the entire Social Work Resources property portfolio in relation to DDA compliance and public accessibility. Social Work Resources achieved 100% compliance with the Statutory Performance Indicator on DDA compliance.

7.3 Commissioning Services

- 7.3.1 The Resource has adopted the Council's 'long clause' in relation to non-discriminatory provisions, which includes the requirements to comply with the Council's obligations to promote Race Equality in relation to employment.
- 7.3.2 Contractors expressing an interest in tendering for Social Care Service contracts must complete and sign the Council's standard Race Relations and Equal Opportunities questionnaire prior to being invited to tender.

7.4 Service Reviews

To improve services for vulnerable people Social Work Resources is currently undertaken two service reviews, which are:

- Best Value Review for Care and Support for adults with learning disability
- Service Review: areas of continuous improvement for Children with a Disability

The reviews will be concluded in July 2008 and March 2008 respectively.

7.5 Joint Performance Improvement Assessment Framework (JPIAF)

JPIAF is a national performance management system for community care services to promote faster decision making and independency of vulnerable people. A part of the framework is the establishment of Local Improvement Targets in relation to national outcomes which are set and reported annually to the Scottish Government and Social Work Resources Committee. The draft response from the Scottish Government on South Lanarkshire Council submission for 2006/07 stated good progress has been made.

7.6 Complaints

The Resource monitors all complaints regarding discrimination and ensures measures are taken to resolve these issues. From 1 April 2006 to 31 March 2007, 3 complaints relating to discrimination was investigated. The outcomes were as follows:

- One complaint was upheld and apology given, which was accepted
- Two complaints were deemed unjustified as there were no grounds to the complaint

8 Access to Information

- 8.1 Interpreting and Translation Service guidance was established within Social Work Resources to reduce barriers faced by different communities in accessing information and services. The number of requests for the interpreting and translating service for community languages and is being monitored on a quarterly basis to determine the uptake of community languages.
- 8.2 Social Work Resources is supporting the development of Read Speaker to improve the accessibility of the South Lanarkshire Council website. Rehabilitation Officers and people with sensory impairment have been involved in the testing of the Read Speaker.
- 8.3 There has been a number of different initiatives to improve the accessibility to information such as:
- A DVD was produced to inform not only people with learning disabilities and the wider community of the Partnership in Practice agreement.

- A leaflet on sensory impairment services being developed with people with sensory impairment.
- In collaboration with NHS Greater Glasgow and Clyde and BBC Scotland, specialist radio station for people who are blind or partially sighted has been commissioned.
- In partnership with the Deaf Forum the resource is exploring the potential of videoconferencing technology to improve access and communication arrangements within the Council
- A CD Rom is being developed to raise staff awareness on child protection.

9 Highlights and Areas for Improvement

- 9.1 Social Work Resources have demonstrated good practice in the delivery of services, particularly in relation to the diverse methods used to involve hard to reach communities.
- 9.2 The key areas Social Work Resources will address in 2007/08 are:
- Continue to take forward a programme of Equality and Diversity Impact Assessments
 - Take forward recommendations arising from the range of research undertaken
 - Continue to develop services in response to the diverse needs of the local communities across South Lanarkshire
 - Strengthen equality reporting at a resource and partnership level.

10 Employee Implications

- 10.1 There are no employee implications arising from this report.

11 Financial Implications

- 11.1 There are no financial implications arising from this report.

12 Other Implications

- 12.1 There are no other implications arising from this report.

13 Equality Impact Assessment and Consultation Arrangements

- 13.1 There are no consultations to note arising from this report.

Harry Stevenson
Executive Director (Social Work Resources)

4 December 2007

Link(s) to Council Objectives

- Develop services for older people
- Improve lives of vulnerable children, young people and adults
- Improve community safety
- Improve health and increase physical activity

Previous References

- Equal Opportunities Forum Report 11 July 2006

List of Background Papers

None

Contact for Further Information

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

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