

## Appendix 1 – Mainstreaming Equality Outcomes

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### 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 2017-18			
	<b>Outcome 1 - Improve services for older people</b>	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.	
	<b>What we have done so far</b>	<b>What difference it has made</b>	<b>Service</b>
1	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.	Five talks were delivered by Trading Standards during 2017-18. These talks help prevent elderly and vulnerable adults becoming the victims of scams. In addition, 'No Cold Calling' stickers and 'Buy With Confidence' literature was distributed within sheltered housing complexes in the South Lanarkshire Council area. True Call (call blocker) units were installed in eight elderly residents' homes and are successfully reducing the numbers of nuisance/scam calls for the recipients (by 2796 calls).	FE
2	Working with the National Trading Standards Scams Team Environmental services (Trading Standards) have helped disrupt the operations of the perpetrators behind mail scams.  The service continues to work with other agencies in this respect.	During 2017-2018 Trading Standards had 10 items of mail which people have sent off to 'scams' returned, preventing them from becoming a victim of these scams.	FE

	What we have done so far	What difference it has made	Service
3	<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 2017-18, 5,202 residents were assisted by Waste Services in the collection, empty and return to storage area for each of their wheeled bins: 1833 in the East Kilbride area, 1081 in the Hamilton area, 592 in Cambuslang and Rutherglen and 1696 in the Clydesdale area.</p> <p>16 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
4	<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 2895 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 358 private homeowners.</p>	FWG

	<b>Outcome 2 - Protect vulnerable children, young people and adults</b>	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.	
	<b>What we have done so far</b>	<b>What difference it has made</b>	<b>Service</b>
5	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. For 2017-18 532 children and 1026 adults who require additional support had transport provided for them.	FE
6	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 2017-18, the Landscape Development team worked with 16 groups and delivered 10 refurbished play areas which increased opportunities for all children to play together irrespective of ability.	FWG
7	<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 2017-18 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
8	<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 38 walks per week for over 500 walkers, with 7,527 individual walks being facilitated annually by 93 volunteer walk leaders.</p>	FWG
9	<p>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.</p>	<p>During 2017-2018, Environmental services Trading Standards carried out 621 education visits to premises within the South Lanarkshire Council area selling tobacco and nicotine vapour products. No fixed penalty notices were issued during 2017-2018.</p>	FE
10	<p>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.</p>	<p>This service ensures that offensive graffiti is removed quickly and 97% of reported graffiti is removed within the required timescales in 2017-18.</p>	FWG

	<b>Outcome 3 - Improve the road network, influence improvements in public transport and encourage active travel</b>	The aim of this outcome is to improve all methods of travel across and within South Lanarkshire.	
	<b>What we have done so far</b>	<b>What difference it has made</b>	<b>Service</b>
11	The Roads and Transportation service published the Local Transport Strategy (LTS) in 2013, 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
12	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 2017-18, a total of 11,202 m<sup>2</sup> was resurfaced and a total of 1751 defects repaired on paved areas.</p> <p>Mobility impaired pedestrians and wheelchair users have more even surfaces to use.</p>	RT
13	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 2017-18 five traffic signal junctions and pedestrian crossings were upgraded. 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
14	New and replacement bus shelters are provided where passenger numbers are suitable. Also, high access kerbs and bus bay markings are considered.	<p>During 2017-18, 12 new bus shelters were erected/ renewed and two bus stops now incorporate either high access kerbs or extended bus bay markings.</p> <p>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.</p>	RT
15	<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>Following on from the Cathkin Relied Road project, the Greenhills Rd / A726 Strathaven Rd project has taken the opportunity to introduce an enhanced network of footpaths and footways; these are compliant with inclusive mobility guidelines. This project is expected on site during 2018/19.</p>	All users, including mobility impaired pedestrians and wheelchair users, will have increased/safer opportunities to travel within South Lanarkshire.	RT
16	Roads and Transportation have 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

	<b>Outcome 4 - Provide the right conditions for inclusive growth</b>	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.	
	<b>What we have done so far</b>	<b>What difference it has made</b>	<b>Service</b>
17	The Economic Development service supports local businesses through development and delivery of business support programmes.	During 2017-18 1637 businesses were assisted via grants, loans or property advice, generating £23m in sales and creating or sustaining 1361 jobs.	PED
18	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 2017 to February 2018, 2229 people were supported through a range of programmes. Of this 1777 people progressed into employment, further training or higher education.</p>	PED
19	Through South Lanarkshire More Choices, More Chances (MCMC) Partnership a joined up approach has delivered an improvement in the School Leaver Destinations. 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.	The latest available figures are from the School Leaver Destination Follow-Up Report are for 2016-17 and show that 94.3% of young people achieved a positive destination (+1.4% above the national average). This represents a +1.6% increase from the 2015-16 figure of 92.7%. The 2016-17 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
20	<p>Through the delivery of the £1.3BN Glasgow and Clyde Valley City Deal, a programme is being implemented to offer intensive work-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>This initiative has supported 245 people so far, from the target of around 570 individuals in South Lanarkshire (4000 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>	PED
21	<p>Following on from the Cathkin Relief Road project, Roads and Transportation Services have incorporated similar training, educational and SME engagement elements within the Greenhills Road / A726 Strathaven Rd project.</p> <p>The Greenhills Rd / A726 Strathaven Rd project will include direct employment and training opportunities for both new and existing staff. Construction experience for schools and higher educational services has also been incorporated.</p> <p>This project is expected on site during early 2019.</p>	<p>The difference this project has made will be reported in a future Community and Enterprise report to the Equal Opportunities Forum.</p>	RT

	What we have done so far	What difference it has made	Service
22	<p>South Lanarkshire Local Development Plan (LDP) is a statutory plan which guides the future use of land in the area. Following extensive public consultation during 2016-17, the next stage in the process was preparation of the Proposed Local Development Plan in 2018.</p> <p>The Access Panel/Disability Partnership was involved with the drafting of policies within the LDP to ensure that appropriate wording was used. This involved a presentation to the Access Panel/Disability Partnership meeting and the use of the Opinion Finder software to agree the wording for the policies. The plan was subject to public consultation over an 8 week period from July to September. The Council will consider all the representations received and the Plan will be submitted to the Scottish Ministers for examination in Spring 2019.</p>	<p>The Plan contains a number of policies which contain references to ensuring new developments are accessible for all. The meeting with the Access Panel/Disability Partnership identified improvements to the wording of these policies to improve their relevance to people with disabilities. These revised policies were subject to public consultation and no further comments relating to disabled access were received.</p>	PED

	<b>Outcome 5 - Tackle disadvantage and deprivation and support aspiration</b>	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.	
	<b>What we have done so far</b>	<b>What difference it has made</b>	<b>Service</b>
23	<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 2018 project was the building warrant application for a new hotel at Hamilton Racecourse. During the application process disability access to and within the building has been taken into consideration. The project has involved significant input from the Building Standards Service and together with discussions between the Access Panel and representatives of Hamilton Racecourse has ensured that the hotel will have suitable parking, level access and accessible accommodation.</p> <p>The discussions ensured that the project was designed and is being implemented to provide full accessibility to and throughout the building.</p> <p>Work on the hotel is due to be completed in June 2019.</p> <p>Following the distribution of the weekly lists of applications, any requests from disability groups are dealt with as they arise.</p>	PED

	What we have done so far	What difference it has made	Service
24	<p>The Planning and Building Standards team received the Partnership award at the Scottish Awards for Quality in Planning 2018 for its work on a planning application to transform a 15ha derelict site at Cuningar Loop in Rutherglen into an urban woodland park. The site is adjacent to a travelling showpeople's site.</p> <p>The planning process associated with the development involved extensive pre-application meetings, discussions and public consultation, seeking to identify planning constraints and issues at the earliest possible stage.</p> <p>During the application assessment stage, further meetings were held on site, to give specific consideration to issues raised by the residents of the adjacent showpeople's site. All eighty-one of the residents objected to the proposal. However through positive engagement between the Council, the developers and representatives of the showpeople, all of these objections were removed and support was given to the proposed development prior to its determination.</p>	<p>Positive engagement with the showpeople who reside in close proximity to the site resulted in their concerns being addressed at all stages of the process and the park being developed in a manner that respected their specific needs and requirements.</p> <p>The efforts made to engage with this minority cultural group ensured that their concerns and apprehension about a major change of use adjacent to their site were addressed.</p>	PED
25	<p>The Economic Development service developed a comprehensive and multi-faceted Tackling Poverty Programme that aims to tackle 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>The most recent Annual Report (2017/18) was produced and circulated. The programme continues to deliver positive outcomes for individuals, families and communities with a strong focus on children and young people and those in greatest need. 87% of targets agreed with delivery partners were achieved/exceeded, with a further 10% being within 70% of target, with only 5% less than 70% of target.</p>	PED

	What we have done so far	What difference it has made	Service
26	<p>The Economic Development Service has led on a new Community Planning Partnership approach to improving outcomes and building community participation and involvement in some of our most deprived communities through the co-production of local neighbourhood Plans .</p> <p>This approach began in November 2017 with a major door to door engagement exercise to identify community priorities, involving over 1200 households – 15% of all households in the area. Using a Participatory Budgeting approach residents then determined how budgets would be allocated to begin to address priorities and work is now underway to bring residents and partners together to develop the neighbourhood plans.</p>	<p>Residents of all ages have engaged in the process. This includes those who have been active in their communities for many years as well as those who have never previously got involved but are now eager to contribute and help to make a difference.</p> <p>Partners have also engaged positively and are supporting the process.</p> <p>Given it is a new approach it is too early to report any significant impact on local outcomes at this stage however there is clearly an increase in community participation and capacity and several projects have already been delivered by the community and partners working together such as a school holiday programme and new community access to a sports/recreation area that had previously been closed out with school hours.</p>	PED

	What we have done so far	What difference it has made	Service
27	<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 10<sup>th</sup> lowest rate (of Scottish Local Authority areas) of employees earning less than the Living Wage.</p> <p>A range of partners are represented on the South Lanarkshire Living Wage Campaign Group which continues to identify relevant single agency and partnership actions. This includes work to celebrate Living Wage Employers; encourage others to pay the Living Wage and adopt other fair work measures as well as procurement related actions.</p> <p>In 2017, a Living Wage Accreditation Discount Scheme was tested and with only £1k of investment in the scheme, 11 employers were accredited, employing 130 people, with 24 people receiving a pay rise on to the Living Wage.</p> <p>The number of South Lanarkshire employers with Living Wage Accreditation has increased from 50 to 59 over the course of the year and we have one of the largest numbers of accredited employers in Scotland.</p>	PED
28	<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 1453 properties: 420 in the Clydesdale area, 355 in the East Kilbride area, 483 in Hamilton area and 215 in Cambuslang and Rutherglen area. This ensures that families that need assistance with the disposal of medical waste receive it.</p> <p>109 households have signed the waiver form to obtain a collection from within their home.</p>	FWG

	What we have done so far	What difference it has made	Service
29	<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 73 for 2017-2018 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
30	<p>Bereavement services offers a comprehensive burial and cremation service and during the 12 years since it opened the crematorium has provided over 16,500 services to all faiths.</p>	<p>The service fulfils the various requirements of different faith groups.</p>	FWG

	<b>Outcome 6 – Improve achievement, raise educational attainment and continue support lifelong learning</b>	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.	
	<b>What we have done so far</b>	<b>What difference it has made</b>	<b>Service</b>
31	<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> <p>Ziggy’s Road Safety Mission - Streetsense  Junior Road Safety Officer Scheme - Theatre in Education  Your Call - Crash Magnets  Road Safety Calendar Competition - Kerbcraft  Bikeability training</p>	<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

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