

Report

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Report to:	Equal Opportunities Forum
Date of Meeting:	15 March 2011
Report by:	Executive Director (Social Work Resources)

Subject:	Annual Report on Mainstreaming Equalities and Diversity – Social Work Resources
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise the Forum of the strategic and operational work being undertaken by Social Work Resources to meet the commitments in the Council's Single Equality Scheme and Equality and Diversity Strategy

2. Recommendation(s)

2.1. The 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 Single Equality Scheme and Equality and Diversity Strategy be noted.

3. Background

- 3.1. Social Work Resources has continued to build 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. Over the past year, the Group has requested an updated action plan for Social Work Resources to reflect the Single Equalities Act.
- 3.3. Equally Well, the national policy document on health inequalities, will be a key driver behind local response to addressing inequalities in health. While the primary focus in Equally Well is on economic inequalities, the document also refers to broader inequalities such as those related to disability, age and long term illness. To date, local action planning on Equally Well has been led by NHS Lanarkshire, but the opportunity to extend this to other partners is now being taken forward through established community planning structures. Social Work Resources is the lead Resource for health improvement and health related planning in the Council.

4. Equality Impact Assessment

- 4.1. The Resource 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.

4.2. At the end of March 2010, the Resource had completed 51 impact assessments, 50 of which were published on the Council website. This was in excess of the target of 26, and reflected the extensive work to ensure that impact assessments were carried out on all savings proposals. To date, the Resource has carried out 37 impact assessments, 1 of which has been published. The majority of these relate to savings proposals for the coming three years. Assessments will be published in line with the corporate timetable connected with work on proposed savings. A number of the proposals will require a full impact assessment and planning for these assessments has started.

5. Detail from Social Work Service Areas

5.1. Participation and Involvement

- 5.1.1 The Resource launched its internal Participation and Involvement Strategy, at an event in May 2010, which was aimed at managers in residential and day care units. Since then a full schedule of training has been drawn up to include staff in all residential and day care facilities and training has also been delivered to home care staff. Dates for Children and Family staff and for staff in mental health and care and support services will be set for 2011.
- 5.1.2 As part of the wider work on participation and involvement, the Performance and Support team are working closely with unit staff in local services and service users to develop questionnaires and consultation tools which are suited to the particular needs of service users.
- 5.1.3 Additional work has been undertaken with service users and staff to ensure more service user involvement in the recruitment process. A leaflet explaining the process has been prepared and distributed to social work facilities. There have also been amendments to paperwork dealing with job descriptions and Performance Development Reviews (PDRs) to reflect the feedback from service users, carers and staff involved in this process.

5.2 Recruitment

- 5.2.1 Between April 2009 and March 2010, Social Work Resources received a total of 4010 applications; with 1066 equal opportunities forms returned. From these applications, 161 appointments were made. Of the 50 candidates who declared a disability, 1 was appointed and of the 10 candidates from an ethnic background, 1 was appointed.
- 5.2.2 Social Work Resources follow corporate standards on recruitment and selection and monitoring. The Resource has implemented competency based recruitment based on the Job Family Initiative in many areas, including administration, clerical, 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 fully operational.
- 5.2.3 The Resource has created a special route into employment in Older People's Services, residential homes and day care centres for people who otherwise experience age discrimination in accessing this employment. During this period 5 young people aged between 16 -18 years have been employed. They enter the programme as a Skillseeker and, after induction and learning in how to work safely, they are placed in a care setting and undertake an SVQ in care qualification.

5.3. Supporting Front Line Staff

- 5.3.1 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 2 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 adjustments for employees within the workplace.
- 5.3.2 The Resource continues to be proactive in introducing preventative strategies and initiatives to promote the health and wellbeing of our employees. During the period April 2009 to March 2010, 688 employees participated in the alternative therapy programme with 1,604 sessions being held. The Resource also participated in the annual flu vaccine programme and 523 employees requested the vaccine.

5.4. Training and Development

- 5.4.1 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 SVQ's in care level 2, 3, 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. As at 31 October 2010, 96% of Home Carers had their SVQ in Health and Social Care Level 2; 91% of Residential Child Care staff had relevant SVQ's; and 80% of residential staff in Older People services will have relevant SVQ's. Further, SVQ programmes are ongoing in the other areas of social work service.
- 5.4.2 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 for their post.
- 5.4.3 The Resource continues to actively promote 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 Resources' quality improvement process, with reports presented to the Resource Management Team.

6. Delivering Services

6.1. Black and Minority Ethnic Communities

- 6.1.1 The Milan lunch social club continues to meet two days each week to address the needs of older people from black and minority ethnic communities.
- 6.1.2 The Resource recently co-ordinated the preparation of a response to the consultation on the proposed Forced Marriage etc (protection and jurisdiction) (Scotland) Bill on behalf of the Council.
- 6.1.3 The Council's Corporate Multi Agency Racial Incident Monitoring Group (MARIM) has recently revised its remit in line with new legislation and is now the Diversity Monitoring Group. Social Work Resources continues to be a member of this Group which promotes the use of third party reporting. This is a process enabling members of local communities to report incidents of racial, homophobic and sectarian incidents at South Lanarkshire Council public offices. To date, we do not have any records of third party reports being made through social work local offices.

6.2. Mental Health

- 6.2.1 Social Work Resources funds a wider inclusion post based at Lanarkshire Links to improve access to mental health services and community integration. The particular focus of the post during 2010 is to strengthen user involvement and consultation through local mental health issues groups in each of the geographical patches across South Lanarkshire and encourage active participation in local focus groups consulting on customer care.
- 6.2.2 In line with the national strategy Towards a Mentally Flourishing Scotland, a Towards a Mentally Flourishing Lanarkshire Action Plan is being developed with planning partners across Lanarkshire. Delivery of this agenda will be through local planning partnerships whilst integrating the overall themes into other existing plans. Focussed areas of the action plan covers the following; mentally healthy infants, children and young people, mentally healthy later life, mentally healthy communities, mentally healthy employment and working life, reducing the prevalence of suicide, self-harm and common mental health problems.
- 6.2.3 The local Choose Life action plan was updated in June 2009 and in keeping with national policy direction, will be more closely linked to mainstream health improvement activity. NHS Lanarkshire was one of the first Health Board areas to reach the Health Improvement Efficiency Access Treatment (HEAT) target of training 50% of their staff in suicide prevention training. South Lanarkshire was commended for the assistance provided to reach this goal. Maintaining the ASIST and STORM suicide prevention training courses will remain a priority and there is now an emphasis on providing SafeTalk training to increasing numbers of people in the Council area.
- 6.2.4 This year's suicide prevention awareness week at the start of September included a SafeTalk training event delivered to the multi faith group in East Kilbride and delivering SuicideTalk to staff in South Lanarkshire College who are embarking on an ambition programme to train key staff and students in SafeTalk. We also targeted the regeneration areas with the help of Changing Places who distributed a letter and promotional materials to 130 groups.
- 6.2.5 The fourth Scottish Mental Health Film and Arts Festival was launched at Rutherglen Town Hall on 1 September 2010, at an event attended by the Chair of Social Work and the Provost as well as senior staff from the Council, NHS Lanarkshire and officials connected with the Festival from across Scotland. The Festival ran during October, and for the third consecutive year, Lanarkshire hosted a satellite festival which was linked to the national event. Funding for local events was provided by NHS Lanarkshire, and the Community Safety Well Being Fund. Events were held in a number of venues across South Lanarkshire and an evaluation of the festival should be available in early 2011.

6.3. People with Learning Disabilities

- 6.3.1 2010 is the tenth anniversary of *The Same as You*, the national policy document on supporting people with learning disability in the community. Social Work Resources has marked this anniversary with a number of events, including a workshop during learning disability week in June which considered the changes for individuals with learning disability since the publication of *The Same as You*. The event combined a range of activities, workshops and a diary room where individuals were invited to speak at more length of their experiences. The event has been captured on DVD which is available on the Council website, and feedback from the day is being used to inform future service development.

6.3.2 Social Work Resources continues to support a range of activity to support people with a learning disability in the community. Examples include:-

- ◆ funding of services to support service users to access independent advocacy has continued throughout the year
- ◆ the tenth annual learning disability conference took place in November 2010. This year's theme is 'Changing Lifestyles' and workshops were held in all localities during October to enable service users to participate fully at the conference and ensure that their voices were heard
- ◆ roll out of the 'Our healthy lifestyle' leaflet, designed by service users and containing key information on a number of health improvement topics
- ◆ establishment of a communication group linked to the Partnership in Practice arrangements which will concentrate on ensuring that public information is accessible to people with learning disability

6.3.3 Visits to older family carers of adults with learning disabilities are continuing. These involve local social work offices with Rutherglen/Cambuslang being the final team now undertaking this piece of work. A final report on the findings from the visits/research will be submitted to the Council next year to inform how we continue to support this group of carers. The Partnership in Practice Carers' Group has used the new Equality Act in respect of being treated the same as other carers when claiming a discount/exemption on Council Tax. The Group is considering how best to get information to carers in terms of their rights. Research and consultation has been ongoing to look at an emergency planning form for carers. This has been developed and is now being progressed. Individual support to carers through the dedicated Social Worker's post continues to increase with 35 referrals so far this year. Workshops on Telecare were held in 2010 for carers in their localities which were well received. Carers' legal rights/issues workshops are planned for next year.

6.3.4 The Best Value Review of Day Opportunities has been completed and work is now ongoing to develop an action plan to examine some of the recommendations that came from the review. Engaging with service users was a key part of this review and an extensive exercise supported by FMR consultants involved over 200 service users and carers in the process.

6.4. People with Physical Disabilities and Sensory Impairments

6.4.1 Social Work Resources continues to promote the development of the self directed support (personalisation) agenda. In 2009-10 there were 227 people who had a direct payment. This is in excess of the target of 150 people. To continue to raise the awareness of self directed support there was an information session at the local carer organisations.

6.4.2 Staff at Fairhill Lifestyles staff group completed a sponsored cycle round Millport and the service users had a sponsored walk around Strathclyde Park. The money raised was used to purchase specially adapted cycles.

6.4.3 The use of SMART technology continues to develop within the Council area to enhance safety and reduce the risks which can face individuals with a physical disability and / or sensory impairment and enable them to remain independently within their own homes.

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 individuals, who have sustained a brain injury, and their carer. The partnership's strength is the direct involvement of the people with a brain injury and their carers as active participants in the development and delivery of services and activities including significant independent fundraising.

6.5.2 The partnership's priorities include targeting 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 and training. 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 supports and provides a range of services to vulnerable older people either within their own homes and communities or in a residential setting. The service is committed to delivering the highest standard of care which has been recognised through the retention of Customer Service Excellence Awards for Older people's day care services with its 3 Best Practice Awards. The service was also awarded with a further 3 Best Practice Awards. Older people's residential services also retained 4 Best Practice Awards with a further 2 Best Practice Awards being awarded. In July 2010, the home care service was awarded the Customer Service Excellence Award, and a number of residential facilities are working towards the award.

6.6.2 Improving older people's services is a Council Plan priority. The projected rise in the older population will affect the area of South Lanarkshire and will have a significant impact on the delivery of care services. An event in November 2009 highlighted the scale of the challenge for services and agreed a two phased approach to planning for an ageing population. This involves a first phase where Social Work will work on agreed priorities with NHS colleagues and other partners directly involved in the older people's agenda. A set of eight joint priorities and outcomes was agreed in 2009 and a robust performance framework to support delivery of these is being finalised at present. This work is being overseen by the Joint Services Management Group for Older People. Phase two will involve building a more explicit approach to dealing with the demographic challenge through community planning and the updated SOA which will be developed from 2012.

6.6.3 The use of Telecare and Assistive Technology has been an important factor in the empowerment and equality of older people and those with disabilities. Telecare is the term given to a range of sensors that can be quickly and easily installed in the homes of service users to monitor their well-being and safety whilst at home. To date there have been 304 Telecare installations completed. The sensors are discreet and unobtrusive, allowing service users to maintain their independence with the comfort of knowing that, should they need help in an emergency, these devices will advise the ALERT control centre, who can in turn arrange for support to be provided.

6.7. Children and Young People

6.7.1 The Burning Issues Participation and Advocacy Network (BIPAN) is a project co-ordinated by Social Work Resources' Children's Rights Service and Education Resources. 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.

6.7.2 The BIPAN conference is held in November each year. The theme for 2009 was Equality and Inclusion and eleven schools comprising 73 young people participated in the project. The main message raised by the young people was that peer pressure and "not being able to be yourself" were the main issues which prevent them from being treated fairly and being included. This was particularly acute amongst the young people who had recently moved to bases in mainstream schools.

6.7.3 In 2010, the BIPAN workshops and conference considered consultation from the Children's Commissioner entitled "A right blether" which looked at what children and young people think are the key issues for children in Scotland. Eleven schools will take part in the project involving 70 young people. Tam Baillie, Children's Commissioner for Scotland attended the main event on 18 November 2010.

6.8. Young Carers

6.8.1 Over the last financial year, the Young Carers' Service received 90 referrals. The young carers received one to one support through the service and are also supported to access the groups run by Universal Connections.

6.8.2 Additional funding was awarded from NHS Lanarkshire to employ a Health Worker for young carers. The role of the worker will be to raise awareness of young carers issues within NHS Lanarkshire and signpost young carers into the appropriate health services. The Health Worker was recruited during 2009-10.

6.8.3 In May 2010, the service started a pilot project in Biggar for young carers in partnership with the Biggar Youth Project. This was aimed at young carers who attended Biggar High School but who lived in the surrounding settlements of Dunsyre, Abington and beyond who were unable to attend the Carluke group because of the distances involved. The group ran fortnightly, after school, in the Biggar youth project and catered for up to five young people supported by Young Carers service staff and the health worker. An initial extension over the summer increased the numbers of young people who were able to engage with the project. Funding to extend this project has recently been received from the Carers Information Strategy Group and will be used to continue this work with a larger group over the coming months.

6.8.4 Creative Identities was a programme which allowed vulnerable young people to communicate using the creative arts. Funding was secured through the Cashback for Communities programme, and the work was facilitated by cultural co-ordinators working in schools. A DVD of the work was produced and launched at an event over the summer. A final performance of all the work was performed at the Tramway theatre in Glasgow at the end of August.

6.9. Justice Services

6.9.1 Domestic Abuse

Doorway partnership is a multi-agency approach to tackle domestic abuse. Information and training to raise awareness of domestic abuse within same sex couples has been developed. This is included within the multi-agency training programme which is routinely updated and posted on the Council intranet website.

6.10. Gypsy Travellers

6.10.1 Reception Services continue to offer a service to the travelling community. In the recent reassessment of the Customer Service Excellence Awards they were also awarded with a good practice award for the work with the travelling community.

7. Performance Management and Reporting

7.1. Local Performance Indicators

7.1.1 Social Work Resources has a range of statutory and local performance indicators in place to monitor the delivery of services. In May 2008, amendments were made to SWiSplus to incorporate new minimum data standards for the recording of ethnicity as there is a requirement and expectation that ethnic monitoring is undertaken routinely as part of the assessment process.

7.1.2 The performance indicators in place are reported to the Performance and Continuous Improvement Management Group on a regular basis as well as to each of the client specific Performance and Continuous Improvement Groups.

7.2. Accessibility

7.2.1 The Resource continues to make capital investment in the facilities for our service users. The Fairhill Integrated Facility opened in 2008, combining community facilities such as a library, café and leisure facility with a social work facility for adults with learning disability. In 2010, the gym at Fairhill became the first leisure facility to gain the Inclusive Fitness Initiative Accreditation and was the first in the UK to achieve 'excellent status'.

7.2.2 The Resource provides support for the Access Panel which has been involved in a range of work to determine the accessibility of facilities and buildings across the Council area. Over the past year the Panel has been involved in the design of the new Hamilton Bus Station, it has visited new schools and advised on accessibility in New Lanark.

7.3. Commissioning and Procurement of Goods and Services

7.3.1 The Resource links directly with the Central Procurement Team which ensures goods and services are procured in line with the Council's standing orders on contracts, financial regulations and various policies and procedures in relation to procurement. A specific focus on contract compliance has been strengthened within Social Work Resources and links to providers, service users and carers are fundamental to this process.

7.3.2 National guidance on the procurement of social care and support services has recently been implemented. The guidance has been developed in recognition that the procurement of care and support services requires special consideration within a public body's overall approach to the procurement of goods, works and services because of the significant impact that it has on the quality of life, health and well-being of service users and carers. In order to achieve the best outcomes for service users and carers and respect their rights, it is essential that the views they express about their needs and wishes are considered in the development of local policies and

procedures for the procurement of care and support services and as an integral part of the procurement process.

7.3.3 The guidance describes a service user and human rights based approach to the procurement of care and support services in Scotland and defines a set of Guiding Principles which should govern the procurement of such services. It describes the policy and legal context and considers the arrangements that public bodies should put in place individually and collaboratively to promote good practice procurement. It outlines key considerations for public bodies when procuring a new service or securing the continuation of an existing service.

7.3.4 The Council has prepared a tool kit on procurement and equal opportunities to assess what actions must be taken in order to meet the Council's duties in connection with the promotion of race equality, disability equality, gender equality and obligations not to discriminate on the grounds of religion or belief, sexual orientation and age when procuring services, supplies or works on behalf of the Council.

7.4. Service Reviews

7.4.1 Community Service

During the period between 2006 and 2009 Community Service performance against national Statutory Performance Indicators was within the bottom quartile. In response to this, and the forthcoming Criminal Justice and Licensing (Scotland) Bill that will reform community disposals, a Service Review of Community Service was carried out.

The review looked at future service models and placement opportunities including educational and vocational input and the views of staff, offenders and the agencies who had been the recipient of work carried out by offenders on Community Service.

The Social Work Resources Committee agreed to move to a locality based model with a central base at Auchintibber. The staff structure was also revised to include a mix of qualified and unqualified staff. The benefits for the revised service model were:-

- ◆ facilitates flexibility and communication across all staff groups whilst also providing facilities to allow the extension of placement opportunities eg laundry, groupwork, developmental and educational work
- ◆ offers a clearer focus on tasks and responsibilities ensuring that skills are deployed effectively and appropriately
- ◆ dedicated staff for seeking out placement work and building strong links with their designated locality
- ◆ Supervisors are managed effectively and have a clear career pathway
- ◆ the review of staff roles and responsibilities allows capacity for increased flexibility and range of placement opportunities across evenings and weekends

7.5. Complaints

There were 225 complaints recorded for Social Work in the period 1 April 2009 to 31 March 2010. The five most common complaints received concerned care management, staff, care package, equipment and adaptations, and internal home care. The complaints form has a tick box which asks if an individual's complaint is about human rights or equal opportunities and whether it is about race, sex, age or disability. There were no complaints in the period under any of these categories.

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. This guidance is routinely reviewed and issued to staff across Social Work Resources. The guidance is currently being reviewed, and the revised guidance will be issued early in 2011. The number of requests for the interpreting and translating service for community languages is monitored quarterly and we have seen an increase in these requests throughout the year. The main translation requests are for languages of the Indian sub-continent, sign language and Polish.
- 8.2. We have purchased 'Dolphin Software' which enables written text to be translated to CD / DVD to enable the user to listen to material. In addition to this service, we also arrange for minutes, letters, care assessments and leaflets to be translated through our Support Services team.
- 8.3. The Resource is currently working with members of the deaf community to look at different ways of using computer technology to access information using sign language in local offices. This work is being done with colleagues in Corporate Resources.

9. Highlights and Areas for Improvement

- 9.1. Social Work Resources continues to make good progress in relation to equal opportunities. The biggest challenge for 2010-11 and beyond is to ensure that, during these challenging times as a result of the funding allocation being reduced, that no equality group is discriminated against or placed in a more disadvantaged position. In addition, during 2010-11 Social Work Resources will progress:-
 - ◆ raising awareness amongst Social Work Resources staff of the new equality legislation
 - ◆ the roll out of Equality Impact Assessment Training

10. Employee Implications

- 10.1. There are no employee implications arising from this report. However, the Resource would like to highlight the level of commitment that was seen from Social Work staff from all care groups during the extreme weather conditions over winter 2009-10. Despite difficulties in reaching either places of work or the homes where service users lived, staff found a range of innovative ways of ensuring that the most vulnerable members of our communities continued to receive services over this period.

11. Financial Implications

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

12. Other Implications

- 12.1. The risk to the Council is that if the Resource does not have due regard to the Public Sector Equality Duty it may lead to non-compliance with equalities legislation. The consequence of this could be an unlimited financial penalty.
- 12.2. There are no implications for sustainability in terms of the information contained within this report.

13. Equality impact assessment and consultation arrangements

- 13.1. 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.
- 13.2. There was no requirement to undertake any consultation in terms of the information contained within this report.

Harry Stevenson
Executive Director (Social Work Resources)

23 November 2010

Link(s) to Council Objectives

- ◆ Fair and open
- ◆ People focused
- ◆ Working with and respecting others
- ◆ Excellent employer
- ◆ Tackling disadvantage and deprivation

Previous References

Equal Opportunities Forum - 1 September 2009

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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