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| Report to: | Equal Opportunities Forum |
| Date of Meeting: | 8 December 2009 |
| Report by: | Executive Director (Community Resources) |

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| Subject: | Annual Report on Mainstreaming Equalities and Diversity – Community 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 and planned by Community Resources to meet the commitments in the Council's Equal Opportunities Policy, Equality and Diversity Strategy and related statutory duties

2. Recommendation(s)

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

- (1) that the work being undertaken by Community Resources be noted.

3. Equalities Impact Assessment

3.1 The identified relevant policies and functions in Community Resources have been completed and, in addition, a further 5 have been completed in 2009 in relation to new/proposed policies and functions.

3.2 In addition to existing and new/proposed policies and functions, the Resource has also carried out impact assessments on each of its savings proposals.

4. Employment

4.1 Recruitment

During the period January to September 2009 Community Resources received a total of 1,834 applications. From these applications, 295 posts were filled following the Council's standards on recruitment and selection.

Of the 31 candidates who declared a disability, 2 were appointed and of the 11 candidates from an ethnic background, 2 were appointed.

4.2 Delivering a Fairer Future

4.2.1 The Resource has identified 6 areas where jobs should be badged for Delivering a Fairer Future. This shows applicants whether the jobs are under-represented by males or females and offers guaranteed interviews to the under-represented gender if they meet the essential criteria. 49 of these posts have been advertised to date in 2009 and 5 employees in the under-represented gender have been successful in appointment.

- 4.2.2 During 2009, a recruitment campaign was carried out in Fleet Services for driving education and social work clients. The Service was keen to recruit more females into a predominantly male workforce and advertised to existing employees in cleaning and catering. We had a very good response and were able to recruit 2 females on part-time hours and a further 3 casual female employees who are able to cover holidays, sickness etc at short notice.
- 4.2.3 Through the Performance and Development Review (PDR) process and the Delivering a Fairer Future initiative, employees are given an opportunity to access 'Taster Days'. This is intended to allow employees to experience first-hand alternative career routes they may be considering, in particular for roles traditionally held by the opposite gender. During this 2009/2010 PDR process, we received 14 requests from employees to undertake taster days and we are currently working through these requests.
- 4.2.4 A second equal pay review was carried out in October 2008 and the analysis of job titles within pay grades highlighted a number of issues which required to be investigated. These have been reported back to Personnel Services and predominantly involved housekeeping issues around job titles – no significant equalities issues were identified.

4.3 **Training and Development**

- 4.3.1 The Resource has a commitment to all employees to undertake a Performance and Development Review and aims to achieve 100% coverage of all employees. We have achieved 69% coverage of all our employees at 20 November 2009. There was some delay in starting the PDR process as a result of discussions on equal pay but these are all now underway and should be completed by the end of the year.
- 4.3.2 The Resource will continue to ensure employees understand that equal opportunities is a core competence against which they are measured. As well as the corporate welcome day, new employees in Community Resources undertake a Resource based induction training course which includes equalities training. This has been delivered to 66 new employees since January 2009.

4.4 **Supporting Front Line Staff**

- 4.4.1 Community Resources continues its commitment to ensuring employees have the necessary support to allow them to undertake their duties and additionally is proactive in promoting the health and wellbeing of employees.
- 4.4.2 The Resource also participated in the annual flu vaccination programme with employees working in schools, within Environmental Health and in outdoor jobs being given the opportunity to receive the vaccine. Figures on the uptake of this programme are not yet available.
- 4.4.3 Work has been undertaken with the Royal National Institute for the Blind regarding the suitable redeployment of an existing employee who is registered blind in order to provide an appropriate level of assistance and training.
- 4.4.4 Since January 2009, 15 employees within Land and Fleet Services who have been diagnosed with Hand Arm Vibration Syndrome have had their tasks and duties re-aligned to allow them to continue working in the service.

4.4.5 6 employees within the Resource have been successfully redeployed to alternative duties/posts as a result of medical conditions which prohibited them from remaining in their existing posts.

5. Delivering services

5.1 Consultation/Engagement Activities

5.1.1 A new bereavement services survey was introduced in 2009 and this is also available online.

5.1.2 The Consumer and Trading Standards Service is currently reviewing its existing Customer Feedback Questionnaires for its Customer Service Excellence Audit. This is being reviewed in order that we can demonstrate a full understanding and insight into all customers and hard to reach groups and will be completed by January 2010.

5.1.3 Consultations are carried out with community groups in connection with our capital projects. The Council's Architectural Manager is a member of the South Lanarkshire Access Panel and has consulted with the group with the plans for the following major capital new build and renovation projects:-

- ◆ Lanark Memorial Hall
- ◆ Lanark Swimming Pool
- ◆ Fountain, Lesmahagow
- ◆ Stonehouse Integrated Community Facility (ICF)
- ◆ Fernhill ICF
- ◆ Carluke Leisure Centre
- ◆ Fairhill ICF

5.1.4 Consultation has taken place with the local Community Council on the design of the Stonehouse ICF and we have recently completed a consultation/workshop exercise with young people in relation to the new Fernhill facility.

5.2 Service Monitoring

5.2.1 Service specific customer satisfaction questionnaires are in use in a number of functions throughout the Resource and processes are in place for responses to be monitored and any equality issues identified and investigated.

5.2.2 The feedback questionnaire used within Environmental and Strategic Services was amended to ensure consistency with corporate guidelines and now includes an equal opportunities monitoring form.

5.3 Performance Management

5.3.1 In line with Connect, the Resource has specific actions and measures relating to equalities and these are outlined in our published Resource plan and reported regularly to the senior management team.

5.4 Access to Information

5.4.1 The Resource actively seeks to publish information on its services onto the website and currently has 13 online forms, 6 online survey forms, 23 PDF forms (portable document format) and 109 documents on the internet. These range from policy documents, to special uplift forms to information on cultural activities.

5.4.2 During 2009, the Recycling Information document has been translated into the main languages for dealing with general requests, including Polish, Chinese, Hindi, Punjabi and Urdu. The Resource is also investigating whether this document can appear on the Council's internet site in each of the languages.

5.4.3 The Resource monitors all complaints regarding discrimination and ensures measures are taken to resolve any issues. These are reported through the Council's complaints procedure and any equality issues are reported to the Resource Personnel Manager for investigation. No equalities complaints in relation to service provision have been received since the last report to the Forum.

6. Delivering Services

6.1 Land and Fleet Services

6.1.1 It was reported to the Forum in January 2009 that Land and Fleet Services would aim to achieve Charter Mark and ISO for Bereavement Services. Charter Mark and ISO have both been achieved in Bereavement Services.

6.1.2 A Bereavement Pack is now available in public buildings and work is underway to add this to the Council's website. This outlines the choices that people have when arranging a burial or cremation and their basic rights.

6.1.3 The Service offers an assisted pull-out service to people who are unable to take their bins to the normal collection point. Currently, there are over 3,500 elderly or infirm residents on our medical pullout scheme and 284 new requests have been received in the first 2 quarters of this year.

6.1.4 Land and Fleet Services deliver a Care of Gardens grounds maintenance service for elderly people to over 11,500 households on behalf of Housing and Technical Resources. The satisfaction rating for April to October 2009 was 99.73%.

6.1.5 The Service provides training placements for young people each year and has recruited 69 trainees since April 2009. The team has completed a number of projects throughout South Lanarkshire including:-

- ◆ Fairhill Garden for Life Initiative, where we assisted in the general clean up of the area in association with other partners
- ◆ refurbishment of areas in Rutherglen/Cambuslang, namely, Trossachs Road, Burnhill Universal Connections and Westburn Community Hall
- ◆ clean ups at various sites in Larkhall including Howard Street, Primrose Lane and Wilson Street as well as the installation of planters on Larkhall Main Street
- ◆ in the Hamilton area we revamped Freetime Nursery, Auchinraith Primary and St Cuthbert's Primary, in addition to undertaking other graffiti removal and general clean ups

6.1.6 The trainees continue to receive dedicated training in all Land Services procedures, processes and operations and out of the 69 young people undertaking training since April 2009, 23 have gained employment with the Council.

6.2 Facilities and Cultural Services

6.2.1 The Arts Development team is currently delivering over 400 workshops in 24 day care/residential units within South Lanarkshire with its Wee Drams project (drama; reminiscing; art, music and screen). The first 2 5 week blocks commenced in

October 2009 and the second phase commences in January 2010. It is anticipated that this will involve approximately 5,000 participants during the project.

- 6.2.2 The Service will run its Young at Heart Festival in March 2010 for the fifth year, with the programme specifically aimed at the 50+ age group. The Festival aims to celebrate the arts and make them accessible to this age group and this year there will be a new event at Calderglen Park called Arts in the Park on Sunday 28 March where older relatives will be encouraged to take the family out for a day in the park - a whole range of events are programmed for that day.
- 6.2.3 The Mental Health Foundation's annual Mental Health Arts and Film Festival took place in October 2009. This year South Lanarkshire Council hosted the Lanarkshire Launch event at Rutherglen Town Hall, we also hosted our own short film festival at the same venue and 2 mental health related shows were programmed into East Kilbride Arts Centre.
- 6.2.4 The Arts Development Team has developed and promoted its Winter 2010 programme which offers a variety of arts opportunities to South Lanarkshire residents of all ages and abilities. The programme offers a Young at Heart Dance Group for 50+; a resident dance artist who is available to individuals and groups to run dance lessons for people with additional support needs; and a variety of short training programmes aimed specifically at the voluntary arts sector.
- 6.2.5 The Arts Development team is currently part-way through a 24 week project with West Mains primary school which is a Special Educational Needs (SEN) school for children with speech and language difficulties. The service will deliver 6 week programmes each of drama, ceramics, dance and music. This project is funded by an Awards for All grant which was obtained by the school.
- 6.2.6 The Service is also currently working on 2 projects funded by the Locality Challenge Fund.
- ◆ Silverton Short Breaks facility in Hamilton is a respite care unit for children and young people with severe disabilities. Over 24 sessions working on arts and crafts activities are arranged and it is expected that this project will reach 33 young people from the Hamilton/Blantyre/Uddingston area. The participants are working on sensory and textured art work for their centre.
 - ◆ The second project is working with young carers within Universal Connections, Carluke. The focus of the project is again arts and crafts activities and the young carers have chosen to participate in graffiti writing, t-shirt design, mask and model making, and making Christmas stockings. The project will run for 13 sessions in total and caters for around 11 young people each session. A further session of workshops is being planned for Larkhall young carers who are unable to attend the Carluke session.
- 6.2.7 The Eddlewood Catering Academy opened in 2009 and as a result of European funding we have commenced a training programme in catering skills aimed at unemployed people or people looking to return to employment. The funded programme runs from June 2009 to March 2010 and it is expected that 117 trainees, identified through Routes to Work, will take part in the programme.

6.3 Environmental and Strategic Services

- 6.3.1 The Service ran its annual Be Smart Be Safe event which provides information for older people on community safety issues with a particular emphasis on home safety. Consumer and Trading Standards also participated in this event providing information and advice to the elderly regarding rogue traders and bogus workmen.
- 6.3.2 It was reported to the last Forum that a parallel programme to Be Smart Be Safe, addressing the particular needs of adults with learning disabilities, was being developed. Following consultation with the staff of the 'Coalyard' and the Harry Smith Centre, Lanark a programme has now been devised to deliver safety topics identified as being of particular relevance to the service users of these centres and this will take place in February 2010.
- 6.3.3 The Financial Education Team have produced a CD called 'The Treasure of Money Island' which is being distributed throughout the Council's Primary Schools and gives information and advice about money to primary school children.
- 6.3.4 A financial information project is also being delivered to the inmates at Addiewell Prison and their families and the team are also training staff within the Scottish Prison Service to enable them to cascade financial education to inmates within other prisons.
- 6.3.5 During 2008, Consumer and Trading Standards developed and piloted a No Cold Calling Zones programme which is aimed at stopping doorstep crime. The programme continues to be rolled out across the sheltered housing complexes within the Council area and the information pack has been translated to Russian, Polish, Urdu and Mandarin.
- 6.3.6 The Environmental Health Service works with Community Groups providing information, talks and training, primarily on food hygiene, and has delivered a number of sessions during 2009:-
- ◆ handwash talk to Larkhall and District Volunteer Group. These are volunteers who help people within the community ranging from the elderly to people with physical disabilities
 - ◆ Royal Environmental Health Institute Scotland (REHIS) Elementary food hygiene training given to Stonelaw Parish Church
 - ◆ general hygiene talk delivered and advisory leaflets provided to Blue Triangle. This is a charity group that helps house homeless young people and get them back into accommodation of their own
 - ◆ general hygiene talk delivered and advisory leaflets provided to Family Placement Team – Foster Carers Group.

6.4 Support Services

- 6.4.1 Support Services is responsible for the project management of the Resource's capital programme. A feature of the new facilities being built is that we are able to provide training and employment opportunities for members of the community and specifically for social work clients. Furthermore, all projects are Disability Discrimination Act (DDA) compliant and incorporate a variety of new state of the art technologies.

- 6.4.2 South Lanarkshire Lifestyles – Carluke (previously referred to as Carluke Integrated Community Facility) opened to the public in October 2009 and accommodates a primary school, community facility for café/hall, Social Work daycare, Library and ActiveIT.
- 6.4.2 The Service also oversees the implementation of South Lanarkshire Leisure’s large capital projects and completed the refurbishment of the Carluke Leisure Centre in April 2009, providing updated swimming and training facilities for the town of Carluke.
- 6.4.3 The Alistair McCoist Complex (previously referred to as St Andrews ICF) opened in April 2009 and provides an 8 court games hall with outdoor/indoor changing, a community area and an outdoor third generation synthetic sports pitch.
- 6.4.4 The replacement Lanark Pool, now known as South Lanarkshire Lifestyles – Lanark is scheduled to open in January 2010 and provides a 25m swimming pool, fitness gym, dance studio, café and changing facilities for wet, dry and external activities.
- 6.4.5 The Dollan Aqua Centre Refurbishment and the New Loch Park Stadium project both commenced in 2009 are due for completion in 2010/2011.
- 6.4.6 Further projects include:-
- ◆ the Lanark Memorial Hall refurbishment will commence in 2010 to provide upgraded performance facilities in Lanark
 - ◆ Stonehouse ICF will also begin on site in early 2010 providing a new build Social Work day care facility and community centre
 - ◆ Fernhill ICF will also commence on site in 2010 providing a new build community facility in the heart of Fernhill
 - ◆ the Biggar Corn Exchange will undergo upgrades in 2010 which will include addressing the physical access issues, rotworks and water ingress into the building
- 6.4.7 In line with recent legislative changes relating to the enforcement of disabled car parking spaces, a review of all disabled car parking facilities available at Community Resources buildings is being undertaken. This exercise is being co-ordinated through Enterprise Resources.

7. Areas for Improvement

7.1 In 2010, the Resource will:-

- ◆ improve coverage of PDRs for employees
- ◆ develop and improve the equality information held on service users with a view to improving services
- ◆ continue the project management and delivery of capital projects assisting in providing improved facilities for disabled people and ensuring compliance with DDA legislation

8. Employee Implications

8.1 There are no employee implications arising from this report.

9. Financial Implications

9.1 There are no financial implications arising from this report.

9. Other Implications

9.1. None.

10. Equality Impact Assessment and Consultation Arrangements

10.1 This report does not introduce a new policy, function or strategy or recommend a change to an existing policy and therefore there is no requirement for an impact assessment to be carried out.

10.2 There is also no requirement to undertake any consultation in terms of the information contained within this report.

Norrie Anderson
Executive Director (Community Resources)

24 November 2009

Link(s) to Council Objectives/Values

- ◆ Fair and open
- ◆ Working with and respecting others
- ◆ Excellent employer
- ◆ Accountable, effective and efficient

Previous References

Equal Opportunities Forum – 20 January 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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