

# Report

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| Report to:       | <b>Equal Opportunities Forum</b>                |
| Date of Meeting: | <b>15 March 2011</b>                            |
| Report by:       | <b>Executive Director (Community Resources)</b> |

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| Subject: | <b>Annual Report on Mainstreaming Equalities and Diversity – Community Resources</b> |
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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 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 Community Resources in terms of the Council's Single Equality Scheme and Equality and Diversity Strategy be noted.

## 3. Background

### 3.1. Equalities Impact Assessment

Equality Impact Assessments have been completed for all identified relevant policies and functions in Community Resources.

3.2 In addition to existing and new/proposed policies and functions, the Resource has also carried out impact assessments on 24 of its savings proposals identified for 2011/12, 2012/13 and 2013/14.

## 4. Employment

### 4.1. Recruitment

4.1.1 During the period October 2009 to October 2010 Community Resources received a total of 3608 applications. From these applications, 208 posts were filled following the Council's standards on recruitment and selection.

4.1.2 Of the 59 candidates who declared a disability, 3 were appointed and of the 37 candidates from an ethnic background 1 was 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. 190 of these posts have been advertised in 2010 to date and 34 employees in the under-represented gender have been successful in appointment.

4.2.2 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 2010/2011, we received 76 requests from employees to undertake taster days and we are currently working through these requests.

### 4.3 **Training and Development**

4.3.1 The Resource has a commitment to all employees to undertake a PDR and aims to achieve 100% coverage of all employees. We have achieved 89% coverage of all our employees as at 29 October 2010.

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 35 new employees since January 2010.

### 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 participated in the annual flu vaccination programme with employees working in schools, within Environmental Health or in outdoor jobs being given the opportunity to receive the vaccine. 51 employees from Community Resources accessed the flu vaccination programme from Sandy Road and Forrest Street depots. The figures for those employees accessing the service in Corporate and Education premises are still being collated.

4.4.3 The Resource has worked with one employee who suffered a stroke to make adjustments to their role and thereby allowing a return to work. We are also currently exploring scope to assist with making adaptations to the employee's car.

4.4.4 The Resource ran an Employee Assistance Programme Day at its Forrest Street Depot, Blantyre on 25 August 2010, which was attended by providers from:-

- ◆ Centre of Therapy
- ◆ Blythswood Associates
- ◆ Physicare
- ◆ Money Matters/Benefits Project Team
- ◆ Scotwest Credit Union
- ◆ Kiddivouchers and Employee Benefits
- ◆ Employee Support Team
- ◆ Council's Occupational Nurse
- ◆ Trade Unions

The event was well attended and employees were particularly interested in the information from Scotwest Credit Union, the Council's Occupational Nurse and Physicare. A number of employees opened up Scotwest Credit Union accounts, received health checks carried out by the nurse and took advice regarding posture and specific issues they were experiencing.

## **5. Delivering Services**

### **5.1 Consultation/Engagement Activities**

- 5.1.1 Consumer and Trading Standards Service are currently reviewing their existing Customer Feedback Questionnaires for their Customer Service Excellence Audit which was planned for July/August 2010. This is being reviewed in order that we can demonstrate a full understanding and insight into all customers and hard to reach groups. From this review it is proposed that a SNAP survey will be introduced on the Council's website in order to reach more groups that will allow greater feedback.
- 5.1.2 Further consultation is being undertaken with a number of organisations by our Landscape Design team in relation to group applications for funding of upgrade works to community play areas and the team facilitate the provision of advice from a funding and project management perspective.
- 5.1.3 Consultations are carried out with community groups in connection with all of our capital projects. The Council's Architectural Manager is a member of the South Lanarkshire Access Panel and has consulted with the group with plans for our major capital new build and renovation projects.
- 5.1.4 Consultation continues with the local Community Council for Stonehouse Integrated Community Facility (ICF) and also with other user groups in relation to the new Fernhill facility.

### **5.2 Service Monitoring**

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

### **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 have 13 online forms, 5 online survey forms, 23 PDF forms (portable document format) and 238 documents on the internet. These range from policy documents, core plan maps and special uplift forms to information on cultural activities.
- 5.4.2 Environmental and Strategic Services have translated letters in Italian for a client during October 2010 and the Doorstep Crime pack was translated to Polish, Russian, Urdu and Chinese.
- 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 in the period since the previous report to the Forum in February 2010.

## **6. Delivering Services**

### **6.1 Land and Fleet Services**

- 6.1.1 A graffiti removal service is provided by the Service with 89.4% of reported graffiti being removed within the required timescale (cumulative total for 2009/10).
- 6.1.2 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 5,331 elderly or infirm residents on our medical pullout scheme.
- 6.1.3 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.
- 6.1.4 The service has provided training placements for young people each year and has worked with 100 long term unemployed people in 2010. To date, 14 of the trainees have gained employment following the training and work experience provided by the Service. The team has completed, or will undertake, a number of projects throughout South Lanarkshire including:-
- ◆ work has been undertaken by this group in Rutherglen (Sheltered Housing), Hamilton (Sydes Brae) and Larkhall (Millheugh). All of these sites received makeovers and new garden furniture was installed
  - ◆ the team are scheduled to work on the “Gardens for Life” project which will take place in Whitehill, Hamilton. The project is funded by Pride of Place and will provide assistance to elderly or disabled people with garden renovations, planting etc
  - ◆ Future Jobs Fund trainees have assisted with general tidy ups and graffiti removal at various sites throughout South Lanarkshire
  - ◆ with funding from both the Future Jobs Fund and Pride of Place, sensory gardens have been installed in Rutherglen, Newton and Westburn. These sites received seating, planting and sensory equipment which will enable users to experience all five senses
- 6.1.5 We have worked to ensure parks and open spaces are maintained to allow disabled access. We have achieved a score for 2009/10 of 70 against a target of 67, measured by an independently audited Land Audit Management System.
- 6.1.6 We have also effectively de-littered footpaths and pavements, achieving a score for 2009/10 of 70 against a target of 68, measured by an independently audited Local Environment Audit and Management Survey.

### **6.2 Facilities and Cultural Services**

6.2.1 The Arts Development team participated in:-

- ◆ the 10 year anniversary event in July 2010 for the Same as You legislation for rights for adults with learning disabilities by running workshops in music and the art of graffiti. These were attended by adults with learning disabilities at SL Lifestyles Fairhill

- ◆ Scottish Mental Health Arts and Film Festival took place across Scotland from 1 to 24 October 2010. This festival gets people thinking and talking about mental health and several shows took place in South Lanarkshire including:-
  - ◆ Monster in the Hall – Rutherglen Town Hall
  - ◆ Lunchtime Theatre – East Kilbride Arts Centre
  - ◆ Lys Stevens Exhibition – East Kilbride Arts Centre
  - ◆ Sizzor Handz – Rutherglen Town Hall

6.2.2 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+; Boogie beats for tiny feet (an interactive course for carer and toddlers in the inspiring worlds of music and dance) and a variety of short training programmes aimed specifically at the voluntary arts sector.

6.2.3 The service has also worked on a number of other initiatives, including:-

- ◆ New Trows Rural, Lesmahagow is a 60+ womens group where an average 15 members each week participated in 6 various arts and crafts workshops between March and May 2010
- ◆ Little Haven, Forth, a centre that adults with life limiting illnesses attend – a number of drama workshops have been held with small groups of under 10 participants
- ◆ Changing Lifestyles conference 9 November 2010 – supporting people with learning disabilities, with documentation work throughout October resulting in a DVD /education pack
- ◆ See me Project – in partnership with Social Work Resources, NHS and See Me funding, a series of digital photography workshops between August and October 2010 with participants with various mental health issues
- ◆ Wee Drams; a continuing programme of activities being delivered to every South Lanarkshire Care Home receiving two 5 week blocks of workshops, silk painting, drawing and painting, dance and movement and digital memory books

6.2.4 The Eddlewood Catering Academy trained 120 unemployed citizens of South Lanarkshire, identified through Routes to Work, all of whom gained a nationally recognised qualification that allowed them to be recognised as trained food handlers. Additionally, 32 candidates gained employment within the Council and we are aware of a further 6 candidates who gained employment in the food industry in the private sector.

6.2.5 In line with the Council's objective of improving health, we are working with local primary schools to teach healthier cooking methods, with approximately 150 parents and pupils attending sessions at the Academy to date.

6.2.6 St Elizabeth's Primary School held a health promoting day where teachers, parents and pupils attended the academy, met the Go Fresh Gang, made healthy snacks and were provided with information on healthy eating and lifestyle.

6.2.7 Facilities Management are currently working with Social Work Resources to introduce a South Lanarkshire Council approach to food safety, approved by Environmental Health.

### 6.3 Environmental and Strategic Services

6.3.1 Financial Education Team (FET) produced 'Older and Wiser' Essential Facts for Smarter Seniors. This publication is a handbook of advice and information on money governance for the over 50's.

6.3.2 Pupils from Cathkin High School won the UK Playsafe award – entrants were required to design a toy that is safe. Uddingston Grammar and Biggar High School also took part. Environmental and Strategic Services employees provided support and training for the schools that took part in the event.

6.3.3 Money governance advice and training was provided as detailed in the table below:-

|                                 | <b>Total</b> | <b>Achieved learning outcomes</b> | <b>Increased confidence dealing with finances</b> | <b>Will amend behaviour re finances</b> |
|---------------------------------|--------------|-----------------------------------|---|---|
| <b>MCMC</b>                     | 455          | 89%                               | 85%   | 74%                                     |
| <b>Criminal Justice</b>         | 35           | 100%                              | 85%   | 100%                                    |
| <b>HMP Addiewell</b>            | 33           | 89%                               | 93%   | 96%                                     |
| <b>HMP Polmont</b>              | 46           | 100%                              | 100%  | 98%                                     |
| <b>Additional Support Needs</b> | 28           | n/a                               | n/a   | n/a                                     |
| <b>Older People</b>             | 215          | n/a                               | n/a   | n/a                                     |

6.3.4 Crucial Crew – this year the event also included a specific day for children with learning disabilities and physical disabilities which was attended by 100 children. Additionally, a further event was run for adults with learning disabilities and was attended by 18 people.

6.3.5 Be smart Be safe is an event which is held to raise consumer awareness and identify opportunities to engage with disabled persons and disability organisations and 150 older people took part in this event in 2010.

6.3.6 The Resource's Home Safety Officer attends Hamilton School for the Deaf ½ a day per week to give advice and information on Home Safety to pupils and their parents.

6.3.7 A 'Sloppy Slipper' exchange is to be held on 8 December 2010 at Forth in partnership with NHS Lanarkshire and Community Safety. The purpose of this event is to encourage people to trade in their unsafe slippers and reduce accidents in the home. It is anticipated that around 50 older people will take part in this event.

6.3.8 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 2010:-

- ◆ Hamilton Connect Services - this group helps adults with learning difficulties and we have provided hygiene training to enhance life skills. 12 people attended the presentations at groups in Cambuslang and Hamilton
- ◆ REHIS Elementary food hygiene training provided for 24 pupils with learning difficulties at Sanderson High School and Rutherglen High School
- ◆ General hygiene talk delivered and advisory leaflets provided to Phoenix Futures. This is a group that helps sufferers of alcohol and drug misuse
- ◆ General hygiene promotion as part of a community event in Rutherglen

## 6.4 **Support Services**

6.4.1 Support Services is responsible for the project management of the Resource's capital programme. One of these projects, Fairhill ICF, achieved an award in Inclusive Fitness Initiative (IFI) at the 'Excellent' (highest) standards. Fairhill was the first facility in Scotland to achieve an award from IFI and the first facility in the UK to achieve the 'Excellent' level. The award consisted of 4 main areas:-

- ◆ accessibility (building and equipment)
- ◆ marketing
- ◆ staff training
- ◆ policies and procedures

In order to achieve the award there were a small number of areas which had to be reviewed and alterations were made to some accessibility elements.

Additionally, staff training was reviewed and carried out to a set standard to help employees work with disabled people and to take account of their disability.

6.4.2 The Dollan Aqua Centre Refurbishment and the New Loch Park stadium project both commenced in 2009 and are due for completion in 2011.

6.4.3 Other ongoing projects include:-

- ◆ in 2010/11 the Lanark Memorial Hall refurbishment will commence to provide upgraded performance facilities in Lanark
- ◆ Stonehouse ICF commenced on site in June 2010 providing a new build Social Work day care facility and community centre
- ◆ Fernhill ICF commenced on site in October 2010 providing a new build community facility in Fernhill
- ◆ upgrade work in Biggar Corn Exchange has been completed and addressed physical access issues, rotworks and water ingress into the building

## 7. **Areas for Improvement**

7.1 In 2010, the Resource will:-

- ◆ continue to work on improving coverage of PDR for employees
- ◆ 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

## **10. Other Implications**

10.1. 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.

10.2. There are no implications for sustainability in terms of the information contained within this report.

## **11. Equality Impact Assessment and Consultation Arrangements**

11.1. 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.

11.2. There was no requirement to undertake consultation in terms of the content of this report.

**Norrie Anderson**  
**Executive Director (Community Resources)**

24 November 2010

### **Link(s) to Council Objectives and Values**

- ◆ Fair and Open
- ◆ Working with and Respecting Others
- ◆ Excellent Employers
- ◆ Accountable, effective and efficient

### **Previous References**

Equal Opportunities Forum – 8 December 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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