

Report

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Report to:	Community Services Committee
Date of Meeting:	12 July 2016
Report by:	Executive Director (Community and Enterprise Resources)

Subject:	Annual Report on Mainstreaming Equalities and Diversity – Community and Enterprise Resources
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise the Community Services Committee of the strategic and operational work being undertaken and planned by Community and Enterprise Resources to meet the commitments identified within South Lanarkshire Working for you Mainstreaming Equalities Report 2013 to 2017.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendations:-

- (1) that the work being undertaken by the Resource in terms of the Council's Single Equality Scheme and Equality and Diversity Strategy be noted

3. Background

3.1. Community and Enterprise Resources has a key role to play in delivering the Council's equality and diversity strategy, and specifically, the actions relating to outcomes 3,4,5 and 8 detailed within the Council's Mainstreaming equalities report 2013-2017.

- ◆ Outcome 3 - Improve the road network and influence improvements in public transport
- ◆ Outcome 4 - Support the local economy by providing the right conditions for growth, improving skills and employability
- ◆ Outcome 5 - Tackle disadvantage and deprivation (poverty)
- ◆ Outcome 8 - Strengthen partnership working, community leadership and engagement

3.2. The Resource has an in house Equal Opportunities Working Group which includes officers from every Service. The group promotes equal opportunities throughout the Resource and the Chair attends the Corporate Equality and Diversity Working Group. It is the responsibility of service representatives to promote and co-ordinate equality and diversity activities within their services in line with the Council's Mainstreaming Equalities Report 2013 to 2017.

3.3. This report reflects the Resource's and Community Services position up to the end of March 2016. It was presented to the Equal Opportunities Forum on 7 June 2016.

4. Equalities Impact Assessment

- 4.1. 21 Equality Impact Assessments have been completed during 2015/16 for all identified relevant policies and functions in Community and Enterprise Resources, which includes identified savings proposals.

5. Employment

5.1. Recruitment

- 5.1.1. During the period December 2014 to December 2015 Community and Enterprise Resources received a total of 771 applications. From these applications, 176 posts were filled following the Council's standards on recruitment and selection.
- 5.1.2. Of the 4 candidates who declared a disability, 0 were appointed and of the 13 candidates from an ethnic background, 1 was appointed. There were 50 posts advertised during this period which were covered by Delivering a Fairer Future (DFF) with 40 successful DFF applicants securing a position.
- 5.1.3. The Resource will continue to ensure employees understand that equal opportunities is a core competence against which they are measured. New employees in Community and Enterprise Resources attend the Corporate Welcome day which includes equalities training.

7. Supporting Front Line Staff

- 7.1. Community and Enterprise Resources continues its commitment to ensuring employees have the necessary support to allow them to undertake their duties and is proactive in promoting the health and wellbeing of employees.
- 7.2. The Resource supports employees who are unable to undertake their full range of duties by making adjustments to their role and thereby allowing a return to work. Two employees have been recorded as having a permanent reasonable adjustment within the Resource. These can range from amended duties to the provision of adaptive equipment, e.g. an adapted keyboard, mouse or chair.

8. Monitoring and access to information

- 8.1. 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.
- 8.2. 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 raised with the relevant manager/Head of Service and reported to Senior Management Team (SMT) as part of the quarterly monitoring process. No equalities complaints in relation to service provision have been received in the period since the previous report to the Equalities Forum in March 2015.

9. Delivering Services – Community Services

9.1. Facilities, Waste and Grounds Services

- 9.2. A graffiti removal service is provided by Grounds Service with 93% of reported graffiti being removed within the required timescale. The response times are 24 hours to clear offensive graffiti and 48 hours to clear non offensive graffiti.
- 9.3. A Care of Gardens maintenance service is provided to 3041 households on behalf of Housing and Technical Resources. Grounds Services also provide a chargeable service to 512 private homeowners.

- 9.4. Grounds Services have worked to ensure parks and open spaces are maintained to high standard which also looks to allow disabled access. The Land Audit Management System (LAMS) is a performance indicator which measures Grounds maintenance standards and the service has achieved a score of 72 for 2015/2016 against a target of 70. This is measured through six internal audits and in 2015 the system was adopted by APSE and is now being promoted as a national indicator.
- 9.5. The Service has also effectively de-littered hard and soft landscape areas, achieving a score of 97.9% for 2015/2016 through the Local Environmental Audit and Management System (LEAMS). South Lanarkshire previously recorded a score that placed the authority at 3rd of 32 nationally. This was achieved through three audits of which two were internal and the final audit was carried out independently by Keep Scotland Beautiful.
- 9.6. Following the fixed play review in 2010, a five year play investment programme was identified and concluded in March 2016. This investment programme has resulted in around £600,000 being injected to raise the play value of remaining facilities. Where practical, Equality Act issues were addressed by using inclusive equipment to increase opportunities for all children to play together irrespective of ability. Additionally, Amenity Services Landscape Development Team have worked in partnership with various community groups to deliver a range of play area improvements and an element of inclusive equipment is integral to all designs.
- 9.7. In 2015/16, developments included a new toddler play area at Alexander Hamilton Memorial Park in Stonehouse, a new adventure playground at Calderglen Country Park in East Kilbride, a new play area and Multi Use Games Area (MUGA) at Crofthead Park in Uddingston, new MUGAs in Greenhills Park and Laurel Drive, East Kilbride and new play areas in Chapelton, Strathaven Park, Greenhills Park, Crawford and Rosebank.
- 9.8. To fulfil the various requirements of different faith groups Bereavement Services offers a comprehensive burial and cremation service and during the 10 years since it opened the crematorium has provided over 12,500 services to all faiths.
- 9.9. The Lanarkshire Greenspace, Health and Wellbeing Partnership, formed by the Countryside and Greenspace Service along with National Healthy Service Lanark (NHSL), North Lanarkshire Council (NLC), South Lanarkshire Leisure and Culture (SLLC), North Lanarkshire Leisure (NLL) and Voluntary Action South Lanarkshire (VASLAN) in 2012, supports a growing range of activities aimed at using the land asset and local path networks as a means of improving mental and physical health and community wellbeing. Ongoing work includes:
 - ◆ Two programmes that help vulnerable young people and adults to develop the skill and confidence to help them progress to further training or work:
 - ◆ “World of Work” - a one day per week therapeutic environmental volunteering programme, where the Countryside and Greenspace service works with Lanarkshire Association for Mental Health (LAMH) and has been running for around four years
 - ◆ “Recovery Through Nature” – a similar, weekly, programme geared towards helping with recovery from drug and alcohol addiction, run weekly with Phoenix Futures for more than 10 years

- ◆ “Branching Out” run with the Forestry Commission and NHS Lanarkshire is an innovative programme targeted at people using Mental Health Services. Programmes include physical activity, conservation tasks, bushcraft and environmental art. On completion, participants receive certification for skills such as tool handling and the John Muir Conservation Award. The Countryside and Greenspace service ran two 13 week programmes during 2015/16.
- ◆ “Get Walking Lanarkshire” – is an initiative to further develop therapeutic walking programmes in both South Lanarkshire Council and North Lanarkshire Council areas. The aim of the project is to improve the health and wellbeing of Lanarkshire’s residents by getting more people walking more often. By November 2015, 27 walks were being run per week for over 500 walkers. 7,400 individual walks are being facilitated annually by 93 volunteer walk leaders. This is delivered through volunteers supported by a Healthy Walking Co-ordinator, a post funded by NHSL and Paths for All.

- 9.10. Waste Services provides 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. In the last year, 4779 residents were assisted: 1771 in the East Kilbride area, 1091 in the Hamilton area, 637 in Cambuslang and Rutherglen and 1280 in the Clydesdale area.
- 9.11. Waste Services have special arrangements in place for families disposing of medical waste. This is a weekly collection service and operates independently of the scheduled residual/recycling waste uplifts. With 349 households in East Kilbride, 332 in Hamilton, 205 in Cambuslang and Rutherglen and 393 in Clydesdale benefiting from this arrangement, Waste Services uplift an additional 1279 bins every week.
- 9.12. 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.
- 9.13. Presentations to local community groups by Waste Services, including the Seniors Together Forum, ensure the effective communication of changes to services and assistance offered. Face to face visits are also carried out to make our elderly and infirm residents aware of the full range of services available to them.

10. Fleet and Environmental Services

- 10.1. The ‘Older and Wiser’ Essential Facts for Smarter Seniors continues to be distributed. This publication is a handbook of advice and information on money governance for the over 50’s. It provides financial education and information in an age appropriate format. This handbook is distributed through the Seniors Together Forum and through some events and talks, such as the Older People’s Assembly.
- 10.2. Environmental Services continues to promote and develop doorstep crime initiatives through partnership working within the Lanarkshire Doorstep Crime Group. Many victims of doorstep crime are elderly or vulnerable and this multi agency group addresses incidents through the effective use of prevention, intelligence and enforcement. In the period 1st April 2015 to 31st March 2016 the Lanarkshire based full time Police team dedicated to this issue reported that; 65 arrests have been made, with 134 charges proffered, involving £111,663.80 of frauds/thefts. Between

2012 and April 2016, they reported that 382 people have been arrested with a total of 645 charges involving over £742,693 of frauds/thefts. Environmental Services have played a key role in supporting the activities of the team by sharing expertise and intelligence.

- 10.3. The National Scams Hub of the National Training Standards Board circulate quarterly lists to Councils of individuals within their local authority area who have been identified as victims of postal, telecoms and online frauds. The Service works with Police Scotland and South Lanarkshire Council's Social Work Services to assist these individuals and prevent them from having further losses. During 2015/2016 Environmental Services dealt with 132 cases; the vast majority of those identified being elderly or vulnerable.
- 10.4. There is an ongoing programme of work designed to prevent the sale of tobacco to children. During 2015/2016 Environmental Services carried out 130 visits; with 20 sales. 20 were issued Fixed Penalty Notices. The work done in this area helps to prevent under 18s buying tobacco and assists in the prevention of children taking up smoking.
- 10.5. The Environmental Health Service works with community groups providing information, talks and training, primarily on food hygiene. In March 2016 sessions were delivered over two days to children with disabilities, held at Rutherglen High School; which has additional facilities for children and young people with a range of additional support needs. Six children received a recognised qualification and a certificate that can be used by them to gain employment. It enhances their basic life skills and allows them to work and put into practice the skills they have learned.
- 10.6. On a daily basis Fleet Services arrange transport for around 1,300 children and 650 adults who require additional support to gain access to school or social care establishments throughout South Lanarkshire. Transport is provided in a range of vehicles adapted where necessary to meet the specific needs of the individual. Fleet Services works closely with Education and Social Work Resources to ensure that the medical and clinical needs of the clients are met as far as possible.

11. Support Services

11.1. As part of the wider East Kilbride town centre development, the Council continues to work in partnership with the town centre owners to refurbish East Kilbride Ice Rink. In addition to replacing the ageing plant, ice pad, air handling units and some redecoration, the project will introduce a new ramp for access to the ice rink, an accessible toilet and changing area, level with the Ice Rink and improved signage. The project is currently on site (April 2016) with completion scheduled for winter 2016/2017. The project is funded by South Lanarkshire Council, with a contribution from the town centre developer and Sport Scotland.

11.2. Other works include:

In Strathaven, a feasibility study was completed to develop a joint school and community facility to replace St Patrick's Primary School and Ballgreen Hall and Library. Construction of the primary school is scheduled to commence spring 2016, in line with decant to Kirklandpark Primary School.

In conjunction with the School Modernisation Team:

- ◆ Community facilities within new build Braidwood Primary School opened for community use by autumn 2015

- ◆ The new build Newton Primary School, community wing and synthetic pitch started on site January 2016, with completion expected August 2017
- ◆ Community facilities within new build Abington Primary School will complete in spring 2016

All of the above projects have been designed with full physical disability access.

12. Areas for Improvement

12.1. In 2016, the Resource will:-

- ◆ continue to promote and facilitate equality in all areas of service delivery
- ◆ 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 Equality Act legislation

13. Employee Implications

13.1. There are no employee implications arising from this report.

14. Financial Implications

14.1. There are no financial implications arising from this report.

15. Other Implications

15.1. There is a risk to the Council if the Resource does not have due regard to the Public Sector Equality Duty as this may lead to non-compliance with equalities legislation. The consequence of this could be an unlimited financial penalty.

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

16. Equality Impact Assessment and Consultation Arrangements

16.1. 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.

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

Michael McGlynn

Executive Director (Community and Enterprise Resources)

22 June 2016

Link(s) to Council Values/Objectives

- ◆ Provide vision and strategic direction
- ◆ Strengthen partnership working, community leadership and engagement
- ◆ Improve the quality of the physical environment
- ◆ Improve community safety

Previous References

Equal Opportunities Forum – 10 March 2015

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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