

SPRING 2015
the reporter
www.southlanarkshire.gov.uk



WORKING FOR YOU

**MEET SOUTH LANARKSHIRE'S
MEN AND WOMEN
DELIVERING YOUR SERVICES**

8-PAGE PULLOUT INSIDE: 25 WAYS THE COUNCIL HAS SAVED £72 MILLION

adoption
in South Lanarkshire

could you be
my
future?



South Lanarkshire Council need to recruit adoptive families for a range of young children and babies who need lifelong families.

We are particularly interested in hearing from you if you could parent a child in the age range 0-3 years.



Social Work Resources

If you are interested in finding out more please contact the **Family Placement Team on 0303 123 1008** or email familyplacement@southlanarkshire.gcsx.gov.uk

Balanced Budgets in Tough Times... your council working for you 4-7



600 new council houses boost 8&9

Joint primary school campus is uniform success 10&11

Kilbryde Hospice is a haven of help and tranquillity to the end 12&13

Changes to bin collections 15

Driving forward roads investment 16&17

You're hired! Sprightly centenarian joins care home interview panel 18&19

Leisure and Culture membership is simply ACE 20

25 WAYS WE'VE SAVED £72 MILLION 8-PAGE PULLOUT PAGES 21-28

Communities cash in on grants support 29

High hoops for innovative basketball project 30&31

Animal Welfare Officer's unique role 32&33

Growing skills through horticulture 34&35

Editor Tom Little
News Editor Margaret Barr
01698 454959



Cover Photo Anne-Janine Nugent

Publisher
Corporate Communications, South Lanarkshire Council, Council Offices, Almada Street, Hamilton ML3 0AA
www.southlanarkshire.gov.uk



inside your reporter



Back to work programme is just the job 36&37

Enhanced warden service on the streets at heart of communities 38&39

Welfare Reform update – helping people in crisis 41



Glittering cast of real life stars take centre stage in older people's film 42&43

Annual Performance Report goes interactive 44

Living history in our museum collection 45

Shout out about noisy neighbours 46&47



WE ARE ALL WORKING TOGETHER

WELCOME to The Reporter, which we put together and deliver to your door to make sure that you know how South Lanarkshire Council is working for you.

This edition is packed full of examples of exactly that, with articles which highlight the services we deliver, day in, day out – educating our children in the best schools in Britain, investing in our 1,400 miles of roads, looking after older residents in top quality care homes, and building 600 new houses for local people.

I'm particularly pleased that the following pages celebrate those who deliver that work on the frontline – care workers, a school support assistant, a benefits adviser, a roads worker and a refuse collector. These are just some of the people who work for you all, and without them we could not offer the vital support needed by so many, especially the old, the young and the vulnerable.

These are some of the most important services we provide but, as these pages show, your council also delivers a diverse range of other services: we help people into work, we provide community grants, we tackle anti-social behaviour and noise nuisances, we look out for animal welfare, and we work with the Leisure and Culture Trust to provide the likes of sporting facilities and museums.

Even that doesn't tell the full story of the A to Z of council services. But, of course, it costs money to provide them and, as readers will understand, in these tough economic times the council's budget is under pressure with increased demand for services at a time when our income from government and Council Tax is down in real terms.

How we're dealing with those pressures is outlined in the following four pages, and in the centre of this publication you'll find an eight-page pullout which details ways the council has already saved £72m in earlier years.

The budget for 2015/16 required almost £18m in savings, and there are more to come. It was one of the toughest budgets to put together in many years, but I believe officers and Elected Members worked well to make it as fair as possible and protect key frontline services wherever we could.

I hope you enjoy reading this publication, and I hope you agree that it highlights some excellent local services.

By Eddie McAvoy, Council Leader



A BUDGET SERVICES

BY DUNCAN JONES

FUNDING DEAL MEANS LOCAL PEOPLE CAN CONTINUE TO RELY ON KEY COUNCIL SERVICES

FUNDING arrangements have been agreed which will secure vital services across South Lanarkshire.

Despite growing pressure on public sector finances, local councillors approved plans for the area's £677 million revenue budget for 2015/16.

The budget outlines how money will be spent in key areas including schools, roads, care homes, refuse collection, recycling and council housing.

Details have also been released of a £172m capital investment package covering the next two financial years – money which will be used to improve the lives and life chances of local people of all ages.

At their meeting on 19 February, councillors also confirmed that the area's Council Tax will be frozen for the eighth consecutive year.

Council Leader Eddie McAvoy hailed the budget agreement, saying residents across South Lanarkshire would benefit as a result.

He said: "Every year it seems the money available to provide our services gets tighter.

"At the same time, as a result of our ageing population and because so many families are struggling in difficult economic conditions, local people need our services more than ever before.

WORKING FOR YOU

Allison Duncan

HOME CARE WORKER

ALLISON DUNCAN is one of South Lanarkshire Council's home care workers.

The Home Care Service operates seven days a week to help people remain as independent as possible in their own homes.

Key duties include helping a person to wash, dress or get ready for bed. Some home care workers, like Allison, are also trained to give more personal assistance, such as help with medication.

But it's the personal touch that often makes the difference.

"Many of our service users are older people who have been recently discharged from hospital," explained fitness fanatic Allison, who cycles between appointments in East Kilbride.

"In those situations there can be feelings of helplessness and isolation, especially if that person is living alone.

"Providing basic reassurance – which is often through a good chat – is a vital part of my role."

Home care is a key component of the Integrated Community Support Team (ICST).

"It's been more difficult than ever to balance our budget this year.

"We've had to make some tough choices, but I believe we've done everything we can to protect our most vital services and our most vulnerable residents in these times of austerity."

WHICH SECURES IN TOUGH TIMES



Allison is one of the stars of the Reshaping Care for Older People film. Read all about it on pages 42 and 43.

The ICST was piloted in East Kilbride and Strathaven under the Reshaping Care for Older People programme, which aims to provide more support and care to older people in community settings.

Education, especially schools, remains by some distance the council's biggest financial responsibility, with more than £300m allocated towards it from the revenue budget.

More than £140m has been earmarked for services provided by Social Work, while £109m will allow Community

As well as Home Care, the ICST combines the expertise of SLC social workers and occupational therapists with staff from NHS Lanarkshire.

"There's a huge range of expertise but everyone

and Enterprise Resources to deliver services in areas such as roads and lighting, leisure and recreation, cleansing and the environment. Nearly £25m will go towards Housing and Technical Resources.

These sums to run services do not include the £172m capital expenditure programme covering 2015/16 and 2016/17.

is working together, in a coordinated and structured way to help the person," continued Allison.

"Overall I get a great sense of satisfaction being in a team where the person being cared for is at the heart of everything we do."

Mum-of-five Allison added: "I also love a good blether with service users so the job's also fantastic from that point of view!"

Mary Liddell, known as May, is 91 and lives in South Lanarkshire Council Sheltered Housing in East Kilbride (pictured with Allison on the cover).

She says Allison and the home care service provide a lifeline. "I had a stroke last year so I need to take a lot of medication. Allison and her colleague help me with my medication and it's a huge reassurance to have their regular visits.

"I'm very independent and do all my own washing and cooking. My daughter and granddaughter regularly visit and help with shopping. The warden at the complex here is always on hand to help if I ever need it."

May added: "What's abundantly clear about the home care staff like Allison is their commitment and their passion. You can see it's more than a job. Allison cares and listens – and that's a fantastic support to me."

The council's primary school modernisation programme will continue, with £114m more over the next two years.

All 19 secondary and ASN schools have already been rebuilt, meaning the area's 19,000 local secondary pupils are learning in an attractive modern environment.

▶ TURN TO PAGE 6

WORKING FOR YOU **Lisa Markey** SCHOOL SUPPORT ASSISTANT

WITH her own children out at school all day Lisa Markey thought it was time to return to work but perhaps surprisingly that decision saw her following her children on the route back to school.

The 34-year-old had previously worked in different jobs but after volunteering on a high school paired reading



programme Lisa found she had a talent for working with and supporting young people in their education.

"I just needed an extra nudge along the way and that came from a friend who saw how much I was enjoying my volunteer work and suggested I find out about opportunities for Support Assistants in schools," said Lisa.

That "nudge" eventually led Lisa to a post working in St. John's Primary, Hamilton, as part of a 14-strong team of support assistants.

Lisa said: "I have been at St. John's for about a year now and I absolutely love it, I wish I had done it years ago.

"I work mainly with our supported pupils and seeing the children learning and advancing is just so rewarding it gives me a feeling that I am really making a difference there is something new every day which makes it a wonderful environment to work in and the school community is so inclusive it is great to see how the pupils all support each other."

the reporter 5

More than 100 of South Lanarkshire's primary schools have been renewed too, with work on completing the project secured as part of this year's budget.

A total of 129 primaries are now in that programme, and an additional £2.4m is to be spent on ICT in schools in the next two years.

The local authority will also continue with its roads investment programme, with £24m to be spent in the next two years improving the 1,400 miles of roads for which South Lanarkshire Council is responsible.

An additional £5m will go towards replacing street lighting columns.

Half a million pounds is available for care home improvements and replacement, and a similar sum will be invested in cycling, walking and the local authority's safer streets initiatives.

Mr McAvoy said: "The grant the council receives from the Scottish Government has not kept up with inflation in recent years, and funding changes agreed last year mean there has been an actual cut of £3.5m in our 2015/16 grant compared to what we could have expected to receive.

"Overall, we've had to target around £18m of savings this year, and that's on top of the £72m we've already found in efficiencies and savings in recent years. Considerable further savings will be needed in future years too.

"Because the council is already well run, every time we have to find further savings there is a danger they will bite deeper into the work we can do.

"But we will continue to do everything possible to protect essential frontline services, particularly looking after our most vulnerable residents, and especially the young and the old."

South Lanarkshire Council has led the way on the Living Wage, paying above the minimum rate to employees and encouraging the companies it does business with to do the same.



WORKING FOR YOU Victoria Mitchell CARE ASSISTANT

VICTORIA MITCHELL (19) is a Care Assistant working in McClymont House in Lanark.

Her responsibilities include washing, dressing and, if required, helping to feed residents.

"Over and above the general personal care aspect of the role it's absolutely crucial to build up a good relationship with residents," explained Victoria.

"Each resident here is nominated a key worker, which is often a Care Assistant.

"It's our job to get to know the residents inside out, the lifestyle and choices that person has and how they want to have things within the home.

"We cover everything from food tastes, television likes and dislikes to spiritual beliefs and needs.

"From there, we devise a support plan so we make sure everyone is treated individually."

As part of her work, Victoria, along with fellow Care Assistant Liam Kerr, 17, have been helping resident Margaret Hamilton (96) retrace her history – through the wonders of YouTube.

"Margaret has always had an interest in caravans and camping," continued Victoria.

"Her family used to caravan every year and, in the 1950s, often met up with one well-heeled family who also towed a caravan – using a Rolls Royce."

Victoria and Liam actually managed to find footage of this particular family on YouTube which brought all the memories flooding back for Margaret.

"As much as we saw the thrill Margaret got from learning about YouTube, that relationship is a two-way street," she added.

"Liam and I were able to learn a lot about how holidays have changed and the differences in how people communicated, then and now.

"Working in a care home is not just about delivery of service, it's very much personalised."

When councillors approved this year's budget they also approved plans to pay local authority employees in South Lanarkshire at least £8 an hour, which exceeds the sum recommended outside of London by the Living Wage Foundation.

As shown on pages 8 and 9, investment is continuing to help people get a foot on the housing ladder, with plans now in place for more than 600 new council homes to be built over the next five years.

The Housing Revenue and Capital Account budget,

WORKING FOR YOU

Stephen McCourt

ROADS OPERATIVE

REPLACING road surfaces across South Lanarkshire is something Stephen McCourt has been doing since he was a teenager.

And it is something he is just as passionate about now as when he started with the council 10 years ago.

Stephen, 29, is part of the dedicated team who work out of the Hawbank Depot in East Kilbride.

There are three other large depots in South Lanarkshire, at Larkhall, Carnwath and Lesmahagow.

Stephen said:

"When I first started with the resurfacing squad I did a variety of jobs behind the machine, generally raking and rolling.

"Now my main job is usually making sure the material comes out the back of

the machine at the correct level, otherwise the surface would not be smooth."

And it's not just a case of throwing it down and moving on to the next job for Stephen and his team.

He said: "We do take a lot of pride in our work and always make sure it keeps to a high standard.

"We also have a lot of work to complete and for several months of the year we have a 7am start with a 5.15pm finish.

"On an average day I would say we maybe get through around 100 tonnes of material a day, that's probably the equivalent of laying around 1000 square metres of new road surface."



WORKING FOR YOU

Margaret Dollochin

BENEFITS ARE CHANGING OFFICER

MODERN technology allows us to get in touch with one another in such a wide range of ways... but for Benefits are Changing officer Margaret Dollochin it is the oldest form of communication that works best.

Margaret is a member of the specialist Benefits are Changing Team who support council tenants affected by Welfare Reform changes.

And although she is happy to contact tenants by letter, phone, text and e-mail, she has found that visiting tenants in their homes and talking to them face-to-face is the most helpful method, gaining an affinity with each person's individual situation.

Margaret said: "There is a range of ways a tenant can be helped, but very often they are not aware of the full extent of this. However, talking through their situation can help me discover additional problems that the tenant may not have otherwise thought to mention.

"It is about getting to know people and understanding where they have



difficulties in their lives."

Whenever she is contacted by a tenant, Margaret's first task is to fill out a Welfare Reform Questionnaire with the tenant to find out the best form of assistance for them. In some cases,

she finds that a tenant can be classed as exempt from the deduction in their benefit.

Those affected by the under-occupancy charge (often referred to as the 'bedroom tax') can be helped to apply for a Discretionary Housing

Margaret:
"We can only help, however, if people let us know about their situation"

Payment (DHP) and Margaret also makes appointments with Money Advisors for tenants with health issues to look at whether there are any other benefits they would be entitled to.

Margaret has an abundance of assistance at her fingertips, including advice on House Exchange, fuel debt, Scottish Welfare Fund, dealing with anti-social behaviour and Homefinder applications, allowing her to offer help for almost any situation.

Margaret added: "We can only help, however, if people let us know about their situation, and they can contact us on 0303 123 1012 or benefitsarechanging@southlanarkshire.gov.uk."

WORKING FOR YOU

Billy Dolan

REFUSE COLLECTOR

OUR workforce is out there in all weathers providing services to ensure the needs of our community are met.

Waste collection operative Billy Dolan and many others like him, ensure your domestic waste and recycling, even your garden waste, is collected from your doorstep, free

of charge, every week of the year.

"Although it's often hard and unpleasant work," said Billy, "it can also be rewarding. On one such occasion, a lady had sadly passed away and while clearing her house her daughter accidentally threw her jewellery out.

"Luckily the waste bin had been uplifted earlier that day so when the lady contacted us we raked through the 10 tonnes of waste from our vehicle at the recycling centre until we found it. She was

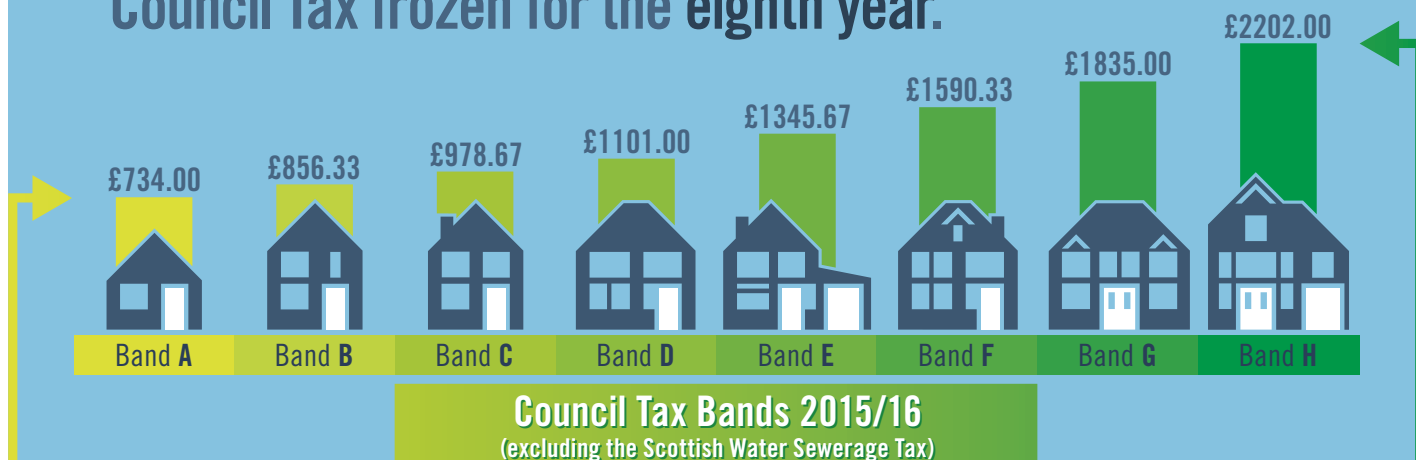


delighted and in tears of joy when we called to return the jewellery which had precious memories for her of her mum.

"It's things like that which make you feel good about getting up early in all weathers – it makes our job so worthwhile."

In 2013/14, 146,000 tonnes of household waste was collected or left at our civic amenity sites with 58,892 tonnes recycled, which is thanks to everyone doing their bit to help our environment.

Council Tax frozen for the eighth year.



“The council is committed to increasing the number of homes to rent across South Lanarkshire”

Ann Gee, Executive Director of Housing and Technical Resources



BUILDING TOWARDS 600

BY ANDY LIVINGSTONE

MORE than 600 new council homes are to be built in South Lanarkshire to help with the shortage of affordable housing in the area.

South Lanarkshire Council’s proposals to deliver the 600 new council homes for rent were highlighted in the council’s latest Strategic Housing Investment Plan (SHIP) 2015-2020.

The SHIP is a five-year plan that is used by the Scottish Government to help inform the allocation of its funding to the council for investment in new affordable housing.

The council has committed to building 500 new homes by 2020 but, in addition to these, work is already underway this year on developing 102 additional council properties on three sites across South Lanarkshire.

Construction started on 28 homes in Baird Hill, East Kilbride, in September, while it is expected that work will start

HOUSING: Catacol Grove (above), Eastcroft Gardens (left) and Skye Road (below)



in December 2015 on 22 properties at Belmont Drive, East Kilbride, and 70 in Fernhill, Rutherglen, with 52 of the Fernhill properties being council homes.

Ann Gee, Executive Director of Housing and Technical Resources, said: “The council is committed to increasing the number of homes to rent across South Lanarkshire. These 600 new properties will be a major boost to our work to address the shortage of affordable housing





UNDER WAY:
1 Fernhill
2 Baird Hill
3 Belmont Drive

NEW COUNCIL HOMES

Jack is at ease in his new-build house



FORMER soldier Jack McCutcheon is finding that home life is anything but a battle in his new-build council house.

Jack (78) moved into the ground-floor property in Neilvaig Drive, Fernhill, with his dog, Millie, a year ago and has been delighted with every aspect of his new home.

He said: "It was getting too much for me with the stairs at my last house so being on the one level is perfect. There are little aspects of the design that make a big difference to pensioners, too, such as the plugs being raised so you don't have to bend down to reach them.

"The heating is really good and efficient, and the back garden is a great size, which is perfect for Millie."

Jack enlisted with the Royal Ulster Rifles to go to Korea and served in Germany, Hong Kong and at the Suez Canal, spending three years as a regular



HAPPY HOME: Jack McCutcheon with Millie outside his home, built as part of the regeneration work in Fernhill

soldier and 14 years with the Territorial Army.

Military life is a great example of the importance of having good people around you and Jack is glad to be able to say that this is still the case in his current situation.

"This is a great house," he said, "but people are so important to your happiness and I have to say that my neighbours have been really friendly. That makes all the difference."

in the area.

"Demand for homes to rent continues to grow and these new homes will help meet local needs.

"The three developments that are starting this year are in areas where there is particular pressure for social housing, and they will add to the 105 new council homes that have been built since 2012, making a real difference in our communities and in meeting the challenges that we face."

SHARED PRIMARY SCHOOL UNIFORM

THE council's flagship modernisation programme is creating arguably the best schools estate in Europe.

Under the Schools Modernisation Programme our pupils are now learning in state-of-the-art schools.

Here we focus on the inspirational shared campus at Greenburn and Maxwellton primaries in East Kilbride, where working together, children and staff bring inclusiveness to life.

Pupils from both schools are reaping the benefits of the partnership approach and in the process are building a strong sense of community and belonging.

BY ANDREW THOMPSON

THE two primaries in East Kilbride's Calderwood area have a long-standing, close and successful relationship but bringing them together in a purpose-built new building is allowing staff and pupils to take that to the next level.

Maxwellton Primary has a roll of 270 pupils, including a morning and afternoon nursery class while Greenburn School caters for a total of 53 pupils with Additional Support Needs. It is testament to a shared vision of inclusiveness that, apart from different badges, the schools share a uniform and pupils frequently join forces.

All that working together does not mean the schools lack strong, individual identities or that a "one size fits all" strategy has been pursued, but what has been achieved under Schools Modernisation is such a seamless integration that inclusiveness seems built into the fabric of the building.

Maxwellton's head teacher Jan McLaren said: "We feel very lucky to have the unique set-up we have, sharing our campus with Greenburn School, and I believe pupils of both schools genuinely



benefit from the opportunities they get to work in partnership with each other. It brings new learning opportunities and builds a really strong sense of community and belonging.

"One example is that some of our pupils have the opportunity to learn Makaton sign language when they are working with their Greenburn friends.

"Children in Maxwellton love learning and using it and are very pleased when

they are able to put it to good use in ways like this.

"What's really clever about the design is, amid all this integration, teachers from both schools still have the space they need to concentrate on the learning appropriate to the age and stage of their pupils."

Head teacher of Greenburn School, Helen Nicol, said: "Visitors have commented on the fact that the schools share the same uniform and if it weren't

CAMPUS IS SUCCESS



“What’s really clever about the design is amid all this integration teachers from both schools still have the space they need to concentrate on the learning appropriate to the age and stage of their pupils.”



for the badges you could not tell which school an individual pupil was from.

“What has been created through the design of this campus is an opportunity to let children develop in an environment where inclusiveness has been designed in and where specialist facilities such as the hydrotherapy pool, sensory room and soft play area are as much an everyday part of the school as classrooms and the dining hall.

“Away from the formal joint projects that the two schools work on there is also a lot of shared social activity from playground play upwards and that contact is a great opportunity for all the pupils to be part of a wider society that encourages involvement and inclusion.”

Many of the features which make Greenburn and Maxwellton’s shared campus seem like such a special case can be found in schools across South

Lanarkshire benefitting from the Modernisation Programme – bright, natural light in classrooms, colourful and inspiring design, integrated IT designed for learning, and common areas that make it easy to move around the building or come together as a community.

But in all those schools, just as in Greenburn and Maxwellton, it is the people that add that little extra touch of magic.

HOSPICE IS A HAVEN OF HELP AND TRANQUILLITY TO THE END

BY DUNCAN JONES

“THE last place you want to be is in here. But for many it is also the best place to be, so we want it to be as welcoming as possible.”

So says Gordon McHugh as he proudly tours Kilbryde Hospice, newly-opened in the grounds of Hairmyres Hospital in East Kilbride.

The hospice is already helping people come to terms with terminal illness and preparing them and their families for what lies ahead. It is also a stunning testament to what a community can do when it sets its mind on meeting a collective need.

Because the £4 million building is the result of 13 years of fundraising, including contributions from local businesses and individual donors, and cheques from sponsored activities by local organisations and sports clubs.

The campaign to bring a hospice to South Lanarkshire began with Tony McGuinness, who was diagnosed with cancer at the age of 76, and his doctor John Richards. Others have picked up the baton, notably Gordon.

A Supported Employment Team Leader with South Lanarkshire Council, Gordon was vice-chairman of the charity and is now its Chief Executive – a post funded by local firm City Refrigeration Holdings, and one he'll split with his council job.

Gordon's commitment has been 12 the reporter

inspired by personal experience. “I am passionate about palliative care and helping people live and die well,” he says, adding: “I am from a family of 11 kids and when my sister died at the age of 43 she did so at home with the help of her family. But that option simply isn't available to everyone.”

The desire to help people at the worst time of their lives is evident throughout the new building, which has been shaped by learning from hospices across the country and listening to patients.

Most strikingly, it feels less like a hospital than a modern, small hotel. The furnishings are designed to feel homely and light floods in at every point from large windows.

Day services are already being provided on the first floor, where the hub is an activity room with a kitchen area and a retractable wall which means it can open up as a function room.

Consulting rooms and therapy rooms are complemented by some special features, including a hairdressing salon to help patients feel good about themselves, not least if they need wigs fitted as a result of their treatment.

A soundproofed music therapy room allows counsellors to work with service users and kids affected by death, letting them express themselves without disturbing others. There's also a reflection area, an overnight room for use by visiting relatives and a large elevated patio.

Another facility typifies the efforts



that have gone into the hospice, a special 'Palmis' toilet for people with serious mobility issues. It was a late addition which the architect designed for free and was put in by workers over a weekend on their own time.

The ground floor will mostly provide in-patient care when it starts later this year. Although originally conceived as a six-bed facility, the accommodation was doubled thanks to support from donor Lady Susan Haughey and the Donna Mortimer Ballantyne trust.

Four rooms will offer intensive in-patient care, with their own nurses' station. Like all 12 rooms, they are en-suite, with windows and patio doors. Eventually all rooms will open out into private outside areas, screened by greenery.

“When we were designing it we really thought about use of light,” says Gordon. “I remember my sister saying she wished she could get outside. Sometimes people



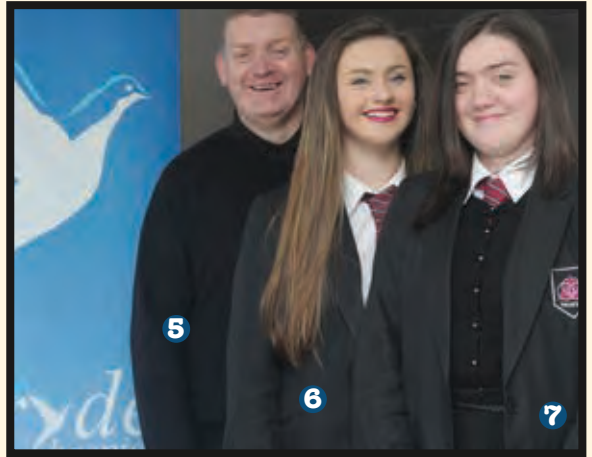
DEDICATION AT KILBRYDE HOSPICE

THE HOSPICE became a reality because so many people selflessly supported it. Now that services are being delivered, volunteers continue to give their time and money. Here, we introduce just a few of them...

(1) MAE CLEARY - Mae has been with the hospice team as a dedicated volunteer for the last six years. She gives her time three days a week working in the centre's retail store on the shop floor, sorting donations, serving on the till and welcoming customers.

(2) A Supported Employment Team Leader with South Lanarkshire Council, **GORDON MCHUGH** was vice-chairman of the charity and is now planning to take on the role of Kilbryde Hospice Chief Executive – a post funded by local firm City Refrigeration Holdings, and one he'll take on in addition to his council job.

(3) MAUREEN FITZPATRICK - Maureen is one of the hospice's volunteer ambassadors. Since 2012 Maureen has raised a phenomenal £21,000 for Kilbryde Hospice through her knitting stall at Hairmyres Hospital every Tuesday.



Hospice supporter Gerard Welsh, his daughter Erin (right) and Cara, Gordon's daughter.

(4) JOHN RAE - John has been volunteering with for three years now. On a Monday John is one of the group leaders within the Walking Group which meets up from the Red Deer and invites all patients along on park walks. He also works as a volunteer driver for patients attending appointments. In the summer he cuts grass and donates his fee to hospice funds, raising £800 last year.

(5) GERARD WELSH - Gerard is involved in organising the annual Bobby Murdoch Memorial football cup in Rutherglen in aid of Kilbryde Hospice. This brings together 80 players to take part in the competition.

(6) CARA MCHUGH - Cara helps arrange the Margaret McHugh Miller annual memorial ball. Cara sends all the letters out to potential donors for raffles and auction prizes, and helps on the night by bringing in all the raffles. She also attends all fundraising functions with her dad, helping out with raffles and prize-giving ceremonies. Cara has grown up with the hospice.

(7) ERIN WELSH - Erin runs a sweet and cake stall at Trinity High School raising funds for the hospice and other charities. She also gets involved in the raffle selling at hospice fund-raising functions in Rutherglen. Erin's efforts supported the funding of the sponsored brick from Trinity High in Tony's Path at the hospice.

are too sick for that, so instead we've brought the outside in. That's why there are so many windows."

The ground floor also contains consulting rooms, the main nurses' station, a secure drug-preparation room, a dressing room, a laundry room and the kitchen, which is being fitted out with money provided by South Lanarkshire Council through wind farm contributions.

Two massive bathrooms have been built big enough so beds can be wheeled straight in and patients can be helped straight into computer-controlled baths.

In short, it's a magnificent facility which has been designed to meet real people's needs. But the work is in many ways just beginning. It will cost about £2.5m to run the hospice annually, at least half of which needs to come from fundraising.

A Kilbryde Hospice Advisory Council has been established which includes Council Depute Leader Jackie Burns and Harry Stevenson, South Lanarkshire's Chief Officer of Health and Social Care.

Gordon is grateful to the hundreds of people who have helped make the hospice a reality. He says: "So many gave their time to help out with raising the hospice profile and with the fundraising. People such as South Lanarkshire's Provosts, past and present, Mushtaq Ahmad, Russell Clearie and Eileen Logan.

"Council Leader Eddie McAvoy has given support to the hospice since its inception as an appeal some 13 years ago and hosted one of the very first fundraising dinners at the Council Headquarters. We are so grateful also to many councillors, including hospice director Joe Lowe, and the council's Chief Executive and Corporate Management Team, as well as all the staff who have donated many thousands of pounds through fundraisers."



Pictured (left to right) are: Mae Cleary, volunteer, Gordon McHugh, chief executive, Maureen Fitzpatrick, volunteer ambassador, and John Rae, volunteer.



Remember to pay
the rent!! x



Just a reminder...

Rent must be paid. You can't opt out.

If you're behind in your rent payments, please contact us – we can make arrangements for affordable payments to help you clear your arrears.

If you don't pay – we will take action

Contact your local housing office on

0303 123 1012

www.southlanarkshire.gov.uk



ROLLING OUT A GREENER FUTURE



WASTE AND RECYCLING CHANGES MEAN AN ECO-FRIENDLIER SOUTH LANARKSHIRE

NEW bin collection arrangements are set to roll out across South Lanarkshire.

Like every council in the land South Lanarkshire has a statutory obligation to provide a food waste collection service.

A widespread information and publicity campaign will be launched soon explaining and promoting the new waste collection. Full calendar details will be widely publicised in advance of the new arrangements.

Around 133,000 households will get a small food waste kitchen caddy and a fourth, new outdoor bin.

“Feedback on the new service is vital to success.”

The roll-out will be handled in four phases, starting in the Hamilton area in June 2015, with all households included in the new scheme by the end of 2016.

“We know this will take a bit of getting used to, and we’re asking for everyone’s co-operation and patience as we introduce the changes,” said Councillor Hamish Stewart, Chair of the Community Services Committee.

“Not only are we obliged by law to do so, but the move is good for the environment, helping us to meet Scottish

Government recycling targets of 60% by 2020,” added Councillor Stewart.

A phased distribution of food waste caddies and new bins starts in Hamilton, Ferniegair, Stonehouse, Larkhall, Ashgill, Quarter, Blantyre and Uddingston areas in the summer until December.

All households in the East Kilbride area will receive the new service between January and April, 2016, moving on to Rutherglen and Cambuslang between

“The move is good for the environment, helping us to meet Scottish

Government recycling targets of 60% by 2020.”

May and August, then Clydesdale from September to December.

“Feedback on the new service is vital to success. During the initial Hamilton phase customer satisfaction and participation surveys will take place as will tonnage and waste composition analysis. All this information will help further phases in the roll out of the new collection service,” stressed Councillor Stewart.

New recycling timescales are:

- **Hamilton area – June to December 2015**
- **East Kilbride area – January to April 2016**
- **Rutherglen and Cambuslang – May to August 2016**
- **Clydesdale – September to December 2016**

Full calendar details will be widely publicised in advance of the new arrangements



■ **The Scottish Government introduced The Waste (Scotland) Regulations 2012**

which requires all councils to provide a separate food waste collection service to every household from January 2016.

ON THE RIGHT TRACK WITH INNOVATIVE INVESTMENT SCHEME

ROADS across South Lanarkshire have benefited from around £19m of investment during the last year.

Launched in 2008, the council's innovative £126m Roads Investment Programme is designed to improve 80 per cent of the council-controlled South Lanarkshire road network.

Although originally scheduled to last for eight years, the scheme was extended to 2019 in 2011.

Among the roads which have been improved is the A724 Hamilton Road in Cambuslang. Around £190,000 was spent resurfacing this road from the Drumsagard roundabout towards Blantyre this year, following on from previous resurfacing in 2013.

In Rutherglen, the resurfacing this year of the A730 Blairbeth Road completed a significant programme designed to provide a good driving surface over the whole length of this important A-class route. Costing £272,000, it followed on from resurfacing undertaken the previous year.

A number of roads were also improved in East Kilbride, including the A726 Strathaven Road.

Almost £260,000 was spent on the partial reconstruction and resurfacing of the section from Calderglen Country Park to Torrance Roundabout.

More than £200,000 was also spent on the A71 at Gilmourton in the Strathaven area. Again, partial reconstruction and resurfacing improved this road and while the closure was in place the opportunity was taken to invest £88,000 on preparatory patching and surface dressing on more than two kilometres of the A71 exiting Strathaven towards Darvel.

Surface dressing is a relatively low-cost treatment to address deterioration of a road surface, putting on hold the need



“Surface dressing is a relatively low cost treatment to address deterioration of a road surface, putting on hold the need for much more expensive repairs. It prolongs the life of a road”

for much more expensive repairs. It prolongs the life of a road.

In the Hamilton area, the A724 Burnbank Road was improved, with more than £180,000 spent resurfacing the road using the “Repave” process.

“Repave” is a road recycling technique which reduces CO2 emissions, waste and energy consumption. It also tends to be a quicker

process than traditional resurfacing methods.

Bryan Street and Kenmar Road in Hamilton were also resurfaced in a scheme costing more than £150,000.

In the Clydesdale area, a substantial investment was made to improve New Lanark Road. The seven-week project, which cost £680,000, presented many challenges, primarily because it is the only road in and out of the World Heritage Site. This resulted in night-time working and complete closure of the road, all done



DRIVING FORWARD ROAD IMPROVEMENTS

For more information on roads, lighting and pavements go to:
www.southlanarkshire.gov.uk/roads

while attempting to have minimal impact on the New Lanark site. The project was completed on time and on budget.

The A73 at Symington was improved thanks to carriageway resurfacing in a project which cost £223,000. This major route is an important link between many of the more rural locations in South Lanarkshire.

The Chair of South Lanarkshire Council's Enterprise Services Committee, Councillor Chris Thompson, said: "I am delighted at the improvements the Roads Investment

Programme continues to deliver for anyone using roads across South Lanarkshire.

"Of course we appreciate there is still a lot of work to be done, but no one can deny there have been significant improvements since the programme began six years ago, especially when it comes to our main roads, as for the first few years that has been our main focus.

"A high percentage of them has now been improved which means we can now look at focusing more on residential roads.

"Of course main roads will still be

resurfaced when needed, but many of the complaints we continue to receive are about residential roads, so we hope people will begin to notice a difference over the coming years.

"We really appreciate the public's patience when we are carrying out improvements and we always do everything we can to minimise disruption.

"It's important to remember that although there can be some short-term inconvenience, a resurfaced road has long-term benefits for everyone who uses it."

the reporter 17

YOU'RE

THE Apprentice boardroom may be a fierce crucible where candidates come of age.

But it has nothing on a Scots care home where residents – including a sprightly centenarian – have presided over the hiring process.

McClymont House in Lanark, which is run by South Lanarkshire Council, was recently recruiting for a new Social Care Worker. Responsibilities include personal care of residents and administering medications.

Yet there were no sugar-coated questions from an extraordinary interview panel that put six candidates through their paces.

“We sometimes watch The Apprentice and know that it can get rather heated,” explained 100-year-old resident and interviewer Nan Henderson. “But that’s not the way we do business here.”

“Thankfully none of our candidates was arrogant or boastful, as they can be in the show. We wouldn’t have put up with that for a second,” Nan, a former saleswoman for Baxters Soup, asserted. “No one knows the qualities that make a caring, effective member of staff better than the residents themselves.”

Nan, who worked in London representing Baxters in the 1950s and who in later life became a model for a Lanark fashion store, assisted McClymont House manager Charles Delaney as they whittled down the hopefuls.

“Charles asked a lot of the practical questions, like what the candidate would do in a certain situation,” continued Nan, originally from Lanark and who’s been at McClymont House since June this year.

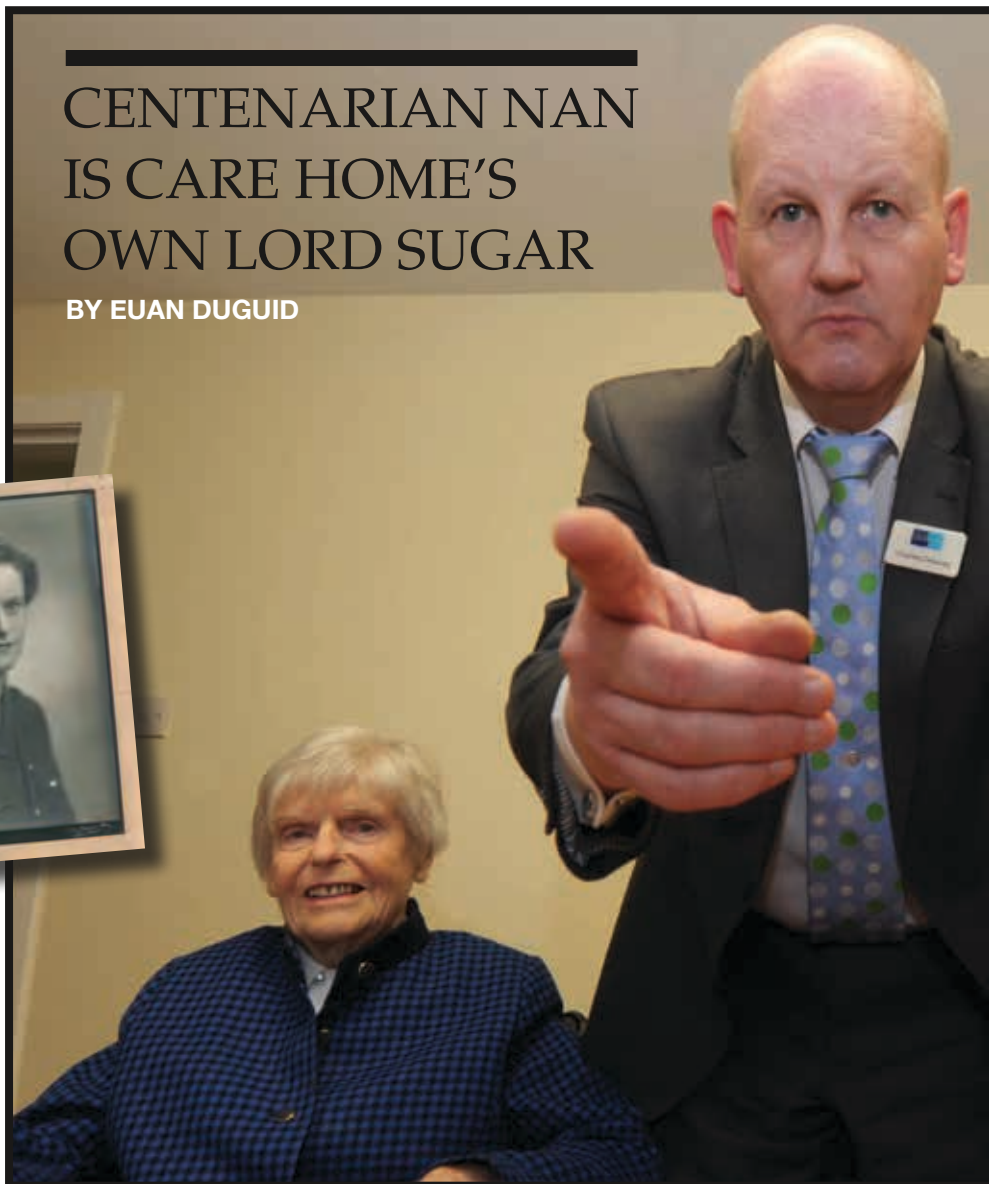
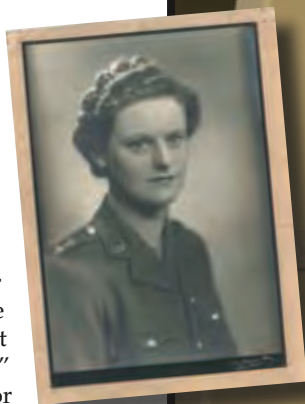
“Myself and two other residents, who took turns in assisting with the interviews, wanted to get a feel for the personality of the candidates.”

Also assisting Charles on the panel was 96-year-old Margaret Hamilton and Alison Coleman, also 96.

The formation of the panel was inspired by a national movement which seeks to

CENTENARIAN NAN IS CARE HOME'S OWN LORD SUGAR

BY EUAN DUGUID



enhance quality of life in care homes. My Home Life Scotland, led by the University of the West of Scotland, has been funded by the Reshaping Care for Older People (RCOP) programme.

In South Lanarkshire, RCOP combines the expertise of NHS Lanarkshire, South Lanarkshire Council, the voluntary and the independent sectors.

The partnership aims to make positive living a reality to growing numbers of older people by providing more support and care in the community, at home or in homely settings.

Charles Delaney was one of 15 South Lanarkshire care home managers, from local authority and independent sector care homes, who undertook a year-long My Home Life leadership support and development programme.

“One of the key messages of the course was to work with other partners and individuals, to listen to their thoughts and their expertise to shape the way things are done,” explained Charles.

“That, of course, extends to the residents themselves and we have a glittering and incredible array of experience and expertise

WIRED!



McClymont House Manager Charles Delaney with residents and interview panel (left to right) Alison Coleman, 96, and centenarian Nan Henderson. Successful candidate Laura Morgan (above) shares a laugh in the boardroom after her appointment.



here to tap into. That's been invaluable in this instance."

Charles continued: "Each resident was an enormous help, tabling succinct questions during the interview process and offering their sage counsel afterwards.

"Nick Hewitt and Karen Brady have nothing on my assistants!"

Sadly, Alison Coleman passed away as the Reporter was going to press. However, her family said she was immensely proud of taking part in the interviews at McClymont House and asked that her role should still be acknowledged.

Alison's CV boasted being the staff (personnel) officer at Edinburgh Castle from 1944 to 1946 and assisting in her late husband's pharmacy in Carnwath from 1950 to 1980.

Alison said at the time: "As with any walk of life, whether it's modelling, sales or running a business, how you get on with people is crucial. That's especially true here, so we wanted to draw that out of the candidates by asking questions like 'how would your best friend describe you?'"

"All of the candidates were lovely, which made the final choice very tough."

Care and support is tremendous

LAURA MORGAN (22) was the successful candidate who secured the vacancy in the home.

Laura, whose appointment was internal, has now been promoted from a Care Assistant. She explained: "Like any interview there were butterflies but the panel really put me at ease. They were very interested in how I would work with the other residents. I'd say they were meticulous, thorough but friendly."

Professor Belinda Dewar, Director of My Home Life Scotland, said: "I'd like to congratulate Laura on her appointment and, indeed, the interview panel at McClymont House.

"We're aiming to make living in care homes a very positive experience, where the homes themselves are places that are cherished and valued by local communities. My Home Life promotes quality of life for those living, dying, visiting and working in care homes."

Harry Stevenson, South Lanarkshire Council's Executive Director of Social Work Resources and Chief Officer, South Lanarkshire Health and Social Care Partnership, praised the interview panel's efforts.

Harry said: "Through partnership working, we are fully committed to supporting older people and ensuring South Lanarkshire is a great place to live and grow old in.

"This case exemplifies how older people themselves are also making tremendous contributions to ensure they receive the support they want, from the people they want!"

■ For more information on My Home Life visit <http://myhomelife.org.uk/> For more information on RCOP visit www.rcop.org.uk

BY LYNNE CARSTAIRS

SOUTH Lanarkshire Leisure and Culture's 'ACE' card has been a hit with young people of all ages.

And as it marks its second birthday, there are more than 1,200 members on its books.

The unique membership scheme offers unlimited access to sports, culture and libraries for under-16s for little more than £22 per month.

Members essentially get an 'access all areas' pass to sport, art, drama and more in a way that has never been done before.

The list of activities on offer includes popular favourites such as tennis, gymnastics, netball, athletics and football, along with hockey, dance, triathlon and spinfit.

Holiday activities under the 'Game On' banner are also included, as are cultural activities like drama, arts and crafts, guitar, drums and games.

If this isn't enough, golf, racquet sports and the use of swimming pools, gyms, fitness classes and crèches are also included, as is access to the hugely popular 'Minecraft' clubs across South Lanarkshire libraries.

ACE offers unparalleled value for money and choice of classes, making it an undoubted hit with parents and kids.

Twelve-year-old Emily admits she wouldn't have had the opportunity to sample so many activities had it not been for ACE.

She explains: "Before, it was difficult to just



PLAY THE ACE CARD IN SPORT ART AND DRAMA

try a class to see if you liked it, because your mum and dad had to pay all the money first. Now, I can try lots of stuff for my monthly membership. I think my mum likes that too!"

Eleven-year-old Clara wholeheartedly agrees: "For me, ACE stands for Amazing, Cool and Excellent. It's great, whether you are young or a teenager. I have taken part in

so many new things. It's a great way to make friends, and even do activities with your brothers or sisters. I really love it and want to keep learning more."

Councillor Hamish Stewart, SLLC Chair, said: "The ACE card allows young people across South Lanarkshire to access a wealth of arts and cultural opportunities and in many cases it is their first try at certain art forms.

"Feedback we have had so far is that the ACE card is a huge hit with all age groups, as it opens the door to such a variety of activities. The young people enjoy the chance to learn new skills, swim, run and so much more, while parents are happy with knowing their monthly payment covers it all.

"The costs and discounts available make it one of the most comprehensive, value for money schemes of its kind in the country."

Further discounts on ACE membership:

- 50% concession for Leisure for all cardholders
- 20% discount for the siblings of one full paying child
- 20% discount for a child already a swimming lesson member

■ For more information visit www.sleisureandculture.co.uk/ace or like 'children's activities in South Lanarkshire' on Facebook.



Phone: 0141 613 5700
www.sllcweddings.co.uk

Rutherglen
Town Hall

Getting Hitched?

Rutherglen Town Hall is a premier location for weddings and civil partnerships.

We are licensed to host ceremonies conducted by either a Registrar, Humanist or Minister.

Our stunning baronial Grand Hall coupled with the contrasting modern Mezzanine Bar area provides a unique setting for your special day.

In addition, our flexible accommodation offers a bespoke package ranging from small intimate functions up to a maximum of 150 for your wedding meal and reception. Whatever the size of your event our fully trained staff will be available to deal with your every need.



SOUTH LANARKSHIRE
Leisure & Culture

www.sleisureandculture.co.uk

South Lanarkshire Leisure and Culture Limited is a recognised Scottish Charity, No. SC032549

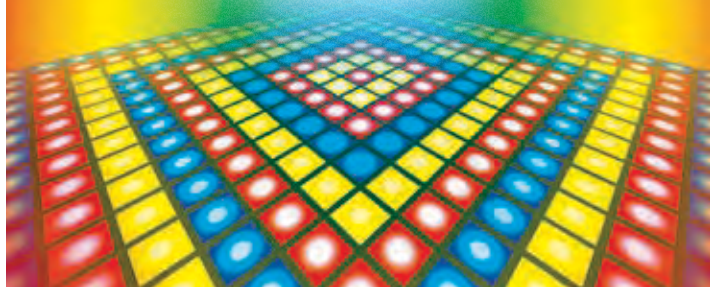


Tuesday 31 March to Friday 3 April 2015

New College Lanarkshire present

-BOOGIE- -NIGHTS- *The 70's Musical*

Written by Jon Conway
Script associates Shane Richie
and Terry Morrison



SOUTH LANARKSHIRE
Leisure & Culture

The Town House, Hamilton

Box Office: 01698 452299

www.sllcboxoffice.co.uk

Balanced Budgets for Tough Times



The difficult decisions
facing councils and
25 ways we've already
saved **£72** million

Introduction

In the last few years global economic difficulties have had an impact on every sort of budget, and the public sector has been hit more than most.

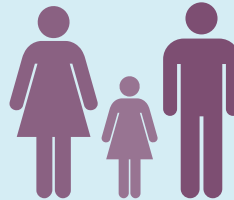
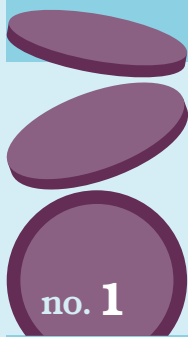
In South Lanarkshire, like elsewhere in Scotland, the grant from government has been largely static at a time when demands on councils are on the increase due to demographic changes and more people needing access to our services. The Council Tax has also been frozen for several years. All of this continues to put huge pressure on local authorities, and pages 4 to 7 of this edition of The Reporter detail how South Lanarkshire Council is balancing its budget for 2015/16.

This 8-page pullout outlines 25 ways that the Council has responded to these pressures already, saving £72 million in recent years. These savings have largely been achieved by making sure we secure the best possible value for money and that the council is run as efficiently as possible.

Changing Care for Looked After Children

ways we have
saved

As more children and young people are placed within a family setting in their own communities, there is a consequent reduction in the number of residential care places required.

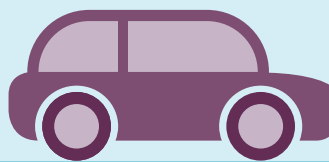
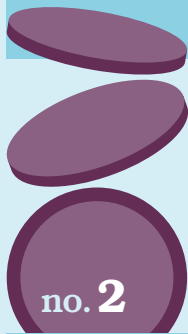


£1.7m saved

Supporting Your Independence

ways we have
saved

Working more closely with service users has meant that Social Work Resources were able to secure better outcomes for individuals and achieve financial efficiencies as a result of less reliance on home care services.

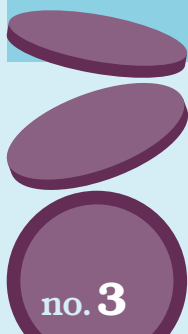


£6.2m saved

Loan Charges

ways we have
saved

Savings on loan charges were made through attaining better interest rates and consideration of how the council borrows funds.

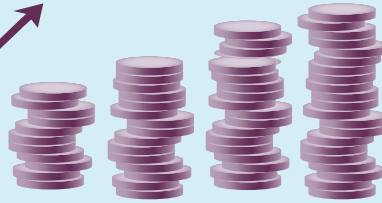
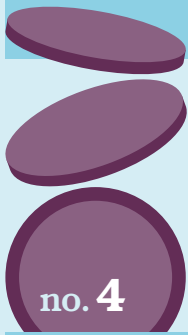


£4.3m saved

Generating Income

ways we have
saved

The council has been innovative in using benchmarking and looking at cost-recovery reviews to establish fair pricing structures across many areas of the council.

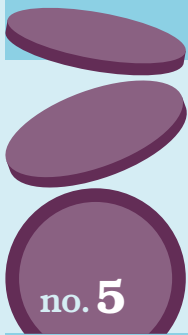


£10.6m saved

Changes to Procurement and Improved Contract Management

ways we have
saved

Through considering the way that the council buys goods and services, and the way that contracts are managed, council-wide savings have been achieved.

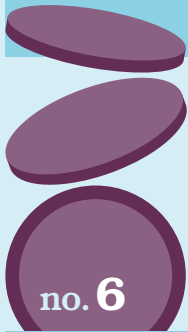


£1.9m saved

Reduction in IT Costs

ways we have
saved

Negotiating new contracts for IT support, changing the way the council prints documents, reducing costs of software licences and reducing IT infrastructure costs has meant an overall reduction in IT costs.

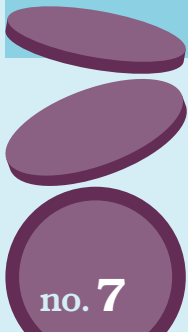


£0.8m saved

Better Use of Technology

ways we have
saved

Using IT across the council has meant more efficient use of people's time and therefore reduced costs for the council. An example is the increased use of online training across the council.



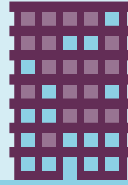
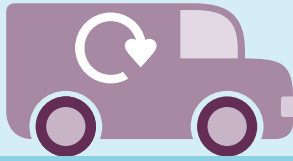
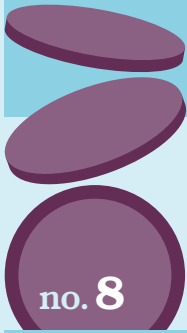
£0.2m saved

25 ways we've
saved £72 million

Sustainability

ways we have
saved

As part of the commitment to the Climate Change Declaration, reviews were undertaken to establish a more efficient management of council fleet vehicles and also to make our buildings more energy efficient. These projects have enabled the council to become more environmentally sustainable as well as reducing our costs.

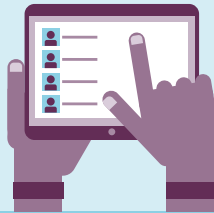
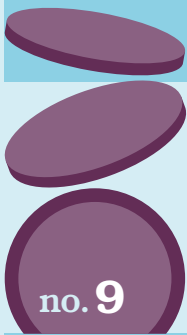


£0.4m saved

Alternative Delivery Method of Cultural/Library Services

ways we have
saved

Through changing the way that Culture and Library Services are managed by including those services in the Leisure Trust, there are reduced overall costs of service provision. This has meant no changes to the way services are delivered.

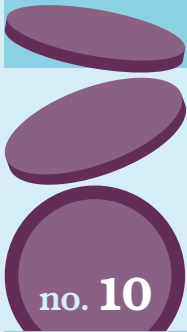


£1.2m saved

New Approach to Accepting Council Payments

ways we have
saved

The council identified new and innovative approaches to allow council payments at 202 council-wide pay points and Post Office facilities along with telephone and internet payment services available.

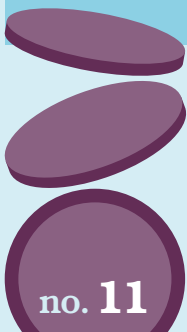


£0.3m saved

Reduction in Back-Office Support Services Costs

ways we have
saved

The council has become more efficient through mergers and redesign of staff teams which has allowed for a reduction in back-office support costs.

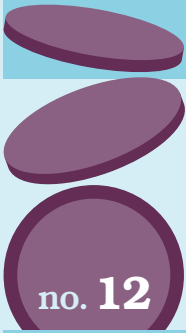


£2.5m saved

More Efficient Working Practices

ways we have
saved

Savings have been made through changes to working practices across the council's departments and by being more efficient and effective in how the council goes about its business, while minimising any impact on the services delivered.

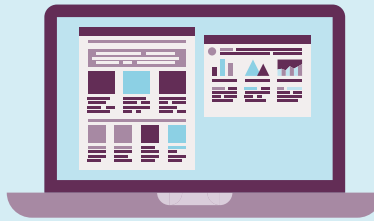
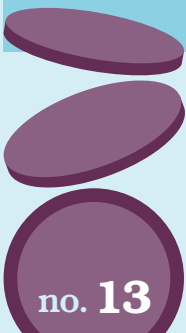


£2.6m saved

Review of Learning and Mental Health Provision

ways we have
saved

The council has changed its approach to mental health services through redesigning services and using technology to better meet the needs of service users.

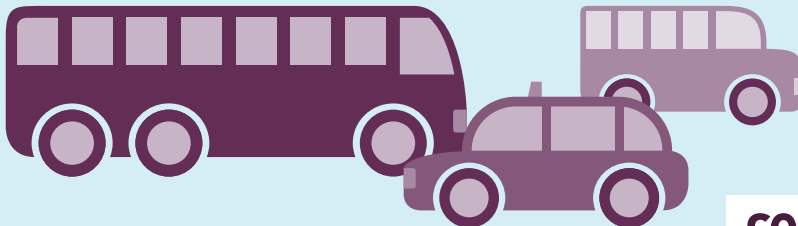
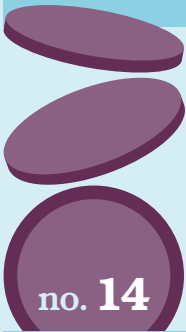


£0.7m saved

Review of Transport Arrangements

ways we have
saved

A review of the school transport arrangements, working with SPT and Fleet Services, has meant reduced costs in transport for the council.

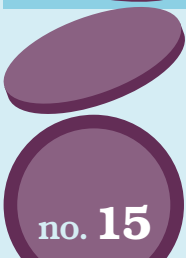


£0.8m saved

Improvements to Methods of Service Delivery

ways we have
saved

Service delivery methods have been scrutinised and areas of efficiencies identified. Where appropriate, alternative service delivery methods were chosen to reduce costs. For example, the way roads are resurfaced or the way in which the homeless service is provided.

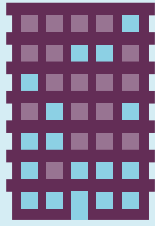
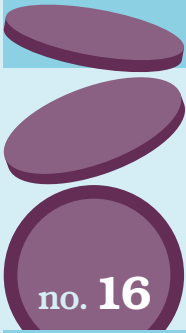


£2.9m saved

Streamlining Staff Reporting Structures

ways we have
saved

Through a number of staffing structure reviews, management and other grades across the council were analysed, identifying a saving. The number of managers has reduced across the council.

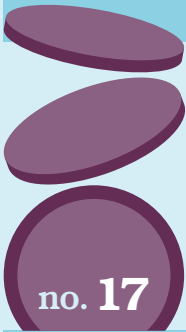


£21.2m saved

Reduction in Supplies and Administration Budgets

ways we have
saved

Reviews of supplies and administration budgets across the council have resulted in savings whilst still ensuring services are delivered.

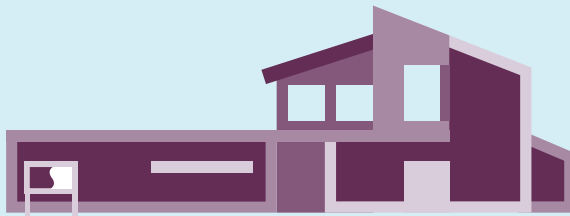
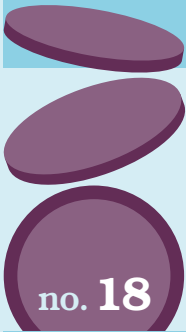


£2.8m saved

School Provisions

ways we have
saved

The council has reviewed its spend on provisions in schools and has managed to secure savings. The focus has been on maintaining spend on the essential areas of learning.

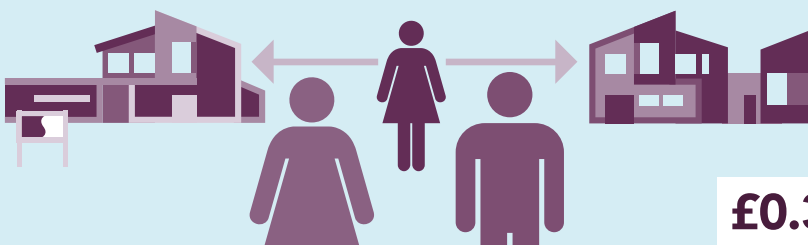
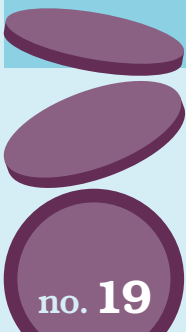


£1.1m saved

Targeted Approach to Additional Support Needs Placements

ways we have
saved

The council employed a targeted approach to placement for children with Additional Support Needs in local authority and independent schools and has realised cost reductions.

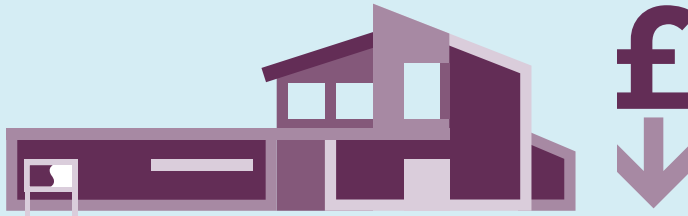
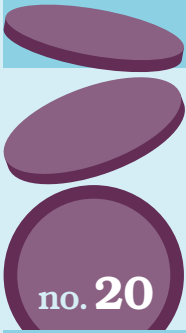


£0.3m saved

Review of Secondary School Budgets

ways we have
saved

Consideration of the budget within secondary schools has resulted in cost reductions. The focus has been on maintaining spend on the essential areas of learning.

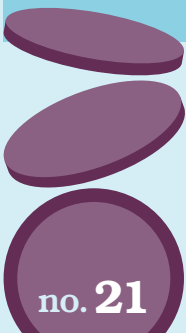


£0.9m saved

Targeted Support to External Organisations

ways we have
saved

The council has managed to rationalise the payments it makes to external organisations through targeting priority areas.

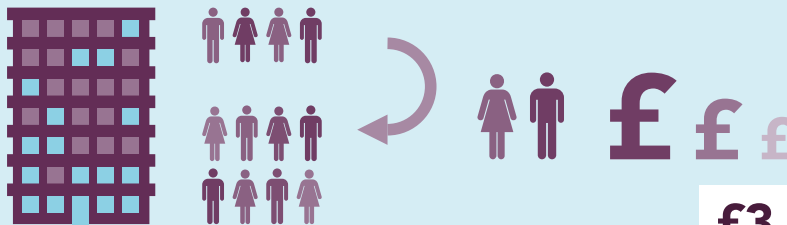
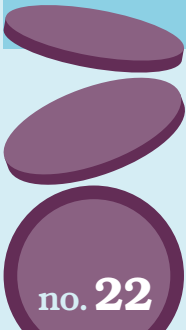


£2.3m saved

Rationalisation of Property and Reduced Property Costs

ways we have
saved

By reviewing the use and location of properties, the council has reduced the number of properties used to deliver services. This has enabled property-related savings to be realised.

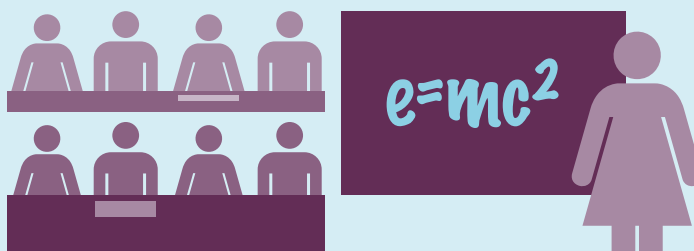
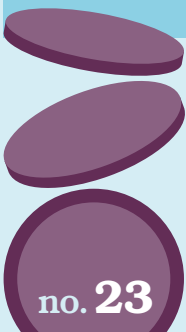


£3.7m saved

Class Sizes

ways we have
saved

Through focus on quality of teacher, and targeting where lower class sizes were required, efficiencies have been made.

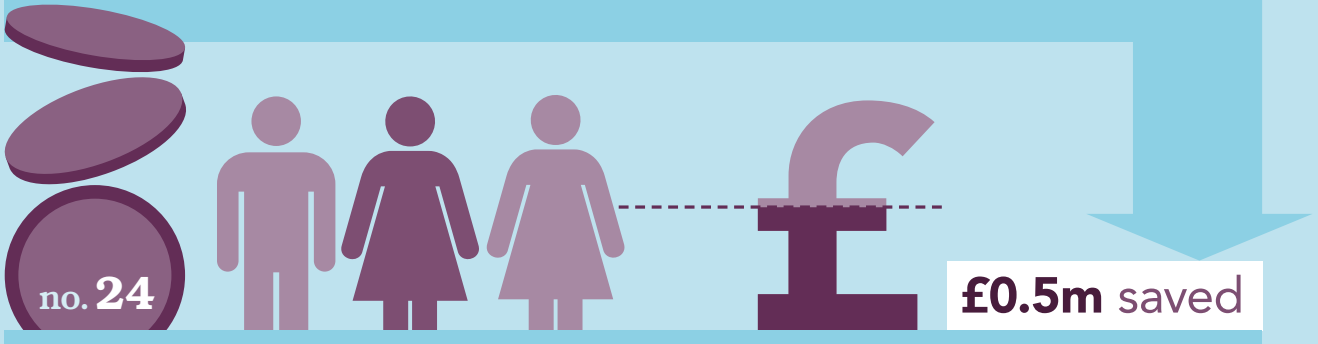


£1.4m saved

Review of In-House Adult Day Care Opportunities

ways we have
saved

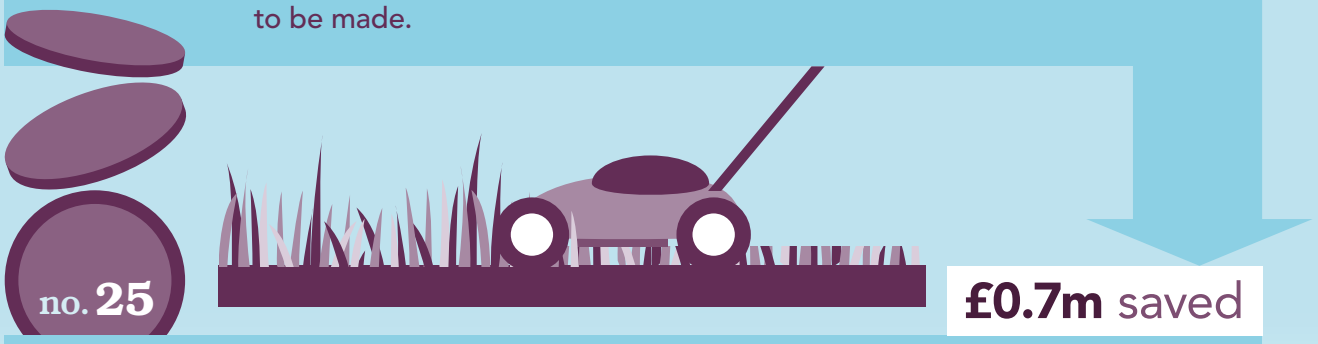
The delivery of adult day care opportunities has been reviewed and the redesign has resulted in a reduction in costs.



Targeted Environmental Maintenance

ways we have
saved

Considering the service provision and the approach to maintaining the external environment, including grass cutting, has allowed savings to be made.



total
£72m
saved



If you need this information in another language or format, please contact us to discuss how we can best meet your needs.

Phone: 0303 123 1015

Email: savings@southlanarkshire.gov.uk

www.southlanarkshire.gov.uk

018678/Jan15

Communities cash in on GRANT SUPPORT

BY LYNNE CARSTAIRS

THE council's £180,000 a year Community Grants Scheme is helping to support the hard work and commitment of groups and volunteers across South Lanarkshire.

Grants are administered through four area committees, where decisions are made at a local level by the councillors elected to serve those wards.

Over the last financial year, grants ranging from a couple of hundred pounds to £1000 have been handed out to a wide variety of groups from across South Lanarkshire

The money has been spent on items including play equipment, specialist transport, office supplies and outings to the theatre.

Former Provost Councillor Russell Clearie is current chair of the Cambuslang and Rutherglen Area Committee.

He explained: "It is a huge privilege for me to preside over decisions that directly affect the communities I serve. In many ways, it is one of the most important roles I have held in a long career as an elected member, and I treat it with that level of respect.

"It never ceases to surprise and amaze me just how hard communities will work for each other. Every group we have visited to hand over a 'big cheque' has given us an example on generosity, patience and commitment. And the gratitude for the money we are able to hand over is heartfelt."

Councillor Clearie wants as many groups as possible to be aware of the scheme and avail themselves of its undoubted benefits.

He concluded: "The Grants Scheme is one we are very proud of, and I for one am keen for it to be as inclusive as we can make it. I would urge all and any local groups to consider it as a source of support, however small, and make that first step to get in touch. I know from experience what a difference it can make."



"Every group we have visited to hand over a 'big cheque' has given us an example on generosity, patience and commitment."



BURNSIDE in Bloom picked up £1000 to help them to continue their award-winning work of brightening up their local area.

Explained the group's Lucille MacNab: "We come together to improve our environment and increase community togetherness and pride. This takes time, effort and, of course, resources, and we are fortunate to have so many volunteers, across all sections of our community, who are prepared to give of their time so willingly.

"The £1000 grant from the area committee is a huge boost as it allows us to plan ahead and make sure we can continue to fund projects year after year. It is also a great morale boost to know that our local councillors are on board with what we do."

Meanwhile down in Leadhills the Silver Band now has a glockenspiel to add to their collection of musical instruments, courtesy of a £350 grant from the Clydesdale Area Committee.

Band conductor Teresa Brasier said: "The Youth Band is particularly keen to promote our percussion section but until now we have only had the bits of drum kit we managed to beg or borrow. Having a glockenspiel will allow tuned percussion for the first time and this will really enhance the musical range available."

Gordon Bow, Administration Manager, said: "The Community Grants scheme in South Lanarkshire has three main aims – bringing people together, increasing community involvement, and improving quality of local life. We seek applications that meet at least one of these aims.

"We also seek to support local projects that improve opportunities, welfare or environment, and where possible, can reach those most disadvantaged in our communities.

"As with any such scheme, there are certain criteria on who can apply and what for, but I know, from the years I have been involved with the process, that we have managed to help a huge number of diverse organisations."

Any properly constituted, non profit-making group based in South Lanarkshire can make an application for a community grant of up to £1000.

■ Full details, online forms and guidance on how to complete an application are available on the community advice pages of the council's website www.southlanarkshire.gov.uk Alternatively, please call one of the following numbers: 01698 454818; 454822; 454012; 454761 or email communitygrants@southlanarkshire.gov.uk

HIGH HOOPS FOR INNOVATIVE BASKETBALL ACADEMY

LYNNE CARSTAIRS VISITS A SCHOOL WHERE PUPILS JUMP TO IT

IT'S one of the world's most watched sports, fielding highly-paid athletes and courting A-list celebrities.

Yet, outside of the USA, basketball is still considered a niche sport with few Scottish youngsters aspiring to slam dunk their way to a career – until now...

East Kilbride's Calderglen High School has just opened the country's first "school of basketball" aimed at promoting the sport, nurturing young talent and serving up a new form of learning outside the classroom. The programme focuses on S1 pupils who receive up to five hours of coaching a week, during the school day and after.

Pioneered by basketballscotland – with support from CashBack for Communities, Reach for the Sky and South Lanarkshire Council – the "academy" handpicked 19 of the current S1 year group to become its first entrants.

Ross Hutton, school of basketball co-ordinator, toured Calderglen's 10 feeder primary schools in January 2014, introducing the then Primary 7 groups to the sport and scouting for those who showed not just talent, but interest and commitment.

He explained: "There was a minority who had played before, and even one or two who had taken it to the next level and were in competitive teams but, in the main, most had never picked up a basketball. Although the selection process was tough for us, there was a core group who stood out. And I'm delighted to say that all of them have proven with their commitment to the programme that the choices we made were the right ones."

Calderglen Head Teacher Liz White has welcomed the "school of basketball" wholeheartedly and echoes Ross's sentiments. In fact, she credits access to competitive sport with boosting more than just physical fitness.



She explained: "There was an existing interest in basketball in the school and previously we have had some very successful senior teams. It has always been a sport that has captured the imagination of the pupils here and in which we have had a measure of success.

"There are so many who have benefited in different ways. I know of a young person whose confidence has been boosted or who may have been tempted by other distractions. But their commitment and interest in this is so strong that they know that to be part of it, they have to toe the line. That is a very powerful tool in any school."

As well as the younger pupils who participate in the programme, a number of senior pupils have also become involved. From mentoring and coaching to scoring and umpiring, the involvement of those on the brink of adulthood is also welcomed by the school.

Sixth years Sarah Tolland, Eilidh Dolan and Zoe Gibb, all aged 17, play basketball competitively at national level. Each came through the previous senior



If you're interested in playing or getting involved with basketball locally or would like details of regional and national fixtures, check out www.basketballscotland.co.uk

squad and were quick to volunteer to do their bit for the school of basketball. Sarah said: "This approach is much more intense and focused and I really think it could produce some stars of the future."

One such name to watch for is 12-year-old Valentina Palli, a current member of the Scotland Under-15 squad.

Having played competitively for a number of years, she was over the moon to discover that Calderglen High would play host to the country's first school of basketball.

She spent her early childhood in Greece, and first got a taste for basketball aged just eight when her uncle took her along to a local club.

Added Valentina: "I never looked back and I have now played in tournaments across Europe at Under-13 level. When we returned to live in Scotland two years ago, one of the first things we did was look for a club and since then I have been playing with the St. Mirren club in the West of Scotland league.

"I was so happy when I heard about the basketball academy starting up at Calderglen High, here in my own town. It is amazing to be able to combine what I love doing with my schooling. And I really hope one day to make a career out of it."

Locally, Calderglen's school of basketball has close ties with East Kilbride basketball club the Colliers which came into being in September 2013. A number of pupils already play for both.

Liz White went on: "The crossover from the school team to the Colliers is a fabulous initiative as it means that we are keeping the momentum going

"Although the selection process was tough for us, there was a core group who stood out."

within the local community. The partnership between the basketball coaches and the school is so strong with both parties working seamlessly to ensure both sporting and academic achievement, as well as increased confidence, for young people who are benefitting significantly."

Another budding "globetrotter" is 13-year-old Deen Ahmad who sees the school of basketball as a key stepping stone to a career on the court.

He said: "I have loved basketball since I was about nine, and by the time I got to S1 I really wanted to take things to the next level. The fact that I can play basketball in such a focused way at school is fantastic and I feel really lucky to have been given this opportunity."

Not every member of the "school" wants to make a career out of sport, but all love the experience for the many other opportunities it brings.

Twelve-year-old best friends Kyla Pettigrew and Emma Huey are inseparable in most things, including their love of basketball. Both were handpicked by Ross and the team from their P7 group at Hunter Primary School.

Said Emma: "Ross came to the school and taught us the basics. I really had no idea about basketball before but I loved it so much. I have always been sporty and athletics was my thing. When the try outs came up we both were really excited and practised so hard for it. I couldn't have imagined even this time last year that basketball would be such a big part of our lives. But now all I focus on is basketball."

LOVE OF ANIMALS IS JACQUELINE'S STOCK IN TRADE

BY LYNNE CARSTAIRS

FEW people can claim to hold a unique role within an organisation.

Far less so when that organisation is Scotland's fifth-largest local authority, boasting more than 14,000 employees.

However, for 52-year-old horse-lover Jacqueline Murray this is an honour she can rightly call her own as the sole Animal Health and Welfare Officer working within Consumer and Trading Standards.

To put this in context, Jacqueline, working in partnership with organisations such as the Scottish Government, the Animal, Plant and Health Agency, Police Scotland and the SSPCA, has a responsibility for the health and welfare of livestock on more than 1,000 farms.

On the surface it appears a mind-boggling task and one that could only be embraced by someone for whom farming and animals is more than just a job.

Jacqueline perfectly suits that description. Her history in the industry and personal affinity with the work she does bears plenty of scrutiny.

Now returned to South Lanarkshire, where she was born and raised, she has lived and worked the length and breadth of the UK.

Engaged at 21, she moved to the Isle of Skye where she married a crofter and worked first as a legal secretary, and then in the tourist industry as PA to the CEO of the 60,000-acre MacLeod Estate, which



DID YOU KNOW...

EVERY horse in the UK – from the purest-bred racehorse or donkey at the seaside to zebras in a zoo – needs to have a passport.

The purpose is to prevent horses which have been administered with medicines not authorised for use in food-producing animals being slaughtered for human consumption.

Much like our own passports, the document is a small booklet that contains a unique 'life' number and microchip. It also details the horse's age, its breed and type and a silhouette or image of the animal.

Since 2009 all horses must be microchipped before a passport can be issued, and therefore some passports issued since 2009 won't have a silhouette or description, just a chip number.

It must also detail any medications it has been given and whether or not it is "intended" for the human food chain.

If an owner doesn't make the declaration in the passport, it's assumed the animal is intended for human consumption at the end of its life.

A horse passport is not proof of

ownership, more an identification document which should remain with the horse and, in particular, should accompany the horse when it is moved for the purposes of competition or breeding, out of Scotland, on to the premises of a new keeper or for the purposes of receiving veterinary treatment.

The passport must accompany the horse at all times, though exceptions include when moved for emergency veterinary treatment, foals at foot, or when being exercised. The passport must be produced immediately, or within three hours. Although not proof of ownership, horse passports are similar to V5 in a car – each new owner must register the passport in their name and notify the issuing organisation (PIO) of any changes in name or address. The passport remains the property of the PIO and must be returned on the death of the horse.

Passports last the animal's lifetime. Anyone found to be keeping or moving horses without a passport could face a fine of up to £5000 per animal, per offence.

had its own Highland cattle fold and flock of pedigree Cheviot sheep.

However, it was at home, helping her husband tend their flock of blackface sheep that she really found her vocation.

Buoyed by this determination to make her living doing what she loved, Jacqueline moved to England in 1998 to pursue a career in farriery, during which time she was given the opportunity of working with the Queen's horses in her private forge at Windsor Castle.

While living on a beef farm in 2004, an opportunity arose

for Jacqueline to 'harness' her skills and experience and take up her first post in Animal Welfare with Hertfordshire County Council.

Down south, she also picked up front line experience of some of the UK's most significant disease outbreaks including foot and mouth, bluetongue and 'bird flu' or Avian Influenza.

It's a decade of work and experience that she has since brought back to South

Lanarkshire where her role is vital to each and every consumer.

She explains: "Essentially what I am here to do is to prevent and control disease, and prevent contamination of the human food chain. That means I spend a lot of time working closely with farmers, hauliers and vets at our local livestock market in Lanark.

"It's the only market in west-central Scotland and is very busy all year round. It's my task to develop good working relationships with everyone associated with helping it run efficiently and hygienically.



You can find out about upcoming auctions at Lanark on www.lawrieandsymington.com
The welfare of all protected animals is provided for under the Animal Health and Welfare Scotland (Act) 2006. Comprehensive detail about this legislation is available at www.scotland.gov.uk

“There is a raft of legislation covering animal health and welfare, increasingly so in the wake of outbreaks in the last 10-15 years, and I need to ensure that every one operating in and out of that market knows how that applies to them.”

Since taking up her post at the end of 2013 Jacqueline is fast becoming a ‘well-kent’ face in farming circles at the market.

She reveals: “The legislation is ever-changing and can be hard to keep up with so I want people to know that they can come to me and discuss concerns or seek advice and support. The line between diplomacy and enforcement can be a thin one, but I would much rather have a difficult conversation than be preparing a prosecution.

“I empathise with the farming community, I know the lows and the hardships it has faced and I don’t want

to add unnecessarily to that burden. However, for all of our sakes, it is crucial that farmers and traders keep up to speed with legislation and do it by the book. And I am here to help them to do that.”

On an average Monday at market approximately 2700 sheep and 150 cattle will go

through the sale. The markets which are held on Thursdays are for ‘pigs and poultry’, but have also included goats, alpaca, horses, ponies and rabbits.

Jacqueline has to be vigilant as to the condition of each one of these.

Daunting a task as it may

sound, years of experience have taught her just what to look out for and her regular attendance at market has reminded farmers of the need to keep standards high.

Despite the demands, Jacqueline happily admits she enjoys her job, which is undoubtedly more of a life choice than a 9 to 5 role.

She concludes: “I really enjoy meeting people and have a natural affinity with the farming community as well as a love for animals. I’ve owned horses myself for more than 30 years and can put myself firmly in the shoes of those I work alongside.

“I take my enforcement and protection role seriously but can empathise and work with farmers at the same time. To me it is the perfect combination and I am grateful to be able to make a living doing something so vital and worthwhile which I really I enjoy.”



BEAUTIFUL:
Jacqueline
with her horse
“Famke”

“Essentially what I am here to do is to prevent and control disease, and prevent contamination of the human food chain.”

Students create own pathway to

BY MHAIRI ANDERSON

SOME gardeners do more than just grow plants; they cultivate the skills of our young people preparing to enter the world of work.

At the David Livingstone Centre in Blantyre, under the watchful eye of Horticultural Supervisor John Canning many youngsters from additional support needs schools across South Lanarkshire, have been reaping the rewards of an exciting training programme.

Since the programme began in 2008, 76 pupils have learned skills which have not only left the grounds surrounding the world-famous centre looking spectacular but also helped as they prepare to leave school and look for a job.

John Canning said: "Our students have been great to work with. Not only have they gained a wide range of skills but also a great deal of self-confidence.

"They have worked hard, learning how to look after the ground and plants all year round. From preparing the ground in springtime and bringing on seeds and nurturing the young shoots, to planting out and tending the beds throughout the growing season, the students have excelled in their dedication and love of the job they are doing.

"It was really satisfying for me to see the pleasure on their faces as their flower beds sprang into life and how they watched as the colours changed with the seasons.

"And it didn't stop there – they were out in all weathers throughout the autumn and winter, learning different skills including cutting back, clearing the dead plants and preparing for winter planting. And they have also spent time learning to make and paint the wooden planters, adding still further to their skills.

"I am really proud of their achievements and it's gratifying to see them develop their skills and their confidence as they work through the programme and, at the same time, enjoy and take satisfaction in the work they have done."

Horticultural student Christopher McKerrell, 16, said: "I started here after the summer holidays last year and it's been great. I don't care what the weather's like either. I don't even mind the rain and the wind. I'm just happy learning and doing the job. In fact I should have been taking part in a school talent show recently but didn't want to miss my work so gave up the chance so I could come here instead.

"I love learning about all the gardening stuff and working with the guys and I'm happy I'll be here until the summer. After that I hope I'll get a job doing gardening."

The programme encourages the students to develop a great number of skills to enhance their chances of future employment in grounds maintenance, with three of them already getting seasonal gardener work with South Lanarkshire Council.

Paula McGinty, the council's Vocational Programme co-ordinator, said: "The Horticultural Programme runs for 38 weeks

and 64 of the 76 pupils who have taken part in the programme have achieved an SVQ 1 in horticulture. Four have achieved an SVQ 2 in horticulture, six progressed onto a modern apprenticeship, and two of the six are currently working through our Apprenticeship Programme."

The Council's Vocational Development programme, Work It Out, introduced an apprenticeship programme in 2012, funded in partnership with the David Livingstone Trustees and Central Scotland Green Network. This funding not only benefits the students but it has also improved access to the centre's green space by reinstating traditional pathway routes and creating new ones to allow local people and visitors to explore the area surrounding the David Livingstone Centre.

John Canning added: "Our three-year pathways programme has seen many challenges for the students which, in the main, were due to the need for hand digging most of the pathway network to protect the tree line around the park.

"All of the apprentices were given training on health and safety but to ensure that everyone could work safely each area of the pathway, and other horticulture work, had to be broken down into small manageable chunks to allow a way of learning that suited each individual apprentice's additional support needs.

"It's difficult enough working through an SVQ 2 in horticulture itself but doing so with additional support needs is nothing short of amazing. This is what makes me want to come to work every day. Being involved in such a rewarding programme that supports the development of others is very special indeed."

And the architect for the pathways development, Felicity Steers of Landscape Architects ERZ, said: "The finish to the pathway network gives a sense that the paths have been here for many years. I have been involved in designing many projects and the finish here is up there with the best I've seen."

And heaping more praise on the fantastic work of the students, Gordon McHugh, the team leader for South Lanarkshire's Work It Out programme, said: "All of my team are immensely proud of the work they do with our young people.



GROUNDFORCE:

Working hard, (left to right) Paula McGinty, John Canning, Christopher McKerrell and Craig Macpherson

their work

“The employment outcomes throughout our programmes have never been higher which clearly shows that the preparation our students get whilst still at school really does give them the best chance of getting a job. And it also gives employers access to a new, diverse and talented bunch of young people with skills to match their labour needs.”

■ For more information go to www.southlanarkshire.gov.uk/SLW4U

“I started here after the summer holidays last year and it’s been great. I don’t care what the weather’s like either. I don’t even mind the rain and the wind. In fact I should have been taking part in a school talent show recently but didn’t want to miss my work so gave up the chance so I could come here instead.”



BACK TO WORK PROGRAMME IS JUST THE JOB

BY JAMES DAVITT

HELPING unemployed people back into work or training is one of the key council priorities.

Through the council's delivery organisation - South Lanarkshire Works 4 U - more programmes and training opportunities are available for people struggling to find work than even before.

Some of them are specifically aimed at people with a particular set of barriers which may cause them difficulties when it comes to finding a job or training opportunity.

Several programmes are also targeted specifically at helping young people who are out of work, another key council priority.

Chair of South Lanarkshire Council's

Enterprise Services Committee, Councillor Chris Thompson, said: "We are determined to do everything we can as a council to help as many people as possible back into work or training.

"We recognise that there are many people, particularly young people, who need help and support.

"I would encourage anyone who is out of work and looking for help to get in touch with us as soon as possible."

For more information on the range of services available, call the free phone number 0800 731 0444 or go to <http://www.southlanarkshire.gov.uk/info/200201/slw4u>

Here we highlight some of the people who have done exactly that - and their success stories.



BRENDAN PRENTICE

Struggling at school due to attendance issues and a shy personality meant Brendan Prentice never reached his full potential.

But thanks to his work with SLW4U's Ready 2 Work programme, Brendan's confidence has soared and his progress has been remarkable.

The programme enabled Brendan, from Hamilton, to develop interview, work and public speaking skills.

He said: "I thoroughly enjoyed attending the Ready 2 Work project. It was great to be treated as an adult and get experience working.

"I'm a lot more confident now and have gained certificates in Fire Safety and First Aid."

In August 2014, Brendan started a job as a facilities assistant at the

• Cambuslang Training and Enterprise Centre (CTEC) building in Cambuslang.

• He said: "The whole experience has helped me realise what I want to do - move into a craft apprenticeship."

• Brendan's project worker, Laura Sloan, from Ready 2 Work, said: "Brendan worked hard on the project for a full four months before he started work in a job he enjoys.

• "He now acts as a mentor for Ready 2 Work, speaking to other young people who are starting the programme and acting as a role model."

• Brendan's employer, Fraser Nelson, Facilities Officer at CTEC, said: "Brendan is an excellent employee who is keen and always willing to assist. I'm sure he will achieve his goal of securing an apprenticeship in a craft trade."



ADELE KILPATRICK

Low confidence meant Adele Kilpatrick found it difficult to communicate with others when she was at school. This in turn led to poor attendance in her final year.

After getting in touch with Marie Battersby, Adele signed up for an Activity Agreement.

Through Marie, she was given the opportunity to gain work experience in a hair salon.

Adele said: "It has always been my dream to be a hairdresser like my big sister, but I wasn't confident, I never thought I would be able to do it.

"Working with my Activity Agreement Advisor really helped me believe in myself and what I could achieve.

"Although I was very nervous at first, my boss and work colleagues were very friendly and made me feel welcome.

"I would recommend the programme to any young person who needs help."

Adele's employer, Graham Dignall, said: "Adele was very shy when she first started in the salon.

"She has now come out of her shell and works well with the other staff members.

"Adele is a delight to have in the salon and is progressing really well."

Adele's Activity Agreement Advisor, Marie Battersby, said: "This is a great opportunity in an exclusive hair salon."



"It has always been my dream to be a hairdresser like my big sister"

DOUGLAS McKECHNIE

At the age of 51, transport worker Douglas McKechnie was given the bombshell news that he was being made redundant.

Having spent most of his working life in the logistics industry, it was a devastating blow but one he was determined to bounce back from.

Douglas, of Cambuslang, made the brave decision to try to retrain in an industry where there would be less of a threat of redundancy.

He said: "I realised that I had to retrain in a growth sector where work would be more plentiful.

"Although I knew I had transferable skills which would serve me well in a new job, it was a challenge returning to study.

"The Rebuilding project supported me in gaining my qualification and I'm enjoying my new role.

"The change in career has definitely been a positive move for me."

Douglas's project worker, Kirsty McCabe of Routes to Work South, said: "Douglas worked and studied hard to gain a City



and Guilds qualification in Green Deal Assessment.

"He passed all of his qualifications quickly because he was keen to pursue a career as an energy assessor.

"Douglas moved into work quickly and has been working with HELMS UK Ltd since February 2014."

CATHERINE McENROY

After being out of work for 20 years, it was understandable that Catherine McEnroy was nervous about taking the first steps back into employment.

She had a clear idea about the career path she wanted to go down, having spent much of her time caring for relatives.

Despite her personal experience, Catherine, from Rutherglen, needed help gaining professional experience and skills.

Through her contact with South Lanarkshire Works 4 U, Catherine managed to get a place on the Inclusiveness Project, Gateway to Social Care course at South Lanarkshire College.

She said: "I was really nervous and didn't have much confidence at the start but

pushed myself to complete the course.

"This led on to a work placement and after three weeks my manager said she was really pleased with my work and asked me to apply for a part-time position.

"This boosted my confidence and I was delighted to be approached but I really needed full-time hours."

Catherine was supported in her job search and, in September 2014, started in the 3 Bridge Care Home.

She said: "I really enjoy the work and I'm experiencing new challenges every day."

Catherine's project worker, Sharon Boyle of Inclusiveness, said: "Catherine had very low confidence because of her lack of qualifications and the fact she had been out of work so long.

"It has been tremendous to see her grow and believe in herself."

WARDENS ARE ON THE COMMUNITIES

ANDY LIVINGSTONE FINDS OUT HOW NEW AND IMPROVED SERVICE HAS HELPED

PUBLIC opinion has helped to reshape the council's Community Wardens into a more effective service.

The wardens have become a familiar sight on the streets of South Lanarkshire in recent years, and have proved valuable in addressing a host of local situations.

Over time, feedback from residents had suggested ways that the service could work even more effectively and a review was carried out that identified changes and improvements that would provide an enhanced, quality service with greater flexibility to respond to community concerns.

The new and improved service has been put in place with the wardens now divided into two distinct roles, Investigative Support Wardens and Estate Wardens. These cover a variety of shift patterns over seven days a week, including working until 3am on Thursday to Sunday nights.

The Investigative Support Wardens provide support by gathering evidence in relation to anti-social behaviour, with the assistance of two CCTV vehicles.



Last summer the team supported the Quad Bike Initiative launched in Larkhall in partnership with Police Scotland and the council. The campaign highlighted that it is illegal to ride any petrol-driven machine on the road unless you have a driving licence and helped to promote the safe use of quad and trail bikes.

Inspector Louise Skelton, of Police Scotland Q Division, said: "We were delighted to join forces with the council in this joint initiative.

"It is a great example of partnership working and both organisations being able to use their experience and knowledge to tackle a problem that needs to be taken very seriously. We stepped up our patrols in known trail bike hotspot areas as well as targeting locations where bikes may be stored. Also as part of this initiative, the council's mobile CCTV units were able to gather information about where and when this type of offence was happening."

Elsewhere, the team joined with Police Scotland and Glasgow Community Safety Partnership to help tackle cross-boundary issues between Fernhill and Castlemilk. A mobile CCTV unit was deployed in the area with additional support from the CCTV vehicles, which enabled Police Scotland to take appropriate action against individuals.

These steps had a positive impact in the area, helping to increase public re-assurance – with one resident saying that he slept better knowing that the vehicles were in the area late at night carrying out their patrols.

Meanwhile, the Estate Wardens



BEAT AT HEART OF



(1) MOBILE INTELLIGENCE: The Investigative Support Wardens are able to use CCTV vehicles to target hotspots for anti-social behaviour.

(2) ON THE SPOT: Estate Wardens are on hand to deal with local issues, such as graffiti or drinking dens.

(3) ON PATROL: Estate Wardens Tam McHugh and Vicky McGinty see the value every day of working in the heart of the communities they serve.

(4) ON THE RIGHT ROAD: Working in partnership with Police Scotland enabled a campaign to be run to encourage the safe use of quad bikes and trail bikes.

continue to be the eyes and ears of the community and patrol 'hot spot' areas across South Lanarkshire.

Warden Vicky McGinty said: "It is so important that we are on the ground in the local communities. Not only do you get to know the areas and the people, and the issues that affect them, but you are on hand if they need to speak to you. You get so much more understanding of these sorts of situations when you talk to people face to face in their own area."

Additionally, Estate Wardens have been now been given powers to issue fixed penalty notices for littering and dog fouling and these powers will be used in a targeted approach based on specific information that is received. To assist this, the wardens are equipped with body-worn CCTV in order to gather information and evidence.

This proactive environmental role will help create safe and attractive communities across South Lanarkshire, and complement the service already provided by Environmental Services.

In addition, the team actively engages with local communities by attending a variety of events and fun days to promote the services available to tackle anti-social behaviour and discuss any concerns people may have.

The team meet with the public at various locations across South Lanarkshire such as sports centres and local shops, providing an opportunity for local residents to say what problems there are and where they take place, as well as giving their views on council services, and this information is then used to help set specific local priorities for each area to

tackle anti-social behaviour.

The service as a whole is reviewed continually, with residents being consulted every year at Positive Communities events where local people are invited to attend to give their views on the various services available to tackle anti-social behaviour.

■ If you would like more information about these events or about the Community Warden Service, or would like to report a complaint about anti-social behaviour, please contact Joanne Thomson 0141 584 2608 or alternatively the ASB Hotline on 0800 389 1105. Anti-social behaviour can also be reported online through a form on the council's website, www.southlanarkshire.gov.uk.



Tackling Child Sexual Exploitation



When it was published in August 2014 the Rotherham Report highlighted the need for concerted and co-ordinated work to protect children from sexual exploitation but if any comfort can be taken it is from the knowledge that continuous improvements in Child Protection arrangements are already in progress.

The predatory adult male as abuser acting alone, as part of an organised group or online, is probably the predominant public image of where the problem lies with Child Sexual Exploitation but those working in the field will tell you it is a far more complex issue in terms of scale and nature and that complexity is reflected by the range of protection work underway in South Lanarkshire.

While the victim is never to blame there is an important emphasis being placed on education to help young people and parents and carers recognise where dangers might lie ahead and the growing sexualisation of childhood through images and messages in the media, exposure to pornography, sexting and the internet.

Child Exploitation was a year long theme from September 2013-14 for North and South Lanarkshire's Child Protection Committees – launched with a multi-agency event focusing on Child Trafficking.

Following on from that initiative a group of secondary school teachers received specialist training to help them work with pupils and raise awareness of threats and risky behaviour.

As far back as 2006 South Lanarkshire's residential care service for children signed a partnership agreement with Police that put in place a system of alerts and actions when young people go missing from care.

That close working relationship with Police Scotland is reflected across the range of South Lanarkshire Council services involved in Child Protection.

Independent Chair of the South Lanarkshire Child Protection Committee Norman Dunning said: "There has been and continues to be lot of good work going on in South Lanarkshire to ensure we are doing everything possible to keep children and young people safe but the Rotherham Report underlines that when people don't act the effects can be devastating and we must all continue to recognise that it is never right to assume someone else will do the right thing." There are plans to consider the report and any further actions required by South Lanarkshire. Go to http://www.rotherham.gov.uk/downloads/file/1407/independent_inquiry_cse_in_rotherham to read the full report.

If you are worried that a child is being harmed:

Call

Social Work
0303 123 1008

Police Scotland
Emergency - 999
Non-emergency - 101

WHEN MONEY IS TIGHT... HELP IS AT HAND

SOME people have always had to get by on a very low income, while others are struggling because of a change in their circumstances. Here **ANDY LIVINGSTONE** looks at some of the support available in South Lanarkshire, with further information available in the **When Money is Tight** booklet available free of charge in most public offices, including Q and As and libraries

HELP TO FIND WORK OR TRAINING

SOUTH Lanarkshire Works 4 U on **0800 731 0444** – advice on schemes available locally to help people back into work.

Department for Work and Pensions Universal Job Match service, at www.gov.uk/jobsearch.

BENEFITS AND TAX CREDITS

MAKE an appointment with Money Matters or Citizens Advice Scotland and request a benefits check to make sure you are claiming what you are entitled to. Contact the council's Money Matters team at your local Q and A office or call **0303 123 1008**, or find information on Citizens' Advice through their website at www.cas.org.uk/bureaux or by calling **01698 283447** (Hamilton); **01355 263698** (East Kilbride); **0141 646 3191** (Rutherglen/Cambuslang); **01555 664301** (Clydesdale).

SUPPORT TO DEAL WITH DEBTS

MONEY advisers at Money Matters and Citizen's Advice Scotland help people who are in debt or who realise they can no longer pay bills when they are due. They give honest, impartial help that is free of charge and can be contacted as above. They also give general advice in budgeting.

HELP FROM CREDIT UNIONS

CREDIT Unions provide accessible savings, low-cost loans and other financial services in local communities. It is a great way to cope with expensive times like Christmas or sudden, unplanned expenses like repairs, and you can avoid pay-day loans and door step lenders who usually charge massive interest rates.

Contact your local credit union at:

Cambuslang 0141 641 0888

Rutherglen 0141 647 4756

Blantyre and South

Lanarkshire

01698 711112

Hamilton 01698 282200

Burnbank 01698 307334

East Kilbride 01355 224771

Scotwest 0845 634 7634

FOOD DONORS: Residents at Lorne Street and Barnclith sheltered housing donated food to Hamilton District Food Bank, where Home Carer Gary Lyon does voluntary work.



CRISIS AND COMMUNITY CARE GRANTS

THE council can award crisis grants and community care grants for people in need, who are on benefits or a low income and are having difficulty because of an exceptional situation or in meeting one-off expenses. Call **0303 123 1007** for more information.

A crisis grant may be available to help with costs after a disaster or emergency or to keep you and your family safe from harm.

Community Care Grants may be available if you are about to leave care to live on your own; you face going into care because you don't have the things you need to continue living at home; you are struggling to provide a safe and secure home for your family; or you need help to buy essential household items like a cooker or washing machine.

FOOD CO-OPS AND FOOD BANKS

A FOOD CO-OP is an ideal way of making money go that bit further. Co-ops are open to all and provide a range of basic food items at cost price. Several operate in South Lanarkshire – find out more from Community Links on **01698 827583**.

Advice on keeping food costs down and eating healthily can be found on the British Heart Foundation's website www.bhf.org.uk or eatbetterfeelbetter.co.uk.

FOOD BANKS collect food for free distribution to people facing crisis. They provide emergency food parcels until circumstances improve, and also advice on other support and services. To access a Food Bank you may need a referral from a frontline worker, care professional or a voluntary organisation that offers support or advice.

Find out more about how to access a food bank at:

Hamilton District Food Bank:

07884 451512

Clyde, Avon and Nethan Food Bank:

07591 104027

Rutherglen and Cambuslang Food Bank:

07706 052442

East Kilbride

Community Food

Bank: 01355

247660

Loaves and Fishes

East Kilbride:

01355 224375

A food bank also operates in the Clydesdale area.

FUEL POVERTY

THE first port of call for anyone troubled by fuel debt is the Home Energy Scotland Hotline, **0808 808 2282**, where you can explain your situation and be pointed towards the most appropriate help.

INFORMATION FOR CARERS

YOU have the right to a Carer's Assessment if you provide a substantial amount of care to someone on a regular basis. More information is available from Social Work on **0303 123 1008**.

CONCERNS ABOUT RENT PAYMENTS OR HOUSING CIRCUMSTANCES

PAYING your rent is vital to being able to provide a home for you and your family. If you are behind in your payments, please contact your local Housing Office on **0303 123 1012**. We can help with advice and can make arrangements for affordable payments.

If you are affected by the under-occupancy rules ("bedroom tax"), contact our Benefits are Changing Team on benefitsarechanging@southlanarkshire.gov.uk or **0303 123 1012**.

If you find yourself homeless or threatened with homelessness, call your local Housing Office or, if our offices are closed, the emergency freephone number is **0800 242024**.



HELP TO GO ONLINE

GOING online (using the internet) is now a necessity, but not everyone has the skills or confidence to do so, or the means to pay for an Internet connection at home.

If you are confident in using computers and accessing the internet, your local library or Digital Jobcentre offers FREE access to a computer with online connection.

For those who need a bit more support, or have little or no experience in IT, SELECT Hubs offer informal, volunteer-led training on a drop-in basis. For more information on your local SELECT Hub, call Community Links on **(01698) 827583**.

LIGHTS, CAMERA AND ACTION FOR SOUTH LANARKSHIRE

BY DUNCAN JONES

A POIGNANT film charting an older man's journey back to independence after hospitalisation has brought together a glittering cast of real-life stars from across South Lanarkshire.

Every Step of the Way is a new and exclusive film documenting the Reshaping Care for Older People (RCOP) programme in the region through the story of David, played by actor Bill Findlay.

RCOP aims to help growing numbers of older people live positive and independent lives in their own homes, homely settings and community. And the seven-minute movie features many of the actual people who are working together to make that very aim a reality in Lanarkshire today.

The film's writer, Euan Duguid, Communication Officer for RCOP in Lanarkshire, explained: "A huge network of health and social care practitioners, volunteers, third sector and independent sector organisations are working together to make Lanarkshire a great place for people to live and grow old in.

"Family members, friends and unpaid carers are also playing a crucial role in providing more support in community settings. The aim of the film is to illustrate, in real-life terms, how all of these individuals and groups are, together, making a real difference to older people's lives."

The plot sees David, who'd required treatment after a fall, feeling lonely and isolated after hospital discharge to becoming fully independent and reconnected to his community.

Crucially, although the character is played by an actor, the script and his experiences are representative of the real life testimony of various older people who have been supported by RCOP partners.

That realism is heightened by the supporting cast – around 45 people – who turned out simply to play themselves, ranging from the health and social work professionals, volunteers and the older people featured who are benefitting from the many community-based supports in place.

For example, members of a South Lanarkshire community-based care and

Many in the actual choir are currently living with the early stages of dementia. Others are close family and friends who have adopted a full-time caring role.



GLITTERING CAST OF REAL LIFE STARS TAKES CENTRE STAGE IN OLDER PEOPLE'S FILM

support team, which was piloted in East Kilbride and Strathaven, played a key role in the film as David strives to get back on his feet after being discharged from hospital.

The Integrated Community Support Team (ICST) aims to prevent unnecessary hospital or care home admissions, reduce the length of stay in hospital and support those who have been discharged by combining the expertise of health and social care staff from NHS Lanarkshire and South Lanarkshire Council respectively.

NHS Lanarkshire physiotherapist Melissa Murray and South Lanarkshire Council home care worker Allison Duncan played themselves as they helped David regain his mobility in his own home.

As his journey progresses and he begins

to link back into the community via the many supports created through RCOP, David hits the high notes in the film alongside members of Hamilton-based Musical Memories choir.

Many in the actual choir are currently living with the early stages of dementia. Others are close family and friends who have adopted a full-time caring role.

Originally formed as a pilot project by Alzheimer Scotland in 2011, the choir became independent and constituted in 2013 through vital work, led by Voluntary Action South Lanarkshire (VASLan), as part of the nationwide RCOP programme.

Euan added: "We see David grow in strength and confidence as his journey links him to many other vibrant, real-life community-based supports. There's a sub-



Walking Football/Motherwell

STEEL GAME FC, an over-65 football team, grabbed national headlines last year when they were formed in Motherwell's Fir Park.

The team are open to residents across Lanarkshire.

The cut and thrust of walking football – which is played to the same rules as the normal game but with a running ban – is shown as David gets back on his feet and joins the actual squad for an afternoon's training.

The team is part of a raft of supports that's been established under RCOP to help older people remain connected to their community. For more information on training sessions and how to join contact Motherwell Football Club Community Trust on 01698 239926.

1

RCOP A foundation stone for joined-up working

THE film's release has come as partnership working enters a crucial phase.

A new Act requires health boards and local authorities to integrate their adult health and social care services. In April 2015, integration comes into effect in local areas, led locally by the respective South and North Lanarkshire Health and Social Care Partnership (H&SCP).

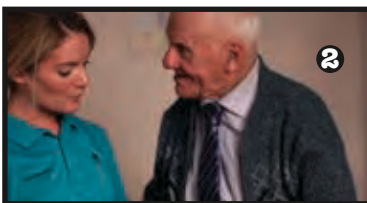
Integration will continue much of the good work established by RCOP, which has tested and developed many projects to support growing numbers of older people.

Harry Stevenson, South Lanarkshire Council's Executive Director of Social Work Resources and Chief Officer, South Lanarkshire Health and Social Care Partnership (H&SCP), said: "RCOP has provided the opportunity to look at doing things differently and the chance

to develop services that are more flexible, available out of hours and with a focus on allowing growing numbers of older people to live positive and independent lives in their own home or homely setting.

"RCOP has brought different professionals from different agencies together and, with the partnership working to a common purpose, the spirit of co-operation that has been long established in South Lanarkshire has been consolidated. This joined-up collaborative ethos will be used as a foundation stone for integration.

"The H&SCP will continue to provide proactive care and support in people's own homes and homely settings, where appropriate." ■ For more information on the integration of health and social care, visit: www.northlanarkshire.gov.uk/index.aspx?articleid=31104



2



3

(1) Bill Findlay, who plays the part of David, warms up for his walking football debut. (2) NHS Lanarkshire physiotherapist Melissa Murray of the Integrated Community Support Team. The ICST play a crucial role in David's recovery. (3) David hits the high notes with Musical Memories choir of Hamilton. (4) Motherwell brother and sister Ross and Leah Duguid play the part of David and his sister Muriel when they were young. (5) David's life is brought full circle through a chance meeting. But what's he revealing? Find out by watching *Every Step of The Way*.



4

Children play a helpful role

TWELVE-YEAR-OLD Ross and six-year-old Leah Duguid, from Motherwell, play the roles of David and his sister, Muriel, when they were children.

Find out how childhood memories – and a fateful photograph – help steel David in his battle back to full health by watching the film.

plot woven in and, without giving too much away, David's recovery is boosted by a trip down memory lane which comes full circle at the end of the film."

Majorie McGinty, RCOP Programme Manager for South Lanarkshire, said: "In both North and South Lanarkshire RCOP partnerships we are very proud of the many excellent initiatives and projects that have been set up.

"At their very core is person-centred care and partnership working. This film captures how many people, from different professional backgrounds and groups, are working together to make a real difference to older people's lives."

Marjorie continued: "A key aim of RCOP is to give people and community groups

resources and backing to enable them to take a leading role in developing and contributing to the support and services their community needs.

Every Step of the Way showcases some vibrant examples of the many initiatives and projects set up at local level to prevent isolation whilst also highlighting the expert health and social care supports available in people's own homes.

"The take-home message of the film is that no one should feel alone and there is help and support available to them."

RCOP partners include NHS Lanarkshire, North and South Lanarkshire Councils, the voluntary sector and the independent sector.

■ Watch the film at NHS Lanarkshire's YouTube site here <http://bit.ly/1pLcVVk>



5

PERFORMANCE FACTS AND FIGURES ONLINE AT YOUR FINGERTIPS

BY ANDREW THOMPSON

It has been a real case of practise what you preach for the team charged with collecting, publishing and reviewing information on South Lanarkshire Council's performance.

The annual report of facts and figures is the most accessible and easily understood to date, and goes interactive on the council's website from April.

There is a statutory duty on all Scottish local authorities to make public a wide range of information, known as Performance Indicators. This data allows councils to see how they are doing by comparing results to previous years and how they measure up to others.

Performance Indicators can be used as a benchmark to ensure standards remain high and priorities identified and to test whether innovations and changes to practice are bringing the hoped-for benefits.

Improvement and Community Planning Manager Neil Reid said: "Our March 2015 Annual Performance Report is the third we have published and there has definitely been a rapid evolution over how we have gone about



INFORMATION: Improvement and Community Planning Manager Neil Reid and his team aim to make information on South Lanarkshire Council's performance easy to understand and easy to access

presenting that information – tracking our own performance to see how interesting, useful and understandable people find all that data.

"Following the first report, we held a consultation with the South Lanarkshire Citizens' Panel to hear their views on how the information was presented, how it was explained and how relevant they felt it was, and

the second year we included a feedback form in the report.

"After the second report, we listened to what Audit Scotland had to say about how we reported the council's performance, and asked ourselves exactly how we could go the extra mile to make our performance reporting as clear and useful as it can be."

A lot of work has been put into how information in the report is presented so that instead of simply presenting charts and tables of facts and figures their meaning is clearly explained.

Neil added: "It is important to emphasise that all the information is still there, nothing has been taken out and everything that has been added is aimed at improving clarity, ensuring information is not just available to people but also makes sense."

The 2013/14 Annual Performance Report will be online from April as an interactive document which has automatic response options built into the pages to give instant feedback and can be viewed in the performance section of the council's website www.southlanarkshire.gov.uk/performance

UK Parliamentary General Election takes place on Thursday 7 May 2015

Your vote counts

Vote using a X



Make sure you are registered to vote

All you need to do is make sure you are registered to vote. If you returned your completed voter registration form then you should be on the electoral register. If you have moved recently, contact the Electoral Registration Office.

Deadline: If you are not registered to vote, you must register by midnight on Monday 20 April 2015 to vote at the UK Parliamentary General Election.

What's next?

You will receive a poll card telling you where to go to vote, alternatively, if you are on holiday on polling day, or you are working, or prefer not to go to the polling station, do you know you can:

- vote by post
- ask someone to vote on your behalf (ie by appointing a proxy)

Deadlines: Postal Vote - If you wish to apply for a postal vote or make changes to your existing postal or proxy arrangements you must do this by 5pm on Tuesday 21 April 2015.

Proxy – If you wish to appoint a proxy to vote on your behalf you must do this by 5pm on Tuesday 28 April 2015.

Interested in standing at the UK Parliamentary General Election?

If you wish to stand at this election simply contact the Election Office for your nomination pack and more information.

Deadline: Nomination papers must be submitted to the Returning Officer by 4pm on Thursday 9 April 2015.

Preparations are already underway to ensure that the best possible arrangements are in place for you to vote. Please be aware that the deadlines may change in the event of days being appointed for public thanksgiving or mourning.

If you need help or further information please don't hesitate to contact us.

To register to vote, check the register or arrange a postal or proxy vote contact:

Electoral Registration Office,
North Stand, Cadzow Avenue,
Hamilton ML3 0LU

Phone: 0800 030 4333

Email: ero@lanarkshire-vjb.gov.uk

Website: www.lanarkshire-vjb.gov.uk

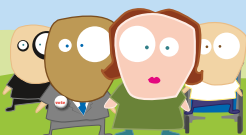
For information on voting arrangements at this election contact:

Election Office, 21 Beckford Street,
Hamilton ML3 0BT

Phone: 0303 123 1019

Email: elections@southlanarkshire.gov.uk

Website: www.southlanarkshire.gov.uk



Living history on show in museum collection



BY MHAIRI ANDERSON

TWO compelling new pieces have been added to South Lanarkshire's museum collection.

Fitting and poignant during the 100th anniversary of WWI is the acquisition of a bronze miniature statue of Private John McAlpine, the first soldier from Cambuslang killed in the conflict.

Private McAlpine, of Hamilton Road, was serving with the 1st Battalion The Black Watch Regiment when he was killed near Ypres, Belgium, on 11 November, 1914. He was 37, and married with six children.

After the war ended, the memorial statue was made in his honour and to commemorate all the men and women from the area who had lost their lives. It was crafted in 1922 by Alexander Proudfoot, graduate of and lecturer at Glasgow School of Art.

The statue was acquired by South Lanarkshire Leisure & Culture Museum Service with assistance from the National Fund for Acquisition. A full-sized version tops Cambuslang War Memorial in Cambuslang Park.

A rare 17th century Spanish pistol has also found a new home in the collection thanks to Bothwell man Douglas Steedman.

"This pistol has been in my family for generations," said Douglas. "Tradition has it that

it belonged to a Covenanter ancestor, David Hackston of Rathillet, near Cupar. The pistol features an engraved letter 'R' on the stock and my family believe this stood for Rathillet.

"I'm delighted the pistol has found a good home where it will be preserved for future generations."

Hackston commanded forces of Covenanters at the Battle of Drumclog on 1 June, 1679, and again at the Battle of Bothwell

Bridge on 22 June of that year. He was captured and executed in Edinburgh on 30 July, 1680.

Following research by the SSLC Museums officers, with help from senior curators at Glasgow Museums and the Royal Armouries in Leeds, it was confirmed the pistol is Spanish.

"However, establishing when the pistol was made proved a bit more difficult," said Assistant Museums Officer Barrie Duncan. "The earliest expert suggestion for date of manufacture is late-1600s. Although it hasn't been possible to confirm the Covenanters link, the pistol is a rare example of its kind with a long-standing connection to this area."

Both acquisitions can be seen at Low Parks Museum, Hamilton.

■ **For more information on South Lanarkshire Museums please go to www.slleisureandculture.co.uk/SLLC/info/204/collections**

The bronze miniature statue of John McAlpine, the first man from Cambuslang killed in the First World War (above), full-sized figure on top of the war memorial in Cambuslang Park (middle) and Douglas Steedman (top right, left) with SSLC General Manager Gerry Campbell



SHOUT ABOUT NOISY

BY MHAIRI ANDERSON

NOBODY likes excessive noise so please don't keep quiet about it.

The council's environmental officers can help you with all kinds of noise - from loud music, barking dogs, noisy washing machines and anything else that just isn't acceptable from your neighbours.

None of us can avoid being noisy some of the time but all of us can be considerate to those around us, especially late at night or early in the morning.

In 2013/14 the council received more than 2,800 complaints - 1,600 of them related to noise coming from a next-door neighbour.

"Environmental Health Officers don't just work office hours," says EHO Gavin Neilson. "Some of these complaints are investigated by our night team which operates seven days a week from 6pm until 3am.

"A lot of excessive noise complaints occur late into the evening and the early hours of the morning so that is when we investigate to help make things better for all our residents.

"The job does have its interesting side though," admits Gavin. "It's not unknown for complaints of constant humming noises to result in the discovery of cannabis farms!"

46 the reporter



Common misconceptions about noise, the most common being:

The Council can't stop me from playing my music because I own my house. The legislation we enforce applies equally to everyone. I can make as much noise as I like before midnight. Not the case, the noise resolution adopted by South Lanarkshire Council applies at all times of the day, seven days a week. I've told my neighbour I'm going to be having a party so they shouldn't be complaining While it is good manners to advise your neighbours - or even invite them - it doesn't mean that you can make as much noise as you like.

If Environmental Health Officers witness excessive noise from a property they can issue a warning notice to the householder. However, if they fail to reduce the noise, on-the-spot fines of £100 can be imposed and the equipment causing the noise can be taken away.

"Imagine how you would feel losing an expensive sound system just because you wouldn't turn it down a bit?" Gavin asks.

Although most neighbourhood complaints to local authorities are about unwelcome noise, research has found that certain noise is important to everyone's happiness at home.

But statistics also show that half-a-million people move home each year because of problems with noise.

Therefore, as well as enforcing the law regarding noise pollution, a big part of environmental enforcement officers' job is

to highlight awareness of noise problems and how to reduce the impact of noise and encourage everyone to consider how they can avoid disturbing people living nearby.

Gavin says: "Although we are always available for advice we also actively promote The Noise Annoys message each year during National Noise Action week.

"And we highlight the fact that noise can play a significant role in our health and wellbeing.

OUT NEIGHBOURS



Noise is a common cause of neighbour disputes but if you follow the advice below this could help avoid such disputes and allow everyone to enjoy life in their own way



Loud music

With amplified sound, keep the volume down, especially the bass which can be more annoying than higher frequencies. Don't put speakers on or close to shared walls, ceilings or floors.

If you have a bedroom TV, keep it quiet at night - especially if your bedroom adjoins someone else's.

If playing an instrument, practise where and when it will have least impact on neighbours. Play without amplifiers if possible and use mutes for wind instruments and pads and brushes on drums.

If you really want to play loud music use headphones - but be aware that turning it up could damage your hearing.

Barking Dogs

Dogs do bark - but they only bark a lot if they are not content. If you have to leave your dog alone, make sure it's well exercised and fed. Some dogs like a radio for company, or could you get a friend or neighbour to look in? If your dog continues to bark could you maybe consider dog training?

Household appliances

When buying new appliances, try to buy a quieter model. Not all models have a noise rating - if they haven't, ask why. If manufacturers make claims about noise they must display an EU Energy or CE conformity label.

For washing machines, if possible, place on an even concrete floor; don't overload it and spread the load evenly;

try to run the machine at a time when it will least disturb neighbours; and remember the final spin is the noisiest bit.

Do the vacuuming at a reasonable time - especially if you live in a flat or terrace - and avoid early morning or late night cleaning sprees when families could still be asleep.

In the kitchen, try to avoid banging pans and cupboard

Car and intruder alarms should have a 20-minute cut out.

Register a key holder for your intruder alarm with your local authority who can be contacted if you are away if the alarm misfires.

Environmental Health

Services across the UK have been dealing with noise complaints for more than 50 years applying legislation, including the noise provisions which were brought in by the Antisocial Behaviour etc (Scotland) Act 2004, which streamlines the handling of residential noise complaints.

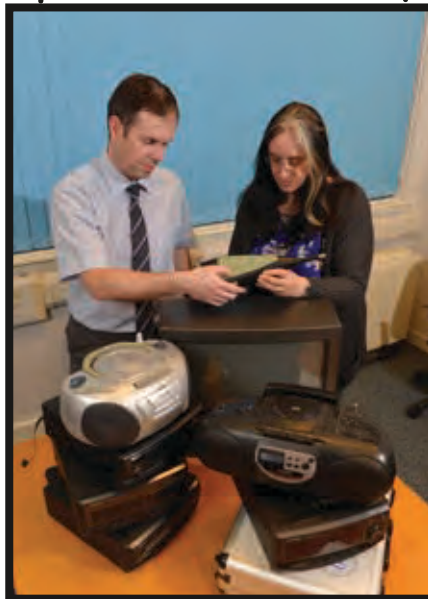
South Lanarkshire Council's Environmental Services lead on tackling all types of noise, from late night DIY to barking dogs.

Their expertise, advice and enforcement options can help find resolutions to a whole range of noise issues, from noise insulation testing to noisy neighbours, entertainment noise to workplace noise, and much more besides.

If you are suffering from a noise problem or wish advice phone, **08457 40 60 80**, email customer.enquiries@southlanarkshire.gov.uk or, for further information log on to www.southlanarkshire.gov.uk

If you need to make contact after office hours please phone: **0800 24 20 24**.

More information at www.southlanarkshire.gov.uk/ASB



doors and avoid using blenders/grinders on surfaces attached to party walls.

Avoid putting your refrigerator or freezer against a party wall - vibration from these can pass through the structure. Vibration can also pass through floors - if you live in a flat avoid placing your fridge above a neighbour's bedroom.

Alarms

Ensure you choose a reliable product and make sure alarms are installed properly and serviced regularly.

"While noise is often sound that disturbs, irritates or annoys us, some sounds can make us feel better, for instance our favourite music, natural sounds like birdsong or the sound of the seashore.

"Understanding the impact that noise has on our health and learning that a healthy noise environment or a positive soundscape can make us happier and help improve health, is important."



You can't book flights on our website...

but you can pay your rent or council tax



www.southlanarkshire.gov.uk

➤ The routine stuff is important too, so if you have internet access, please use our online payments for rent, council tax, parking fines and more. It's available at anytime day or night.

 **Don't have internet access?**

Here's a handy list of our main contact numbers

Payments	0303 123 1005
Housing repairs	0303 123 1010
Council tax and benefits	0303 123 1011
Council tax arrears	0303 123 1014
Housing enquiries (except repairs)	0303 123 1012
Crisis and Community Care grants	0303 123 1007
Social Work and Money Matters	0303 123 1008

Refuse, grounds maintenance and street cleansing	0303 123 1020
Conference and banqueting	0303 123 1009
Bereavement services (cemeteries and crematorium)	0303 123 1016
Parking	0303 123 1006
Customer Services Centre - for other enquiries	0303 123 1015
Out-of-hours emergency repairs and homeless	0800 242 024