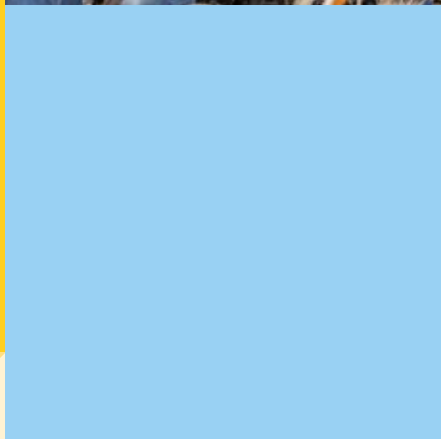
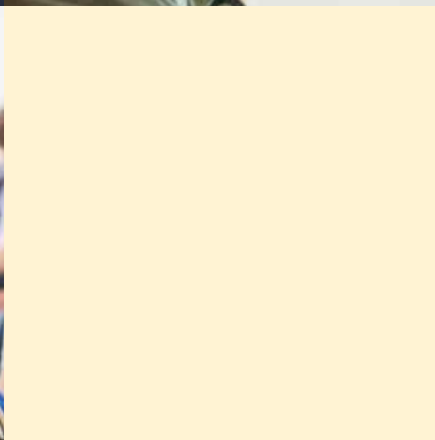
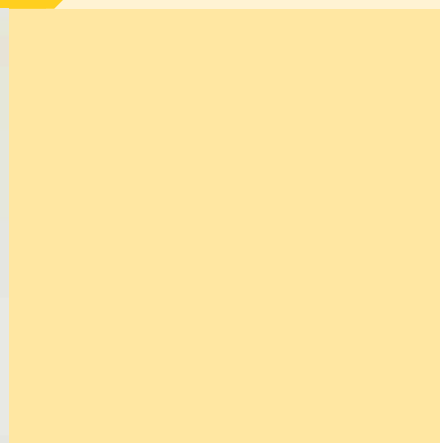


“South Lanarkshire working for you”

Mainstreaming equalities

Progress report 2013–2017

Outcomes report 2017–2021



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Overall progress

South Lanarkshire Council sets itself the aim of ensuring that fairness is a priority for all of the work that it does. The council, including the Licensing Board, is committed to meeting its vision of working together with partners “to improve the quality of life of everyone in South Lanarkshire.”

This progress report will show the actions that have been taken since the original, mainstreaming equalities report “South Lanarkshire working for you” was first published in April 2013 and was reviewed in 2015.

Our focus remains to embed and achieve our legal equality duties of eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations in all that we do. The report shows how the council has continued to work with others to ensure that the needs of everyone are met when using a service, regardless of the protected characteristics of:

- **age,**
- **disability,**
- **gender (sex),**
- **gender identity (reassignment)**
- **marriage and civil partnership,**
- **pregnancy and maternity,**
- **race,**
- **religion or belief; and**
- **sexual orientation**

Within this update report of progress against our initial equality outcomes, published in July 2013 and updated in Jan 2015, we have highlighted some of the actions that have been taken to improve the lives of people in South Lanarkshire, and have demonstrated how we’ve worked effectively with partners to achieve this. The report also highlights what our intended outcomes for 2017-2021 will be in line with the revised council plan Connect, which is currently being consulted upon. As part of our mainstreaming approach, equalities are embedded in the plan and it will be given final approval after the May 2017 local elections.

Working to understand the needs of our diverse community is at the heart of delivering the highest quality services. I commend this report to you, to highlight the ongoing efforts to ensure everyone in South Lanarkshire enjoys a life free from discrimination, full of opportunity and in a community that is respectful and welcoming to all.



by the Chief Executive
Lindsay Freeland

How we have achieved

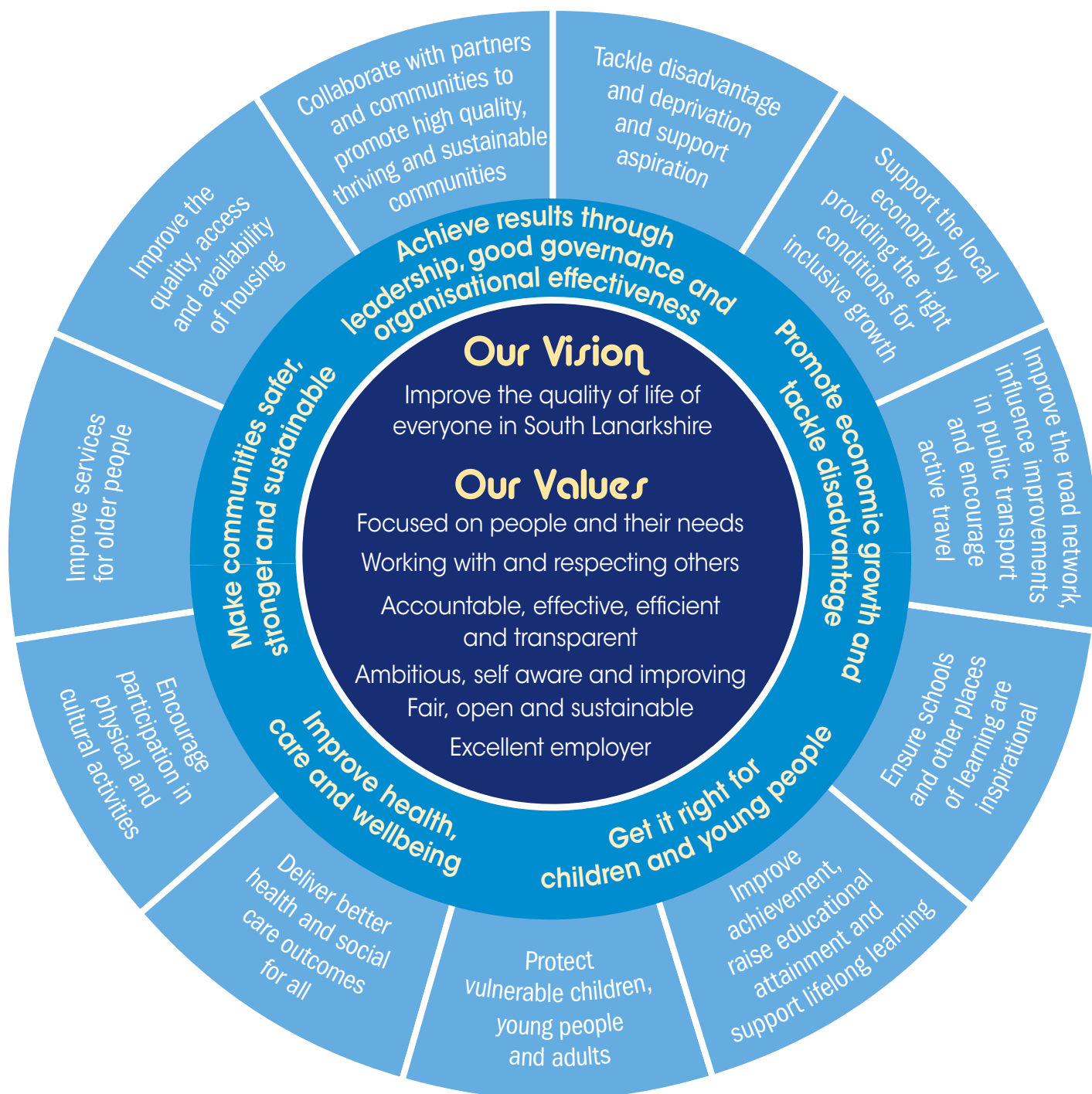
The aim of mainstreaming equalities is to embed our outcomes which focus on both employees of the council and members of the community, into all that we do. To do this we have built our outcomes on the following key principles:

- **Accessing** – provide services in ways that mean everyone can and does have the right to use them
- **Community** – provide services that bring people together and makes the most of individual needs and abilities
- **Informing** – ensure that everyone has access to information, in a format that suits their needs, on council services and what is happening in the South Lanarkshire area
- **Involving** – talk to groups and individuals on a one to one basis and use views and opinions to inform decision making and shape service delivery
- **Promoting** – ensure that individuals are treated as and given the opportunity to be full members of the community no matter their individual need
- **Understanding** – raise awareness of individuals' needs and promote awareness of the range of cultures and languages that exist within South Lanarkshire so that everyone can be treated fairly and with dignity and respect



What we will continue to do during 2017-2021

As part of our ongoing approach to mainstreaming equalities the outcomes we set will remain aligned with our council plan “Connect” objectives and these have been redrafted as follows:



What we will continue to do during 2017-2021

Outcome 1 – Improve services for older people

Research indicates that the 65 years and older population group is expected to grow steadily and to rise from 1.04 million in 2010 to 1.07 million in 2020 (an increase of 3%). The number of people aged 75 and over is projected to increase by around 23% in the first ten years of the projection period, from 0.41 million in 2010 to 0.50 million in 2020.¹

The aim of this outcome is to deliver services to older people which improve their safety and keep them safe from abuse. It also aims to shift the balance of care for older people from hospital and institutional settings to home or community-based settings.

Why we want to do this

Evidence suggests that previous approaches to care management have been prescriptive in fitting people in to existing services rather than providing more flexible and creative supports which provide better outcomes for older people.^{2 3}

We want to build on the strengths of each older person, offering support at key times in their lives as required. This will ensure that they are always able to retain or regain control and choice in their daily lives.

Research shows that older people are more at risk of accidents in the home; therefore we want to ensure that older people have services to aid their safety within the home.⁴

In addition, research shows that older people may be more at risk of financial abuse, therefore we want to ensure that adequate information and services are provided to older people regarding money governance and when purchasing goods and services.^{5 6 7}

Outcome 2 – Protect vulnerable children, young people and adults

Research indicates that the 65 years and older population group is expected to grow steadily as outlined in outcome 1; in relation to children; between 2010 and 2020 the number of children aged under 16 years of age, is projected to increase by 5% from 0.91 to 0.96 million.⁸

The aim of this outcome is to deliver services to children, young people, adults and older people that improve their safety and keep them safe from abuse.

Why we want to do this

Research shows that many vulnerable young people have very different experiences living in their local communities, some better than others; we want to support all young people with their accommodation and living arrangements and ensure that they can live safely and independently in the community by providing timely responses to children and their families, and to plan and provide suitable supports.

The most recent e-SAY return (published August 2016) suggests that there are 1,051 adults with learning disability known to at least some services across South Lanarkshire. 525 adults with learning disability, who are known to services, live in mainstream housing (no support), while a further 225 live independently with support in their communities. South Lanarkshire Council provides day opportunities for 310 adults with learning disabilities.⁹

Research shows that the earlier a young person begins to drink alcohol, the more likely they are to drink in ways that can be risky later in life in relation to physical and mental health. Therefore

1. www.nrscotland.gov.uk/files/statistics/population-projections/2010-based/j20140000.htm

2. www.scotland.gov.uk/Resource/0038/00386925.pdf

3. www.scotland.gov.uk/Resource/Doc/329971/0106962.pdf

4. www.rosipa.com/homesafety/adviceandinformation/olderpeople/accidents.aspx

5. www.actionfraud.police.uk/millions-think-they-were-targeted-by-a-scam-ageuk-jan11

6. www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIG5_Avoiding_scams_inf.pdf?dtrk=true

7. [The Financial Abuse of Older People: A review from the literature carried out by the Centre for Policy on Ageing on behalf of Help the Aged](#)

8. www.nrscotland.gov.uk/files/statistics/population-projections/2010-based/j20140000.htm

9. <https://12edlr3uw6px3aqmla239kwd-wpengine.netdna-ssl.com/wp-content/uploads/2016/08/LDSS-2015-Annex-B.pdf>

What we will continue to do during 2017-2021

we want to delay the age children and young people first use alcohol and reduce the number of young people engaging in alcohol misuse.^{10 11}

In addition, “63% of young people have substance misuse issues on admission to prison” which highlights the link between alcohol and drugs and offending in communities.¹²

Research shows that 1:5 women will experience domestic abuse at some point in their lives irrespective of their age, religion, ethnic background, wealth or education. Children who live with domestic abuse are more at risk of behavioural, emotional and mental health problems in adult life. Therefore we want to protect all victims of domestic abuse.¹³

Outcome 3 – Improve the road network, influence improvements in public transport and encourage active travel

Although South Lanarkshire Council doesn't run any bus or train services, we have a big role to play in making sure that the area has a good transport system and that congestion is reduced by encouraging the use of public transport. Good road networks and public transport provisions are essential to ensure that people from all areas of South Lanarkshire can access employment, health and other services.^{14 15}

The aim of this outcome is to improve all methods of travel across and within South Lanarkshire.

Why we want to do this

Research shows that people with disabilities are less likely to drive and more likely to be dependant on public transport or lifts from

family and friends; in some rural areas access to a public transport route can be crucial to maintaining accessibility to essential services such as shopping for food. Women are less likely than men to have access to a car during the day. People on low incomes, living in households with no access to a car, are particularly vulnerable to social exclusion if public transport is not readily available.¹⁶

Outcome 4 – Support the local economy by providing the right conditions for inclusive growth

The aim of this outcome is to create the right environment for business growth, which in turn will enable local people to find employment and local communities to thrive.

Why we want to do this

Research shows that vulnerable and disadvantaged groups, including young people entering the jobs market for the first time, young people leaving local authority care, people with disabilities, carers, and newly unemployed, are less likely to have the necessary skills and experience to enter employment.^{17 18}

We recognise that the importance of the public sector and its influence on the local economy is significant; economic growth is sustained through effective co-ordinated partnership, support for businesses, communities and individuals. Taking this and the research outlined above into account we want to improve conditions for growth of businesses within South Lanarkshire, continue to increase involvement in lifelong learning. Further, we will continue to target groups who would particularly benefit from improved lifelong learning and increase their skills and employability. [\[links to outcome 6\]](#)

10. www.alcohol-focus-scotland.org.uk/media/185272/phe-alcohol-health-burden-report-2016.pdf

11. www.stir.ac.uk/media/schools/management/documents/Alcoholstrategy-updated.pdf

12. www.gov.scot/Resource/0038/00385880.pdf

13. www.southlanarkshire.gov.uk/downloads/file/10311/south_lanarkshires_gender-based_violence_partnership_strategy_2016-2019

14. www.transport.gov.scot/our-approach/accessible-transport/the-trunk-road-network-access-for-all/#

15. www.dft.gov.uk/webtag/documents/expert/pdf/unit3.6.3.pdf

16. www.scotland.gov.uk/Resource/Doc/326739/0105315.pdf

17. www.scotland.gov.uk/Resource/Doc/326739/0105315.pdf

18. www.southlanarkshire.gov.uk/downloads/file/6971/connect_council_plan_2012-2017

What we will continue to do during 2017-2021

Outcome 5 – Tackle disadvantage and deprivation and support aspiration

We believe that everyone in South Lanarkshire should have access to the same opportunities and be able to enjoy the same quality of life, regardless of their social circumstances or where they live. However we recognise that in some areas of South Lanarkshire there are far fewer opportunities for employment than others; there is higher crime and anti-social behaviour; health is poorer and educational attainment is lower.¹⁹

The aim of this outcome is to improve the quality of life in the most disadvantaged communities in South Lanarkshire by reducing inequalities and ensuring equal access for everyone and by co-ordinating the support available to the most vulnerable individuals and families and to ensure that all services and buildings are fully accessible to the community.

Why we want to do this

Consultation feedback tells us that communications and publications need to be available in a format that is useful for everybody; therefore we want to ensure all facilities, documentation and communications are accessible to all sections of the local community in appropriate formats.

Adaptations once a building is complete are costly, time consuming and deny users access until changes are made.

Vulnerable groups are less likely to follow a healthier lifestyle.²⁰

Those with addictions and mental health problems require additional support to promote wellbeing.^{21 22}

In times of continuing financial pressures vulnerable groups have increased risk of not achieving positive destinations (e.g. moving on to further education, higher education, employment or training).²³ [\[links to outcome 6\]](#)

Outcome 6 – Improve achievement, raise educational attainment and continue support lifelong learning

South Lanarkshire Council aims to provide the highest possible quality of educational provision for children, young people, families and communities; including the development and delivery of specialist alternative learning opportunities for people to meet their individual needs as appropriate.

The aim of this outcome is to ensure that all learners in South Lanarkshire reach the highest possible levels of attainment and achievement taking account of their individual circumstances

Why we want to do this

In times of continuing financial pressures vulnerable groups have an increased risk of not achieving positive destinations (e.g. moving on to further education, higher education, employment or training).²⁴ [\[links to outcome 5\]](#)

“50% of all prisoners have reading skills of an 11 year old” – this is likely to impact on many issues in life from educational attainment to employability prospects.²⁵

To improve the literacy capabilities of Scotland’s adults over the next 10 years in line with the Scottish Government’s commitment.

Vulnerable groups are less likely to achieve positive outcomes in schools.²⁶

19. www.audit-scotland.gov.uk/docs/health/2012/nr_121213_health_inequalities.pdf

20. www.audit-scotland.gov.uk/docs/health/2012/nr_121213_health_inequalities.pdf

21. www.elament.org.uk/mental-health-topics.aspx

22. www.nhs.uk/livewell/mentalhealth/Pages/Mentalhealthhome.aspx

23. www.scotland.gov.uk/Publications/2011/03/14094421/3

24. www.scotland.gov.uk/Publications/2011/03/14094421/3

25. www.scotland.gov.uk/Resource/0038/00385880.pdf

26. www.scotland.gov.uk/Resource/Doc/339854/0112382.pdf

What we will continue to do during 2017-2021

Outcome 7 – Improve the quality, access and availability of housing

Meeting the housing needs and aspirations of people in South Lanarkshire to have access to and enjoy a good quality, affordable home remains an important task for the council. A priority for the council is to improve the quality of existing housing, provide better access to those who need it, and to help increase the availability of housing in the right places which is affordable.^{27 28 29}

The aim of this outcome is to ensure that South Lanarkshire's homes are more energy efficient and the impact of fuel poverty is reduced and to ensure that the needs of people with impairments are met through the installation of appropriate equipment and adaptations.³⁰

Why we want to do this

We want to understand fully the wide range of customer needs to improve service delivery across all our services.

Improve access to housing which meets particular needs and allow elderly and disabled people to remain in their own homes.

A “study of transitional care in Scotland identified housing as one of the main problems encountered by short term prisoners with drug problems on release”, which make it more likely that they will resume drug misuse.³¹

Outcome 8 – Encourage participation in physical and cultural activities

By working in partnership with other agencies and organisations – such as public sector bodies and the voluntary sector – we can achieve far more than we can by working on our own. Not only do we avoid duplication, but we develop better services which are co-ordinated with the services provided by others.

Local communities can be empowered through support for local democratic structures, enabling them to influence decisions which affect them and to improve their own capacity to make positive changes for themselves.

The aim of this outcome is to work in partnership to avoid duplication, to develop better co-ordinated services and to work together with members of the community, including them in making decisions that benefit as many people as possible.

Why we want to do this

We want to engage with our communities to achieve greater participation and involvement in decision-making and to help us to fully understand the wide range of customer needs, which will help us improve service delivery across all our services.

Evidence suggests that older people want to stay in their homes and communities where possible, rather than moving to institutional settings. Demographic shifts also make historic models of care untenable for the future.^{32 33}

[links to outcome 1]

Evidence suggests that people will have more fulfilled lives when they take part in activities that are personalised to them and their interests. This is a contributory factor to sustaining people within their own communities.^{34 35}

27. www.southlanarkshire.gov.uk/downloads/file/6971/connect_council_plan_2012-2017

28. www.scotland.gov.uk/Publications/2011/02/03132933/4

29. www.scotland.gov.uk/Topics/Built-Environment/Housing/16342/shqs

30. www.southlanarkshire.gov.uk/info/917/housing/879/local_housing_strategy

31. www.sccjr.ac.uk/wp-content/uploads/2009/02/Evaluation_of_the_Scottish_Prison_Service_Transitional_Care_Initiative.pdf

32. www.scotland.gov.uk/Resource/0038/00386925.pdf

33. www.scotland.gov.uk/Resource/Doc/329971/0106962.pdf

34. www.scotland.gov.uk/Publications/2010/11/05120810/3

35. www.scotland.gov.uk/Resource/Doc/1095/0097691.pdf

What we will continue to do during 2017-2021

We will, as part of our partnership approach, work in conjunction with Health and Social Care Partnership to deliver these outcomes in line with their outcomes of:

Outcome 1

Older and disabled people are able to look after and improve their own health and well-being and live in good health for longer

Outcome 2

People, including those with disabilities, long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

Outcome 3

Younger, older, disabled and black and minority ethnic people who use health and social care services have positive experiences of those services and have their dignity respected

Outcome 4

Health and social care services are centred on helping to maintain or improve the quality of life of vulnerable people who use those services

Outcome 5

Health and social care services contribute to reducing health inequalities of women living in deprived communities.

Outcome 6

Carers, young carers and carers from a black and minority ethnic background who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing

Outcome 7

Older and disabled people who use health and social care services are safe from harm

Outcome 8

People with relevant protected characteristics who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide

Outcome 9

Resources are used effectively and efficiently in the provision of health and social care services to ensure all people with protected characteristics can access the care they need

What have we done so far?

Over the last four years the council has continued to develop and deliver services to improve and make a difference to the lives of those who live and work in South Lanarkshire. We have continued to tackle and address challenges faced by members of our community to ensure greater equality of opportunity; a reduction in discrimination, harassment and victimisation; and to foster good relations.

This report builds on our 2015 interim report and highlights our activities over the past two years as part of our mainstreaming approach. The report demonstrates that equality runs throughout the work that we do and it also signposts to other relevant reports and sections of the council and partners websites; we have consulted with a range of people and included in the report the differences that they feel the council has made to their day-to-day lives.

Our progress so far, against each of our outcomes, is shown on the following pages and in council papers that can be found on the council website under the council and government section on the homepage, and in the Councillor and Committee section.

Outcome 1 – Improve services for older people

Population projections indicate that in South Lanarkshire the 65 years and older population group is expected to continue to grow steadily, with significantly faster increases in those aged 65 to 79 and 80 and over. By 2037, 19% of the South Lanarkshire population will be aged 65 to 79 and 9% will be aged 80 years or over.³⁶

The aim of this outcome is to deliver services to older people that improve their safety and keep them safe from abuse, and to shift the balance of care for older people from hospital and institutional settings to home or community based settings.

Why we want to do this

Evidence suggests that previous approaches to care management have been prescriptive in fitting people in to existing services rather than providing more flexible and creative supports which provide better outcomes for older people.^{37 38}

We want to build on the strengths of each older person, offering support at key times in their lives as required. This will ensure that they are always able to retain or regain control and choice in their daily lives.

Research shows that older people are more at risk of accidents in the home; therefore we want to ensure that older people have services to aid their safety within the home.³⁹

Research shows that older people may be more at risk of financial abuse, therefore we want to ensure that adequate information and services are provided to older people regarding money governance and when purchasing items.^{40 41 42}

To help us achieve this we will:

1. undertake an outcome-based, personalised approach to assessments and care management
2. continue to implement the Supporting Your Independence approach across adult and older people services
3. take steps to protect older people who may be at risk through continued staff training
4. increase awareness of safe practices within the home for older people
5. reduce accidents within the home due to unsafe slippers
6. deliver Older People's Assemblies on a quarterly basis
7. improve information and advice given to older people regarding their finances and consumer awareness
8. work in partnership with colleagues to achieve these outcomes

36. www.southlanarkshire.gov.uk/improve/info/26/reports

37. www.scotland.gov.uk/Resource/0038/00386925.pdf

38. www.scotland.gov.uk/Resource/Doc/329971/0106962.pdf

39. www.rosipa.com/homesafety/adviceandinformation/olderpeople/accidents.aspx

40. www.ageuk.org.uk/latest-news/financial-abuse-risks/

41. www.ageuk.org.uk/health-wellbeing/relationships-and-family/protecting-yourself/what-is-elder-abuse/

42. The Financial Abuse of Older People: A review from the literature carried out by the Centre for Policy on Ageing on behalf of Help the Aged

Outcomes progress 2013-2017 Outcome 1

What we've done since the last report	The difference this has made
<p>We have continued to work with service users and their carers to identify suitable supports to meet each individual's needs; specific examples are shown below.</p>	<p>Provided a new focus on personalised approaches that allows people, with the appropriate supports, to remain in the community and away from residential/ hospital settings.</p> <p>Individuals are enabled to engage more fully in their local community and to receive a more personalised, flexible service that is able to meet the individual's care and support needs.</p>
<p>Provided home care support to 1639 older people.</p>	<p>Older people are able to remain in their own homes, and supported to continue to be as independent as they can.</p>
<p>Provided 1500 day care places across 16 centres South Lanarkshire wide.</p>	<p>Older people are able to engage in small group settings, participate in a range of stimulating activities, make new friends and feel less lonely.</p>
<p>Provided 258 South Lanarkshire own care home places and a further 1874 within the private/voluntary sector care homes.</p>	<p>Older people in need of 24 hour personal care and support are cared for in purpose-built homely environments.</p>
<p>We received 887 inquiries for the 65+ age group in Adult Support and Protection resulting in 153 investigations.</p>	<p>Older people are protected from harm defined to include any conduct which harms or exploits an individual including behaviour towards an adult which causes fear, alarm or distress and may include neglect or self neglect, or physical, psychological, sexual, financial or other abuse.</p>
<p>Coordinated support to a range of lunch clubs South Lanarkshire wide.</p>	<p>Older people are supported to run these clubs themselves, maintaining their independence, and social contacts.</p>
<p>Health and Social Care Integration has moved a stage closer with the development of the Integration Scheme and the establishment of the Integration Joint Board (IJB).</p>	<p>The IJB is currently developing its Commissioning Plans; ensuring resources are targeted effectively to those most in need.</p>
<p>We have continued to promote and develop the doorstep crime initiative on cold calling control zones through partnership working within the Lanarkshire Doorstep Crime Group.</p>	<p>This initiative prevents the elderly and the vulnerable from being exploited within their own homes. It helps to make them feel safe and enables them to remain independent in a community setting. Incidents are addressed through the effective use of prevention, intelligence and enforcement. In the period 1st April 2015 to 31st March 2016 the Lanarkshire-based full-time Police team dedicated to this issue reported that; 65 arrests have been made, with 134 charges progressed, involving £111,663.80 of frauds/thefts</p>
<p>The "Sloppy Slipper" exchange was delivered in partnership with NHS Lanarkshire and Community Safety to help prevent injuries around the home.</p>	<p>The sloppy slipper initiative noted in 2013-15 progress report has been discontinued.</p>
<p>We have provided help to elderly and infirm members of the community who require assistance presenting their bin for collection. This scheme is offered to residents who are physically incapable of moving their wheeled bin to the collection point and involves removing the bin from the customer's garden, emptying and returning the bin to the storage point. The majority of people using this service are 65+.</p>	<p>In the last year (2015-16), 4,934 residents were helped with their bin collections.</p>

Research indicates that the 65 years and older population group is expected to grow steadily as

Outcome 2 – Protect vulnerable children, young people and adults

outlined in outcome 1; in relation to children; between 2010 and 2020 the number of children aged under 16 is projected to increase by 5% from 0.91 to 0.96 million.⁴³

The aim of this outcome is to deliver services to children, young people, adults and older people that improve their safety and keep them safe from abuse.

Why we want to do this

Research shows that many vulnerable young people have very different experiences living in their local communities, some better than others; we want to support all young people with their accommodation and living arrangements and ensure that they can live safely and independently in the community by providing timely responses to children and their families, and to plan and provide suitable supports.

The most recent e-SAY return (published August 2016) suggests that there are 1,051 adults with learning disability known to at least some services across South Lanarkshire. 525 adults with learning disability, who are known to services, live in mainstream housing (no support), while a further 225 live independently with support in their communities.⁴⁴

Research shows that the earlier a young person begins to drink alcohol, the more likely they are to drink in ways that can be risky later in life in relation to physical and mental health. Therefore we want to delay the age children and young people first use alcohol and reduce the number of young people engaging in alcohol

misuse.⁴⁵

In addition, “63% of young people have substance misuse issues on admission to prison” which highlights the link between alcohol and drugs and offending in communities.⁴⁶

Research shows that 1:5 women will experience domestic abuse at some point in their lives irrespective of their age, religion, ethnic background, wealth or education. Children who live with domestic abuse are more at risk of behavioural, emotional and mental health problems in adult life. Therefore we want to protect all victims of domestic abuse.⁴⁷

To help us achieve this we will:

1. undertake the actions outlined in outcome 1
2. support young people to allow them to live independently in their communities
3. implement the development of Self Directed Support (SDS) to empower people with support needs to have the maximum level of choice and support that they want to have
4. provide information to young people to make them more aware of the effect of alcohol on them and the community

43. www.southlanarkshire.gov.uk/improve/info/26/reports

44. 12edlr3uw6px3aqmla239kwd-wpengine.netdna-ssl.com/wp-content/uploads/2016/08/LDSS-2015-Annex-B.pdf

45. www.alcohol-focus-scotland.org.uk/alcohol-young-people

46. www.scotland.gov.uk/Resource/0038/00385880.pdf

47. www.southlanarkshire.gov.uk/downloads/file/10311/south_lanarkshires_gender-based_violence_partnership_strategy_2016-2019

Outcomes progress 2013-2017 Outcome 2

What we've done since the last report	The difference this has made
<p>We have continued to provide throughcare and aftercare services to young people who are approaching school leaving age and have been looked after and accommodated by South Lanarkshire Council. This includes young people who are looked after and accommodated in children's houses, foster care, residential schools, external placements or secure units as well as young people looked after at home are given advice, guidance and support.</p> <p>Provided additional respite for young people aged 15 by re-investing money previously used for an external service provider; specific examples are shown below</p>	<p>The young person develops independent living skills to help them make a successful transition to independent living.</p> <p>Help is available until age 21 years and includes work with the young person's family/carers.</p> <p>Young people are offered opportunities that allow them to take part in a range of daily activities and develop independent living skills as they make the transition from children's services into the adult world by replacing a service that had been based in a number of family centres with a more integrated approach.</p>
<p>We undertook 519 Child Protection Investigations and placed 151 children on the Child Protection Register.</p>	<p>Children and young people are protected from harm.</p>
<p>We undertook 693 reports for the children through the Children's Hearing System.</p>	<p>Children and young people's wellbeing is addressed as we work to ensure they are safe, healthy, achieving, nurtured, active, respected, responsible and included.</p>
<p>We supported 191 children and young people in full time foster placements.</p>	<p>Children are cared for in homely environments, and their wellbeing supported by foster parents.</p>
<p>We "looked after" 595 children: 55% at home, 33% in foster care, 12% in residential care.</p>	<p>Vulnerable children and young people are supported in a range of settings as their needs are addressed.</p>
<p>Emergency Social Work handled 19,346 calls and 7227 referrals. Of these referrals, 5206 related to home care, 433 Child Care with 83 of these proceeding to Child Protection investigation.</p>	<p>We continue to keep people safe from harm and offer appropriate support when required.</p>
<p>We undertook 1502 inquiries for adults under 65 which lead to 240 Adult Support and Protection investigations.</p>	<p>Vulnerable adults are protected from harm.</p>
<p>Self Directed Support (SDS) continues to be implemented, allowing service users choice and control over their care and support arrangements.</p>	<p>3795 co-produced assessments have been undertaken in 2014/2015. As part of this, service users were offered 4 funding choices. The majority of people chose option 3 (local authority arranged support). There were 218 people directing their own support in 2014/2015.</p>
<p>We supported 1072 people with a learning disability to live in their own communities.</p>	<p>Supported living arrangements are available to people with learning disabilities, this allows them to continue to participate in their communities.</p>
<p>Continued to review our models of Day Opportunities for adults with a learning disability.</p>	<p>The ongoing developments being taken forward will offer people with learning disabilities more flexible services that reflect their choices around engaging in their community in a meaningful and enjoyable way.</p>
<p>Continued to review the needs of 47 service users with a learning disability aged over 50, supported in their own homes by our Care and Support Services.</p>	<p>Through the review of individualised support arrangements for service users, over the past year, 6 people have moved to alternative models of support that could provide more appropriate and effective opportunities in meeting their needs.</p>

Outcomes progress 2013-2017 Outcome 2

What we've done since the last report	The difference this has made
<p>Following the fixed play review in 2010, a five year play investment programme was identified and concluded in March 2016. Using inclusive equipment we have increased opportunities for all children to play together irrespective of ability. Additionally, Amenity Services Landscape Development Team have worked in partnership with various community groups to deliver a range of play area improvements and an element of inclusive equipment is integral to all designs.</p>	<p>Increased opportunities for all children to play together irrespective of ability.</p>
<p>Continued to deliver a range of programmes aimed at women who are socially isolated as a result of issues such as low incomes, domestic abuse, mental health and substance misuse; this includes programmes for young mothers aged 13-21 years. Also relevant to Outcome 6.</p>	<p>It encourages the Young Mums to talk openly about the issues and barriers they face and how to approach them including mental health with one another allowing them to support themselves within and outwith the group setting. It develops their cooking skills and allows them to provide nourishing meals for their children on a budget. There is also an interest from members of the group who have participated for a number of years to design their own programme with a view to delivering it to newer members of the group to ensure sustainability.</p>
<p>In partnership delivered two programmes: "World of Work" - a one day per week therapeutic environmental volunteering programme, where the Countryside and Greenspace service works with Lanarkshire Association for Mental Health (LAMH) and has been running for around four years "Recovery Through Nature" – a similar, weekly, programme geared towards helping with recovery from drug and alcohol addiction, run weekly with Phoenix Futures for more than 10 years.</p>	<p>These programmes help vulnerable young people and adults develop the skills and confidence required to help them progress to further training or work:</p>
<p>Delivered, in partnership with the Forestry Commission Scotland, the ecotherapy programme, Branching Out; which is targeted at people using mental health services.</p>	<p>This programme has improved the health and well-being of adults with long-term mental health problems by boosting peoples' wellbeing and self-esteem.</p>
<p>In partnership with Paths for All and NHS Lanarkshire we have developed the therapeutic walking programmes in both South and North Lanarkshire Council areas. Delivered the "Get Walking Lanarkshire" initiative where 27 walks are being run per week for over 500 walkers; 7,400 individual walks are being facilitated annually by 93 volunteer walk leaders</p>	<p>Improved the health and wellbeing of Lanarkshire's residents by getting more people walking more often.</p>
<p>Provided transport for around 1,300 children and 650 adults who require additional support.</p>	<p>Helped children and adults access school or social care establishments throughout South Lanarkshire.</p>
<p>Raised awareness about access to democracy through delivery of 'how to vote' sessions for the referendum and Scottish Parliamentary elections to service users in day care centres and residential homes. This included face to face delivery of how to vote through use of pictorial hand outs and re-creation of a polling station set up.</p>	<p>Individuals were actively encouraged to participate by voting on an issue relevant to the service they were using or to nominate others to participate in centre working groups</p>

Outcomes progress 2013-2017 Outcome 2

What we've done since the last report	The difference this has made
<p>Provided a number of supports for fathers, both at an individual level and in group settings. In 2015/16 1578 male carers participated in Family Learning Activities with the Community Learning and Home School Partnership Service (CLHSP); this equates to 31% of the participants engaged in Family Learning Activities and is consistent with engagement levels from 2014/15.</p>	<p>Increased self confidence and esteem, resilience and has improved parenting skills. This is was recognised when the Promoting the Roles of Father Figures group (PROFF) achieved national recognition for the impact of their work by winning the Education Scotland 'Parent's as Partners Award 2015.</p>
<p>We have engaged with fathers in meaningful ways in order to identify and support their needs and those of children.</p>	<p>As part of the Making Fathers Figure Early Years Collaborative project, CLHSP and St Paul's Nursery in Hamilton have successfully engaged and maintained male volunteers in the Nursery. The group have created and developed an outdoor learning area incorporating a mud kitchen and Tipi which is not only enhancing the learning opportunities for the Nursery children but also being utilised by the Primary school.</p>
<p>This year the Douglas Universal Connections (UC) Boys Group has had multiple inputs from partner agencies to enable young people to access information that they may have been unable to otherwise. We have had inputs from Landed on Drugs and Sexual Health, Healthy Valleys in regards to smoking, the Fire Service spoke to the group about anti social behaviour and the Wind Farm Trust involved the group in a consultation about shaping how they fund the village in the future. The group also conducted some work on Sectarianism and secured funding for the group to attend the theatre to see "Singin' am no a Billy He's a Tim" a play on sectarian behaviour.</p>	<p>This has given these young people the opportunity to access the information on offer to enable them to make more positive life style choice. It has also provided the young people with the opportunity to develop a broader world view which will enable them to be more inclusive in their lives going forward</p>
<p>'The Core' has been developed in the Cambuslang/ Rutherglen area to promote integration within the community particularly for English for speakers of other languages (ESOL) learners. The project provides a safe place for all community members to pop in and engage in a range of skills swaps and learning opportunities. In addition ESOL learners can practice their class gained language skills in a 'real' but supportive environment.</p>	<p>The self-confidence and esteem of learners has been increased. ESOL learners in particular have gained from being able to share their wider skills base with other members of their community reinforcing that they are 'more than just a language learner'. There are plans to develop the model into a one stop shop for a range of CLHSP provision and replicate in other areas.</p>
<p>Resettled 16 families within South Lanarkshire through the Syrian Vulnerable Person Resettlement Scheme (SVPRS), a total of 64 Individuals - from December 2015 to February 2017. A further 60 individuals are expected to be settled in South Lanarkshire during 2017. Plans are in place for families to arrive during spring and early summer months with discussions ongoing for arrivals late summer, early autumn 2017</p>	<p>These families have been welcomed into different communities within South Lanarkshire and have received support to come to terms with the differences they experience in the culture and community life of Scotland. The families have a number of children and young people and they have all begun school or nursery depending on their age. The children have found the excellent learning environments within our schools and nurseries to be the perfect place to make friends and continue their education after the disruption of the Syrian conflict. They have begun to improve their English skills and very quickly they have a working knowledge of English that ensures that they can access other areas of the curriculum. All the families are now taking a full part in the community life around them, through education, working, training or volunteering.</p>

Outcomes progress 2013-2017 Outcome 2

What we've done since the last report	The difference this has made
<p>CLHSP have supported the Syrian Families Resettlement Programme by offering bespoke support in addition to our generic ESOL provision.</p>	<p>Families have reported that the English Language support they have received has greatly assisted in their settlement. In addition to the bespoke provision some families have progressed to attend generic classes and the Core, all of which supported their confidence in engaging in their local communities.</p>
<p>Inclusive Education Service has worked with partner agencies to support unaccompanied asylum seeking minors.</p>	<p>Education needs of this vulnerable group of young people have been identified to enable them to access appropriate educational opportunities whilst they are seeking permission to remain.</p>
<p>Psychological Services have implemented new National Practice Guidance for Psychological Services regarding Looked After Children placed in South Lanarkshire's schools by other councils.</p>	<p>We have supported a new Scotland-wide protocol to develop new partnerships across psychologists, aiming to improve the support and planning for these children and increased cross-authority information sharing.</p>
<p>Psychological Services have developed and delivered "Child development and attachment" training for newly qualified Social Workers: A pilot programme has been developed and delivered to 2 cohorts recently employed in the authority.</p>	<p>Increased contribution to the protection of vulnerable children and young people by promoting understanding of child development, attachment and trauma in those who will be responsible for making key decisions about the child.</p>
<p>Psychological Services provided advice to the council's Adoption and Fostering Panel, and participated in the multi-agency Team Parenting Forum.</p>	<p>Foster carers, and the Adoption and Fostering Panel, have ready access to consultations with Psychologists, relating to the full range of matters concerning Wellbeing.</p>
<p>Psychological Services have continued the development and evaluation of the Give us a break! (GUAB) programme for children and young people who have experienced bereavement or loss.</p>	<p>Training For Trainers materials have been developed, which will help to ensure the sustainability of the work, and develop the potential to reach increased numbers of children. Children and young people have attended groups led by a variety of partners. Our quantitative research provides evidence that the programme has a positive impact on young people in terms of their Sense of Relatedness to Others and their potential to cope better with the significant losses in their life. There is also evidence that the programme encourages optimistic thinking.</p>

Outcome 3 - Improve road network and the quality of the physical environment

Although South Lanarkshire Council doesn't run any bus or train services, we have a big role to play in making sure that the area has a good transport system and that congestion is reduced by encouraging the use of public transport. Good road networks and public transport provisions are essential to ensure that people from all areas of South Lanarkshire can access employment, health and other services.^{48 49}

The aim of this outcome is to improve all methods of travel across and within South Lanarkshire.

Why we want to do this

Research shows that people with disabilities are less likely to drive and more likely to be dependant on public transport or lifts from family and friends; in some rural areas access to a public transport route can be crucial to maintaining accessibility to essential services such as shopping for food. Women are less likely than men to have access to a car

during the day. People on low incomes living in households with no access to a car are particularly vulnerable to social exclusion if public transport is not readily available.⁵⁰

To help us achieve this change we will:

1. ensure there are adequate provisions for the community to ensure they can travel within South Lanarkshire
2. monitor the parking requirements for disabled users on an ongoing basis
3. ensure the transport provision reflects the needs of the community
4. take account of disabled people's requirements when street-scaping through South Lanarkshire's shopping centres

What we've done since the last report	The difference this has made
We have continued to provide dropped kerbs at crossing points, as well as installing tactile slabs to define the edge of the footway and the crossing position.	Disabled pedestrians especially those with visual impairments are now assisted to cross the road safely.
The a2b safely road safety initiative continues to be promoted to schools. This initiative is designed for young people with additional support needs and assists pedestrian training. It comprises of a website that can be accessed online at a2bsafely.com or via a CD.	Young people are offered the opportunity to encounter the road environment safely in an interactive real world setting. Parents and teachers are also kept informed through the provision of additional material that is available online.
Since 2015 we have installed high access kerbs to 10 bus stop locations to improve accessibility to bus infrastructure to pedestrians with disabilities and the elderly.	The high access kerbs improve accessibility to bus infrastructure for the elderly and those with mobility impairments.
We are also working with Guide Dogs Scotland to assist a visually impaired resident at Cathkin Relief Road in Rutherglen to find suitable alternative routes following development of a new bypass	Once the works are completed we will tour the site with Guide Dogs Scotland and the visually impaired resident to assist in familiarisation with the new path networks and crossing points.

48. www.transport.gov.scot/our-approach/accessible-transport/the-trunk-road-network-access-for-all/#

49. www.dft.gov.uk/webtag/documents/expert/pdf/unit3.6.3.pdf

50. www.dft.gov.uk/webtag/documents/expert/pdf/unit3.6.3.pdf

Outcome 4 – Provide the right conditions for inclusive economic growth

A strong local economy is a key component of a flourishing South Lanarkshire. The council has a significant role to play in creating the right environment for business growth – which in turn enables local people to find employment and local communities to thrive.

The aim of this outcome is to create the right environment for business growth, which in turn will enable local people to find employment and local communities to thrive.

Why we want to do this

Research shows that vulnerable and disadvantaged groups, including young people entering the jobs market for the first time, young people leaving local authority care, people with disabilities, carers, and newly unemployed, are less likely to have the necessary skills and experience to enter employment.^{51 52}

We recognise that the importance of the public sector and its influence on the local economy is significant; economic growth is sustained through effective co-ordinated partnership, and support for businesses, communities and individuals. Taking this and the research outlined above into account we want to improve conditions for growth of businesses within South Lanarkshire, continue to increase involvement in lifelong learning and to target groups who would particularly benefit from improved lifelong learning and increase their skills and employability [\[links to outcome 6\]](#)

To help us achieve this change we will:

1. increase employability within the community; and support vulnerable groups to make the transition into employment
2. help businesses within the Community grow and develop
3. increase levels of achievement by improving involvement in lifelong learning for men, minority ethnic people, people with disabilities, LGBT young people, pregnant young women and adults

[\[links to outcome 6\]](#)

51. www.scotland.gov.uk/Resource/Doc/326739/0105315.pdf

52. www.scotland.gov.uk/Resource/Doc/162790/0044282.pdf

Outcomes progress 2013-2017 Outcome 4

What we've done since the last report	The difference this has made
<p>As part of the Cathkin Relief Road project we have engaged with SMEs through our main contractor to create opportunities for both training and education.</p>	<p>We have engaged in the training of eight new entrants to the construction industry and engaged three university students through the summer of 2016 until completion of the project. Engagement has also been made with the local high school to offer support and information on possible future careers for pupils.</p> <p>Along with this our main Contractor has employed 19 new operatives for this project.</p>
<p>We have also engaged and supported 2865 people through South Lanarkshire Employability Pipeline, South Lanarkshire Works 4U. This programme assists local small to medium sized businesses and registered charities to create additional real jobs by offering a wage subsidy.</p>	<p>2442 people progressed into employment, further training or higher education. The programme has a particular focus on key client groups including people from the worst 15% datazones, lone parents, people with significant health/disability/wellbeing issues, older workers, young people, ex-offenders, ex-forces and those experiencing in-work poverty.</p>
<p>Engaged young people in the More Choices More Chances (MCMC) programme ensuring that young people not in education, training and employment are supported to achieve positive destinations in life.</p>	<p>In 2014-15, 93% of the 3332 young people on MCMC achieved a positive destination (0.1% above the national average). This is a 0.7% increase from the 2013 -14 figure of 92.03%. The 2014-15 target was therefore met and a larger proportion of young people progressed to a positive destination.</p>

Outcome 5 - Tackle poverty and support aspiration

We believe that everyone in South Lanarkshire should have access to the same opportunities and be able to enjoy the same quality of life, regardless of their social circumstances or where they live. However we recognise that in some areas of South Lanarkshire there are far fewer opportunities for employment than others; there is higher crime and anti-social behaviour; health is poorer and educational attainment is lower.⁵³

The aim of this outcome is to improve the quality of life in the most disadvantaged communities in South Lanarkshire by reducing inequalities and ensuring equal access for everyone and by co-ordinating the support available to the most vulnerable individuals and families and to ensure that all services and buildings are fully accessible to the community.

Why we want to do this

Consultation feedback tells us that communications and publications need to be available in a format that is useful for everybody; therefore we want to ensure all facilities, documentation and communications are accessible to all sections of the local community in appropriate formats.

Adaptations once a building is complete are costly, time consuming and deny users access until changes are made.

Vulnerable groups are less likely to follow a healthier lifestyle.⁵⁴

Those with addictions and mental health problems require additional support to promote wellbeing.^{55 56}

In times of continuing financial pressures vulnerable groups have increased risk of not achieving positive destinations (e.g. moving on to further education, higher education, employment or training)⁵⁷ [\[links to outcome 6\]](#)

To help us achieve this change we will:

1. improve access to facilities, documentation and communication
2. ensure inclusive design is adhered to when designing buildings in South Lanarkshire
3. ensure vulnerable groups are consulted regarding changes to buildings in their community
4. increase the knowledge of vulnerable groups regarding healthier lifestyles and family life
5. maintain or increase the percentage of boys, young people with disabilities and minority ethnic young people leaving school with positive destinations, (e.g. moving on to further education, higher education, employment or training) [\[links to outcome 6\]](#)

53. www.southlanarkshire.gov.uk/downloads/file/6971/connect_council_plan_2012-2017

54. www.audit-scotland.gov.uk/docs/health/2012/nr_121213_health_inequalities.pdf

55. www.elament.org.uk/mental-health-topics.aspx

56. www.nhs.uk/livewell/mentalhealth/Pages/Mentalhealthhome.aspx

57. www.scotland.gov.uk/Publications/2011/03/14094421/3

What we've done since the last report	The difference this has made
<p>Continued to work closely with the South Lanarkshire Access Panel to ensure that all those who live, work and visit South Lanarkshire are able to access services and facilities that the area has to offer in a way that best meets their needs.</p>	<p>Ensures architects, designers and planners consider their duties under the Equality Act at the earliest possible stage of a project and clearly set out how they have developed and included access for all in their design. The Panel review plans, make site visits of new and refurbished buildings, both in the public and private sectors, and provide advice on access issues. A recent project they were involved with was the SLC amenity housing project in Uddingston; the panel put forward suggestions to the architects and designers to ensure that the needs of people who would live in the houses were fully considered.</p>
<p>Continued to hold regular engagement events at Larkhall and East Kilbride Gypsy Traveller sites. The Larkhall site manager was recently recognised at a national awards ceremony for his work to help improve services for Gypsy Travellers⁵⁸ also relevant to outcomes 7 and 8.</p>	<p>Provided an opportunity for the residents of our Gypsy Traveller sites to make their views known on a number of service delivery issues. These views have been taken into account when developing policy and this is borne out by our sites being well-managed, in demand and fully occupied.</p>
<p>Continued to provide core funding to Lanarkshire Carers Centre, and with other partner organisations, target Carers Information Strategy (CIS) Resources at hard to reach carers.</p>	<p>Core funding allows the organisation to access funding opportunities from other sources such as CIS. CIS funding bids have established two specific BME posts, one supporting Indian, Pakistani, and Polish communities, and one supporting the Lanarkshire Chinese community.</p>
<p>Continued to provide core funding to Lanarkshire Links with other partner organisations in support of service users and carers with mental health concerns.</p>	<p>Service users and carers with mental health concerns are supported in locality based Mental Health issues groups. These groups assist in promoting mental health, wellbeing and social inclusion within their communities.</p>
<p>Continued to implement the Dementia Strategy in partnership with Alzheimer's Scotland. We continue to train staff in the Dementia Strategy Training Implementation Plan (informed, skilled, enhanced and expert). Across this service area we have 894 staff trained to skilled level and 87 staff trained to the enhanced level.</p>	<p>People with dementia can access practitioners who understand how dementia affects them, who will promote their rights and quality of life, who embrace high standards of care and support and who can protect them when that is necessary.</p>
<p>Continued to implement the Keys to Life (Learning Disability Strategy).</p>	<p>All our Lifestyles Centres undertook a compliance exercise in relation to the recommendations from the Keys to Life. Services are developing individual action plans to be fully compliant.</p>
<p>Continued to implement the Mental Health Strategy.</p>	<p>Increased the number of mental health officers to support people living with mental health issues.</p>
<p>Continued to Implement the Carers Strategy.</p>	<p>More carers are identified, and supports offered to assist them to continue in their caring role.</p>
<p>Continued to Implement the Advocacy Plan in relation to the Mental Health Care and Treatment Act (2003). Under the Act anyone with a mental disorder has the right to access an independent advocate.</p>	<p>Support from an independent advocate helps to enable a person to express their own views about their care and treatment.</p>

58. www.scottishhousingnews.com/13077/south-lanarkshire-council-employee-recognised-with-top-award/

Outcomes progress 2013-2017 Outcome 5

What we've done since the last report	The difference this has made
For those service users with a physical or sensory impairment, we continue to provide items of equipment to aid daily living.	Provided 12,973 items of equipment ranging from small items such as grab rails/ stand aids to hoists and stair lifts.
Worked with 7406 people with a physical or sensory impairment.	Supported people with disabilities to remain safe in their own home or a homely environment.
Continued to support individuals to understand and maximise their DWP (Department of Work and Pensions) benefit entitlement.	Our Money Matters Service has helped residents in South Lanarkshire to claim over £17.5m in benefits and over £4.1 million in back dated benefits. Money Advisors have also assisted individuals deal with over £11.2 million of debt.
Our Criminal Justice activity seeks to avoid unnecessary short prison sentences of three months or less and continue to support individuals through Community Payback Orders by way of an alternative to custody.	We have supported 744 people in completing a Community Payback order (unpaid work requirement) including the opportunity for personal development and learning opportunities.
We have provided support and directed service users with substance misuse problems to our alcohol and drug partnership working arrangements.	We have supported 896 individuals improve their substance misuse behaviours with the support of specialist services.
Developed a comprehensive and multi-faceted Tackling Poverty Programme that aims to tackle poverty and inequality across South Lanarkshire. This is delivered by council Resources and partner organisations including the voluntary sector.	We have supported those in poverty, by providing quality money, debt and welfare advice and supporting residents to get back into work. We have also used early intervention approaches with a strong focus on supporting vulnerable children, young people and families at the earliest point to prevent issues arising at a later stage.
We carried out improvements as part of the Community Planning Partnership's integrated Improvement Plan aiming to reduce poverty and inequalities.	These improvements include actions to tackle in work poverty and income inequality such as promotion of the Living Wage and provision of upskilling support. South Lanarkshire now has the 6th lowest rate (of Scottish Local Authority areas) of employees earning less than the Living Wage (reducing from over 20% to 17.4%) over the last five years.
Education Resources continue to run a number of programmes supported by the Tackling Poverty Fund, including Gypsy Traveller Education, Early Years Nursery places, Youth Achievement Awards, and a range of vocational programmes. Overall the programmes support literacy, numeracy, health and wellbeing and parental engagement.	During 2015-16 these programmes have supported improvement in literacy for 223 children and young people with literacy, 254 with improved numeracy, and 835 with improved health and wellbeing. They have also supported and improved parental engagement with 416 parents. Overall 87 pupils have been supported to improve their employability and 504 have improved their attainment and achievement.
Increased poverty awareness across the council and to tackle stigma and misconceptions relating to the Welfare system.	Staff reported a change in attitude and perception towards people experiencing poverty.

Outcomes progress 2013-2017 Outcome 5

What we've done since the last report	The difference this has made
<p>Offered intensive work-focussed support to those individuals receiving the health related benefit; Employment Support Allowance. This initiative aims to support around 570 individuals in South Lanarkshire over a three year period. The individuals presenting to date have significant and enduring health conditions and disabilities that have prevented them from taking up employment - for decades in most cases.</p>	<p>People receive key worker support and case management interventions including access to physiotherapy, Cognitive Behavioural Therapy and other appropriate employability activities to help them manage their health and wellbeing issues effectively to move nearer and into sustainable employment.</p>
<p>Education Resources have continued to use a joined up approach, through South Lanarkshire More Choices, More Chances Partnership, to deliver an improvement in School Leaver Destinations.</p>	<p>The positive destination rate in South Lanarkshire in 2014 - 15 was 93% representing an increase of 0.7% from the previous year (92.7%); it is also 0.1% above the National Average. The follow up rate was 2.2% lower than the previous year.</p>
<p>Used the risk matrix in all secondary schools to identify pupils who are most at risk of entering a negative destination when they leave school. These pupils continue to be discussed and supports put in place wherever necessary to ensure a smooth transition from school.</p>	<p>School meetings for the 16+ Matrix continue to develop with a closer focus on vulnerable groups.</p>
<p>Worked with partners to support pupils in a variety of vocational experiences and approaches.</p>	<p>In line with latest trend analysis several improvements to service have started. In the Clydesdale area meetings have been held and an action plan will be incorporated into the SLDR improvement plan to raise percentage participation and help overcome barriers that are common to rural areas and youth employment.</p>
<p>Started a new programme called Aspire targeting young people still at school and offering aftercare.</p>	<p>Approximately 130 pupils are participating in a variety of group and individual support packages. This complements the Activity Agreement programme, offering support for school leavers who require the same level of support. Enhances the overall supports available to young people who would normally move from school to level 1 of the pipeline.</p>
<p>98 young people participated in the H2O+ programme, developing life skills, core skills development, and employability skills and are being aided in their move into sustained positive destinations directly through their participation on the programme. 41% of young people participating have additional support needs (e.g. ASD, drug/alcohol dependency, ADHD, ADD, young offenders, OCD, homelessness etc.)</p>	<p>This has developed life skills, core skills, employability skills and helped young people with their move into sustained positive destinations. Through participation in the programmes, young people also achieve SQA qualifications at Scottish Credit and Qualifications Framework (SCQF) level 3. Learners are becoming actively involved in their communities through undertaking the community challenge aspect of the programme. Of the 98 participating in the programme, 73 have completed. 72% of H2O+ learners have currently progressed to positive and sustainable destinations (6 month tracking).</p>
<p>Psychological Services have continued to raise awareness of attachment and resilience in parents/carers of school aged children.</p>	<p>Workshops with parents have been led in schools and other establishments using the A-Z of Attachment and Resilience materials. The materials have been revised to provide a new resource to support parents/carers of children aged 8 and over, and these have been piloted through parent sessions in partnership with Rutherglen High School and Burnbank Family Centre.</p>

Outcomes progress 2013-2017 Outcome 5

What we've done since the last report	The difference this has made
<p>Psychological Services have continued to embed the Early Years Framework of Assessment and Intervention for Attachment and Resilience approach (EYFAIAR) and to provide training for this approach.</p>	<p>All home link workers are now aware of the approach and make use of it in their work with families.</p>
<p>Psychological Services have continued to develop Attachment Informed Practice within the council, through the HEART group (How early attachment relationships support transition).</p>	<p>Improves the capacity for early identification of support required by a child. There is a particular focus on attachment and resilience and highlighting areas of concern.</p> <p>A family support worker makes joint visits with nursery staff and this helps to build relationships with nursery key worker.</p>
<p>Psychological Services have worked with teachers at KEAR Campus to pilot "FAIR for the Future" course.</p>	<p>Teenage learners at KEAR Campus have engaged well with the course materials, designed to promote later parenting capacity.</p>
<p>Lanark Universal Connections (UC) ASN group, a joint project between UC and Social Work for young people with complex Additional Support Needs provided young people with the opportunity to develop/further develop their social and communication skills through individual and group activities. Young people have the opportunity to undertake a variety of different social, recreational, education and fun activities including trips and visits out with the facility to help broaden their horizons and experience new things</p>	<p>Young people attending these groups have:</p> <ul style="list-style-type: none"> • improved their communication skills • improved their socialisation skills • improved their confidence and self esteem • an improved peer support network • improved social and recreational options • experienced new opportunities and activities
<p>UC East Kilbride (UCEK) continued to support a wide range of young people with disabilities in a number of groups including 'Burnin' Issues' and 'EK Youth Disability Sports Group'.</p>	<p>270 young people with disabilities have been supported to increase confidence and self- esteem. The young people have increase independence skills and continue to develop communication and social skills in a range of settings with young people with mixed abilities.</p>
<p>The UCEK Key Links group continued to support a small number of young people in need of intensive support with issues such as criminal justice, employability, substance misuse and homelessness.</p>	<p>21 young people received intensive support as a result young people have been able to secure and maintain tenancies, secure employment or training at an FE college.</p>

Outcome 6 - Raise educational attainment and support lifelong learning

South Lanarkshire Council aims to provide the highest possible quality of educational provision for children, young people, families and communities; including the development and delivery of specialist alternative learning opportunities for people to meet their individual needs as appropriate.

The aim of this outcome is to ensure that all learners in South Lanarkshire reach the highest possible levels of attainment and achievement taking account of their individual circumstances

Why we want to do this

In times of continuing financial pressures vulnerable groups have an increased risk of not achieving positive destinations (e.g. moving on to further education, higher education, employment or training)⁵⁹ [\[links to outcome 5\]](#)

“50% of all prisoners have reading skills of an 11 year old” – this is likely to impact on many issues in life from educational attainment to employability prospects.⁶⁰

To improve the literacy capabilities of Scotland’s adults over the next 10 years in line with the Scottish Government’s commitment.⁶¹

Vulnerable groups are less likely to achieve positive outcomes in schools.

To help us achieve this change we will:

1. maintain or increase the percentage of boys, young people with disabilities and minority ethnic young people leaving school with positive destinations (e.g. moving on to further education, higher education, employment or training) [\[links to outcome 5\]](#)
2. continue to assist young people to stay in learning beyond age 16 in order to secure long term employability prospects to help build skills in individuals, families and communities, that will support economic growth and prevent youth unemployment.
3. increase levels of achievement and improve the number of opportunities in the community for men, minority ethnic people, people with impairments, LGBT young people, pregnant young women and adults
4. improve standards of achievement and attainment for boys, disabled pupils and minority ethnic pupils in relation to overall attainment

59. www.scotland.gov.uk/Publications/2011/03/14094421/3

60. www.scotland.gov.uk/Resource/0038/00385880.pdf

61. www.scotland.gov.uk/Resource/Doc/339854/0112382.pdf

Outcomes progress 2013-2017 Outcome 6

What we've done since the last report	The difference this has made
<p>Through South Lanarkshire More Choices, More Chances (MCMC) Partnership a joined up approach has delivered an improvement in the School Leaver Destination Follow-Up Report. This tracks the progress of school leavers and identifies if they progress into a positive destination whether this is employment, further or higher education, or training. A range of services work closely together to share information and provide support relevant to the needs of young people, particularly those who are likely to be furthest from the labour market. This information is used to inform the wider policy initiatives and to measure the performance of partnerships linked to Single Outcome Agreement targets.</p>	<p>3.332 young people left school in 2013/14, 27 fewer than the previous year. The positive destination rate is 93% representing an increase of 0.7% from the previous year (92.3%) and places South Lanarkshire 0.1% above the National Average. Positive destinations include Higher Education, Further Education, Training, Employment, Voluntary Work and Activity Agreements.</p> <p>The rate for those seeking employment is 5.4%; this has decreased by 1.1% from the previous year (6.5%). The rate for those not seeking employment is 1.3%; this has increased by 0.3% from the previous year (1.0%).</p> <p>The unconfirmed rate is 0.3%, this has increased by 0.2% from last year (0.1%), representing 11 young people who are classed as unconfirmed.</p>
<p>Offered a range of learning opportunities, through the CLHSP Service, for adults and families whose first language is not English.</p>	<p>Builds the skills and confidence necessary to enable people to lead a full and independent life.</p>
<p>Provided vocational training programmes for young people: programmes include:</p> <ol style="list-style-type: none"> 1. pupils in 4th, 5th and 6th year in all council secondary schools having the opportunity to undertake a vocational qualification at college for half a day per week. The programme has ten vocational areas to choose from and encourages pupils to consider "non traditional" areas of work at a time in the schooling when they are making important long term decisions 2. the Count Us In project works across 6 secondary schools and supports 90 young people, who have become disengaged, into work placements 3. the Vocational Development Programme also caters for young people with Additional Support Needs (ASN) and for Looked After and Accommodated young people 4. South Lanarkshire Council's Supported Employment programmes which has 4 strands, including There is a particular strand which is an employer-led internship model for people with learning disabilities and autism 	<p>This helps us maintain our work in regard to the inclusion agenda and provides support to young people for example.</p> <ol style="list-style-type: none"> 1. pupils experience the world of work and gain key transferable skills such as problem solving teamwork, confidence and communication 2. 540 young people have gone through the Count Us In programme and have been successful in progressing on to vocational outcomes 3. provided opportunities for pupils who are often far removed from the job market 4. focuses in on the particular needs of young people with significant additional support needs in their transition from school to employment, education and training with an aftercare support for 1 year to sustain these destinations
<p>Used data provided through the Insight system to identify baseline National Qualification results to measure impact year on year both within establishments and across the authority in relation to gender, disability and ethnic minority origin.</p>	<p>The most vulnerable pupils are tracked and supports identified to raise their attainment and achievement. An example of this is the development of more active and creative outdoor play, outdoor learning and more real, relevant contexts and active approaches to learning that helps to ensure that the needs of boys are being better met.</p>

What we've done since the last report	The difference this has made
<p>Educational establishments have continued to develop a range of methods to engage parents to support their children's learning, for example a number of schools have developed family cooking projects including Craigbank Primary School where Staff are proactive in developing positive and supportive relationships with parents.</p>	<p>Establishments have become more aware of the need to ensure they work harder to engage father figures and parents from ethnic minorities. Many are now auditing the engagement of different groups of parents in order to monitor the impact this has in the future.</p> <p>We have close links with our Home School Partnership worker and arrange Transition events and 'Tea with The Teacher' sessions regularly in most stages to promote the curriculum and support parents in different aspects of Curriculum for Excellence</p> <p>A cooking club for parents provided opportunities to improve their baking and cooking skills with their child. A 'Kindle' club encouraged paired reading.</p>
<p>Psychological Services have targeted vulnerable families, through workshops using the Getting Ready To Read materials to help parents support their young children's emergent literacy skills.</p>	<p>239 people have benefitted from this training, including staff in council and partnership nurseries, as well as some foster carers.</p>
<p>Psychological Services continue to support the ongoing development of the annual Primary 1 literacy training sessions.</p>	<p>This series of sessions was attended by 175 Primary 1 teachers during 2015-16 and very positively evaluated as having an impact on their knowledge and practice.</p>
<p>Psychological Services have continued to embed the South Lanarkshire Framework for supporting pupils with Severe and Profound Learning Needs.</p>	<p>The Framework has been used by staff in ASN establishments across the authority. Guidance and resources aims to build capacity amongst staff working in this sector and ensure that emphasis is placed the identification of relevant and individualised learning outcomes for pupils with severe and profound needs.</p>
<p>Education Resources continued to support schools that have pupils with English as an additional language. During 2015-16 the team received 183 requests for assistance which is a significant increase on previous years. In 2015-16 there were 721 pupils with English as additional language in our schools, representing 1.65% of the school population.</p>	<p>Pupils who arrive in South Lanarkshire Council Schools with English as an additional language are supported by their educational establishments through the EAL service to enable them to access the curriculum. As well as supporting pupil's learning this approach has provided support to parents to engage in other services such as adult learning.</p>
<p>A range of approaches have been developed to promote pupil voice and Pupil Councils. Many establishments have also developed effective Eco Schools, Rights Respecting School committees and Pupil Councils.</p>	<p>Changes attitudes and brings communities together. During 2015/16 Cairns and St Cadoc's primary schools gained their 'Champions for Change' accreditation. Pupils at Muiredge and St John the Baptist Primary Schools in Uddingston took part in a special day of sporting activities as part of their 'Champions for Change' programme with campaigners Nil by Mouth. A full report can be found at: nilbymouth.org/2016/uddingston-schools-come-together-to-celebrate-difference/</p> <p>Biggar High was involved in a Saltire Awards programme: nilbymouth.org/tag/biggar-high-school-saltire-awards/</p> <p>Nil By Mouth are on record as saying the work to challenge sectarianism in South Lanarkshire schools is the best in the country.</p>

Outcomes progress 2013-2017 Outcome 6

What we've done since the last report	The difference this has made
<p>CLHSP continued to operate ESOL family projects in two areas of South Lanarkshire. The programmes support mums, dads and carers to support their child in school and the community. In addition some areas have extended the provision to include a Transition programme which focuses on the move from nursery into primary school.</p>	<p>The impact of the programme was recognised this year as the programme was shortlisted as one of the three finalists in Education Scotland's 'Transforming Lives Through Partnership' category at the National Education Awards 2015. Families and schools report positively on the impact that the programme has had in giving them more confidence to engage with the school and their child's education.</p>
<p>Reviewed the Literacy Strategy intranet.southlanarkshire.gov.uk/downloads/file/2620/literacy_strategy_oct_2012</p>	<p>Since the launch of the Literacy Strategy in 2012, attainment in Literacy across South Lanarkshire has shown an upward trend year on year. Furthermore, we have overtaken our virtual comparator in recent years.</p>
<p>Materials supporting "Enhanced Transitions for Pupils with Additional Support Needs" were launched in February 2016 intranet.southlanarkshire.gov.uk/site/scripts/google_results.php?q=enhanced+transition</p>	<p>Planning documents and resources are now available on the SLC Glow site, within the Inclusion tile in order to support any P7 children who require enhanced planning, transition and adjustments made to the curriculum and environment.</p> <p>In recent years a number of P7 children with additional support needs have become very stressed due to their heightened anxiety about moving to secondary school. It is anticipated that starting the planning process with a meeting early in P7 may help to reduce some of this stress and anxiety for both pupils and parents.</p>
<p>Autism Consultation Training- Psychological Services have developed a training programme to support establishments to further understand the needs of pupils with ASD and to ensure their learning needs are met.</p>	<p>To date around 900 staff have received training in this and it is planned to include all establishments in the training within the next two academic sessions in order to continue to build capacity in mainstream schools to support the needs of pupils with ASD.</p>
<p>Increased use of digital approaches ICT video specialist soft ware to support pupils with complex needs.</p>	<p>ICT is utilised to engage pupil learning and to motivate pupils particularly those who find aspects of their work challenging. Games- based learning is often used as an incentive for pupils with challenging behaviour and specific needs.</p>
<p>Over a number of school sessions many establishments have embarked on staff development relating to nurturing approaches and implemented a range of initiatives to support their most vulnerable pupils.</p>	<p>One example of this is Trinity High School where a nurturing group has been established within the school to provide additional support for children who have significant social and emotional needs. All pupils attending the group have spoken positively about the experience and it has developed key social skills for pupils that are then transferred outwith the group setting. Trinity High is the first school in Scotland to be awarded the Marjory Boxall Award for Nurture.</p>
<p>Gypsy Traveller culture and beliefs continue to be supported through the Tackling Poverty Gypsy Traveller project based in Larkhall Universal Connections. Craighbank Primary School have a number of pupils from this community and have holistic approach to equality, inclusion and diversity where all pupils, staff and parents are treated fairly and with respect is adopted.</p>	<p>There has been an increase in the uptake of the project amongst secondary aged Gypsy Travellers and their families. Many of the pupils have improved their literacy, numeracy and health and wellbeing as a direct result of attending the project.</p> <p>All staff have a good knowledge of the Gypsy Traveller culture and beliefs, and the school has good links with the site manager. Some parents have literacy difficulties; therefore school staff ensure important information is passed on verbally as well as in the written form.</p>

Outcome 7 – Improve the quality, access and availability of housing

Meeting the housing needs and aspirations of people in South Lanarkshire to have access to and enjoy a good quality, affordable home remains an important task for the council. A priority for the council is to improve the quality of existing housing, provide better access to those who need it, and to help increase the availability of housing in the right places which is affordable.^{62 63 64}

The aim of this outcome is to ensure that South Lanarkshire's homes are more energy efficient and the impact of fuel poverty is reduced and to ensure that the needs of people with impairments are met through the installation of appropriate aids and adaptations.⁶⁵

Why we want to do this

We want to understand fully the wide range of customer needs to improve service delivery across all our services.

Improve access to housing which meets particular needs and allow elderly and disabled people to remain in their own homes.

A “study of transitional care in Scotland identified housing as one of the main problems encountered by short term prisoners with drug problems on release”, which make it more likely that they will resume drug misuse.⁶⁶

To help us achieve this change we will:

1. recognise the individual needs of every customer
2. improve recording of equalities monitoring data and information on specific needs of customers
3. increase supply of housing suitable for older people and people with disabilities
4. continue to develop new and responsive ways to access council services

62. www.southlanarkshire.gov.uk/downloads/file/6971/connect_council_plan_2012-2017

63. www.scotland.gov.uk/Publications/2011/02/03132933/4

64. www.scotland.gov.uk/Topics/Built-Environment/Housing/16342/shqs

65. www.southlanarkshire.gov.uk/info/917/housing/879/local_housing_strategy

66. www.sccjr.ac.uk/wp-content/uploads/2009/02/Evaluation_of_the_Scottish_Prison_Service_Transitional_Care_Initiative.pdf

Outcomes progress 2013-2017 Outcome 7

What we've done since the last report	The difference this has made
A number of engagement events for homeless customers have now been established and are delivered on a regular basis.	Provides an opportunity for people in this typically vulnerable and disadvantaged client group, to have their say in developing and improving homelessness services.
Completed 12 amenity flats in Uddingston taking account of the diverse range of tenant needs.	People with individual needs are able to live independently.
Adapted the design of new housing to meet specific needs completing the design and construction only when the resident's needs are known.	Helps to get people with particular needs into suitable homes.
As at the end of 2015/2016, a total of 1060 adaptations had been completed in council homes.	People with individual needs are able to live independently.
Continued new build housing developments in Fernhill and East Kilbride that are suitable for occupation by people of all ages and abilities. Within the council's new build housing programme, compliance with the Equality Act and 'Future Proofing' are integral to the design process. Continuing to deliver the rolling programme of works to convert mainstream homes to amenity standard as they become available to re-let has continued, with 500 properties classified as full amenity standard as at the end of 2015/2016.	Allows the council to consider particular housing needs and ensures that there is adequate provision of suitably designed homes to support people to continue to live independently.
Continued to hold regular engagement events at Larkhall and East Kilbride Gypsy Traveller sites.	These events provide the opportunity for consultation on matters such as rent setting and site investment.

Outcome 8 – Work with partners to help communities thrive

By working in partnership with other agencies and organisations – such as public sector bodies and the voluntary sector – we can achieve far more than we can by working on our own. Not only do we avoid duplication, but we develop better services which are co-ordinated with the services provided by others.

Local communities can be empowered through support for local democratic structures, enabling them to influence decisions which affect them and to improve their own capacity to make positive changes for themselves.

The aim of this outcome is to work in partnership to avoid duplication, to develop better co-ordinated services and to work together with members of the community, including them in making decisions that benefit as many people as possible.

Why we want to do this

We want to engage our communities to achieve greater participation and involvement in decision-making and to help us to fully understand the wide range of customer needs to improve service delivery across all our services.

Evidence suggests that older people want to stay in their homes and communities where possible rather than moving to institutional settings. Demographic shifts also make historic models of care untenable for the future^{67 68}
[\[links to outcome 1\]](#)

Evidence suggests that people will have more fulfilled lives when they take part in activities that are personalised to them and their interests. This is a contributory factor to sustaining people within their own communities.^{69 70}

To help us achieve this change we will:

1. work in partnership to avoid duplication, and develop better co-ordinated services
2. use appropriate ways to engage with and listen to our communities, e.g. Citizens Panel, face to face groups, on-line surveys, option-finder sessions etc, making use of new technologies to ensure inclusive approaches to encourage involvement
3. recognise the findings from the work of the Christie Commission, including a shift towards prevention and greater integration of public services at a local level⁷¹
4. work in partnership to reshape the balance of care for older people enabling them to live in their homes and community for as long as possible [\[links to outcome 1\]](#)
5. develop alternative models for day care [\[links to outcome 1\]](#)
6. promotion of the community engagement framework and the VOICE engagement tool

67. www.scotland.gov.uk/Resource/0038/00386925.pdf
68. www.scotland.gov.uk/Resource/Doc/329971/0106962.pdf
69. www.scotland.gov.uk/Publications/2010/11/05120810/3
70. www.scotland.gov.uk/Resource/Doc/1095/0097691.pdf
71. www.scotland.gov.uk/Resource/Doc/352649/0118638.pdf

Outcomes progress 2013-2017 Outcome 8

What we've done since the last report	The difference this has made
<p>We continued to use a variety of options to engage with the community including our Citizens' Panel to allow us to reach people who live in all parts of our community.</p>	<p>Community groups are able to feed into the service and policies of the council. Activities have included consultations on a variety of topics.</p> <p>Community groups also have an opportunity to engage through regular meetings and forums. The groups include South Lanarkshire Access Panel, South Lanarkshire Disability Partnership, Tenants groups, Youth council, Employee Network, and Lanarkshire Ethnic Minority Action group (LEMAG).</p>
<p>We have undertaken extensive consultation activity for the South Lanarkshire Local Development Plan (during April – October 2016) which guides the future use of land:</p> <p>This involved a number of activities:</p> <ul style="list-style-type: none"> • Targeted sessions with protected characteristics groups – Seniors Together, Disability Partnership and Young People (Secondary Schools and Youth Council) • Online survey which received over 800 responses (this included equalities questions, further analysis of responses can be provided) • Programme of public drop in sessions in communities throughout South Lanarkshire. At these sessions members of the public raised a number of equalities issues which were not relevant to the Local Development Plan, but were passed to other services for action. (For example an issue regarding disabled parking and condition of footways in Stonehouse was passed to Roads, who met the client on site to look in detail at his concerns). 	<p>This will inform a Consultation and Engagement Report for the Local Development Plan, which will contain full details of all the consultation events and activities undertaken. This will be published in February/March 2017 alongside the Local Development Plan Main Issues Report. There will be a further opportunity for the public to comment on the Local Development Plan and its supporting technical reports at this stage.</p>
<p>Improved the accessibility of the council's website maintaining an "AA" compliant standard for web accessibility that the former site had and introduced a new easy to read and navigate format. As part of recent developments the council website now has a dedicated "click to listen button" on every page and this has undergone testing not only by Society of Information Technology Managers (SOCITM) but also with a range of community representatives. Consultation was undertaken with a range of people and included consultation with a mix of age groups – retired, young, older, school pupils and abilities including the Citizens Panel and Access Panel members, as well as English for Speakers of Other Languages (ESOL) groups, youth groups and young travellers.</p>	<p>Improved access to the council's website for all users recognising the growth of Smartphone/mobile devices as a communication channel, A Mobile Web service was launched to extend the reach of the council website as well as the new user friendly council website in response to the needs of its users. Consultation provided valuable input into customer behaviour and was used to help improve the Web user experience and encourage channel shift to a less expensive web channel.</p>
<p>South Lanarkshire Voluntary TV (SLVTV) produced British Sign Language videos to promote the work engagement with the consultation on the British Sign Language Act and on the local consultation on the See Hear Strategy which is a multi-agency response to the needs of those with sensory impairments in our community.</p>	<p>Actively encouraged and explained the purpose of the consultations and outlined how to take part.</p>
<p>Used KETSO toolkit, a hands-on kit for creative engagement, to provide an innovative way of engaging community members who may be reluctant to speak at events, but who have valuable comment to make. The tool has proven to be very useful with a wide range of groups including the Community Links, Social Work Resources service users and tenants groups in engaging people on topics that affect them and their daily lives.</p>	<p>Encouraged people who may be reluctant to speak in large groups/consultation events share and make their views known.</p>

Outcomes progress 2013-2017 Outcome 8

What we've done since the last report	The difference this has made
<p>We have also used tablet technology to give an accessible means of engagement to a wide range of employees and community members. The technology has recently been updated to enable the use of audio and visual media including the use of British Sign Language (BSL) and easy to understand formats that traditional survey methods do not allow for and therefore exclude certain members of the community from participating.</p>	<p>Has expanded the opportunities to take part in consultation and involvement for those with disabilities, low self esteem, and older and younger people.</p>
<p>Conducted annual budget consultation exercises to engage with a wide variety of community members and representative groups. This has included the South Lanarkshire Youth Council, employee forums, Disability Partnership and Access Panel, as well as Seniors Together and the Citizens Panel.</p>	<p>Involved people and allowed them to have an input in the decisions taken in regard to the council making savings as well as supporting the council's revised priorities.</p>
<p>In partnership with NHS Lanarkshire, supported the development and implementation of integration arrangements for adult health and social care services.</p>	<p>South Lanarkshire Partnership is developing further with the establishment of the integrated Joint Board and the development of the Strategic Commissioning Plan.</p>
<p>In partnership with NHS Lanarkshire Social Work Resource has been the subject of an inspection of Older Peoples Services.</p>	<p>As part of the preparation for inspection, a Self Evaluation and Position Statement Document was prepared. We have identified our own areas for improvement as part of this process and are currently addressing them.</p>
<p>Getting it Right for South Lanarkshire Children's Governance Structure has been reviewed in light of the Joint Inspection of Children's Services 2014/2015.</p>	<p>Children's Services governance arrangements have been reviewed and more focussed on priority areas of: Corporate Parenting, GIRFEC Transformation, Continuous Improvement, Mental Health, Substance Misuse, and Early Years.</p>
<p>Continued to provide core funding to both Lanarkshire Carers Centre and South Lanarkshire Carers Network.</p>	<p>Both organisations identify carers across the four localities of South Lanarkshire. Carers are supported to continue in their caring role with skills and confidence to do so, their health and well being is optimised, and the cared for person has optimised quality of life and the carers are satisfied with their experience of engaging with services.</p>
<p>In partnership with Carer Organisations, direct support has been provided to 2510 carers in South Lanarkshire - 76% female, 24% male.</p>	<p>A range of supports are available to carers such as: Support Groups, Pampering, Listening Ear, Care Talk, Bilingual Support, Training, access to grants and benefits, Legal Clinics, GP Carer Register, Health checks.</p>
<p>In partnership with People First hosted a learning disability conference in May of each year. The conference includes a drama by service users giving their interpretation of the Keys to Life, and how in reality it impacts on the lives of people with a disability.</p>	<p>The conference last year extended to four locality conferences held across South Lanarkshire to facilitate wider participation and a locality focus. Feedback from participants highlights that this approach has been well received, allowing more people to access the conference than in previous years. Approximately 300 people participated.</p>
<p>As part of the Doorway initiative and gender violence we are raising awareness to the impact of domestic violence.</p>	<p>We are keeping people safe from abuse within their own homes and communities with partner agencies.</p>
<p>Consulted on and established our Corporate Parenting Strategy and Action Plan.</p>	<p>Establishes our corporate parenting Strategy and Action Plan that outlines a clearly defined set of commitments to our most vulnerable children and young people.</p>

Outcome 9 - Provide vision and strategic direction

The council is clear about its priorities and the values it upholds. The council plan Connect includes details of our priorities and wider objectives and also provides an indication of what we aim to achieve by 2017 through improved outcomes.

The council's vision remains constant and is to work together to "improve the quality of life of everyone in South Lanarkshire."

The vision will be supported by a strategic and operational planning structure that displays a defined and measured approach to delivering the council's objectives over the next five years.

The aim of this outcome is to establish and communicate a clear vision and sense of purpose which reflects local needs, the views of local people, and national priorities. Effective leadership will ensure our focus on continuous improvement in employee performance, partnership working, and service delivery remains.⁷²

Why we want to do this

In terms of equality; we will develop best practice in employment, ensuring that our employees receive fair and equal treatment. We will promote positive attitudes to equality in the services we deliver within our communities, ensuring that no individual or group is treated unfairly. In carrying out our equality duties we will monitor and report our performance in relation to the protected characteristics.

It is important to bring together a broad range of partners to achieve a more co-ordinated approach to delivering quality services in particular when working with vulnerable groups of the population.

To help us achieve this change we will:

1. demonstrate a commitment to the delivery of strategic objectives, whilst meeting equal opportunity obligations
2. continue to target recruitment
3. continue to deliver our vocational and employee development programmes
4. undertake equality impact assessments
5. provide support to elected members and to those with spokesperson responsibilities

72. www.southlanarkshire.gov.uk/downloads/file/6971/connect_council_plan_2012-2017

What we've done since the last report	The difference this has made
<p>We actively promoted and participated in The Modern Apprenticeship programme. Funding to recruit five Social Care Modern Apprentices was identified to work across child care services, work was undertaken to attract applicants from people for whom the council holds a Corporate Parenting role.</p>	<p>By making employment more achievable we have helped reduce unemployment for young people aged 16-19 years who may not have the necessary qualifications or experience, by providing them with the skills to help them gain permanent employment in a short period of time.</p> <p>Successful candidates are contracted for one year with access to fit for purpose training including studying for an SVQ 2 or 3 in health and social care.</p> <p>Five social care apprentices were recruited, four were successful in gaining permanent posts within social work, specifically one of our social care assistants who was a looked after and accommodated young person has had the opportunity for further training SVQ 3.</p>
<p>We continue to report activities to the Elected Members Equal Opportunities Forum, held awareness months for employees and communities; that included LGBT History Month, Black History Month, and highlighted some myths and issues surrounding mental health.</p>	<p>Increased awareness for employees and Elected Members of the issues and barriers faced by people from particular minority groups and highlighted how barriers can be removed.</p>
<p>The council continues to monitor applications for employment in terms of equal opportunities forms being completed.</p>	<p>Ensures that employment is fair and open to everyone.</p>

Employee information

In October 2012 the council began an employee verification exercise to capture relevant monitoring information across all protected characteristics. IT systems were developed to allow all employees to share their protected characteristic information on a voluntary basis. The information that has been provided is used to inform recruitment and develop practice within the council. The council is able to provide a workforce profile across all characteristics based on the details provided by employees. The information below represents the council workforce, including Education teaching staff as at 31 March 2016. A further verification exercise will be carried out to continue to improve the baseline data available to the council and to help continue to improve the employee experience and opportunities available.

The information gathered is used to ensure that the council has fair and open recruitment practices, that employees are given fair access to learning and development and promotion opportunities, as well as, ensuring that in as far as possible the workforce is reflective of the South Lanarkshire Community.

The working age profile of the South Lanarkshire population from the 2011 Census shows that the average age is 40.1. The council had a slightly higher average age of 46.88 in 2013 down to 46.68 in 2016. Through increased intake of Modern Apprenticeships, the council continues to increase the percentage of the workforce who are under 21 years old and between 21-29 years old.

The disability profile had risen to 2.36% in 2014 from 1.21% in 2013 and has recently reduced slightly to 2.14% in 2016. It is hoped that as a result of the next employee verification exercise there will be a further increase as there has been a reduction in the numbers choosing not to disclose. Further activities with the Employee Network continue to raise awareness and build confidence in the importance of such data to improve employee experience. Whilst the figure remains low compared to Scottish Government figures, which estimate 19% of the working age population are disabled, we recognise that many employees have traditionally been reluctant to disclose that they consider themselves to be disabled and that this does continue to be the case. The council has moved to being a Disability Confident employer and continues to emphasise the supports that are available to employees through its Employee Assistance Programme.

The proportion of Black and Minority Ethnic employees has risen from 0.6% to 0.85% between 2011 and 2014 to 0.92% in 2016. The profile of the South Lanarkshire population shows that 0.8% of the working age population is from a BME background and therefore the workforce is broadly representative.

The gender split across the council is representative of the national trends within the public sector where the majority of the workforce is female (64%) and in South Lanarkshire we have a 70.80% female workforce.

Employee information

Workforce profile report – full council profile as at 31 March 2016

Age group (average age 46.68)	Percentage (%)
Under 21 years	0.36
21-29 years	9.37
30-39 years	19.26
40-49 years	25.22
50-59 years	32.05
60-65 years	11.42
Over 65 years	2.33
Total	100

Ethnicity	Percentage (%)
Any Other Background	0.15
Arab - British/Scottish	0.00
Arab - Other	0.00
Asian - Bangladeshi	0.01
Asian - Chinese	0.03
Asian - Indian	0.14
Asian - Other	0.12
Asian - Pakistani	0.16
Black - African	0.08
Black - Caribbean	0.01
Black - Other	0.03
Mixed Background	0.19
White - Eastern European	0.04
White - Gypsy/Traveller	0.00
White - Irish	0.50
White - Other British	3.23
White - Other White	1.01
White - Scottish	92.40
Not Disclosed	0.38
Details not entered	1.52
Total	100

Gender identity – Have you ever identified as transgender?	Percentage (%)
No	14.46
Yes	0.06
Prefer not to answer	0.56
Details not entered	84.93
Total	100

National identity	Percentage (%)
British	4.62
English	0.25
Northern Irish	0.06
Other	0.16
Scottish	17.01
Welsh	0.03
Prefer not to say	0.00
Prefer not to answer	0.28
Details not entered	77.60
Total	100

Religion or belief	Percentage (%)
Buddhist	0.03
Church of Scotland	7.43
Hindu	0.01
Humanist	0.09
Jewish	0.01
Muslim	0.07
None	5.08
Other Christian	1.67
Other Religion	0.18
Pagan	0.05
Roman Catholic	4.84
Sikh	0.03
Prefer not to answer	1.61
Details not entered	78.90
Total	100

Employee information

Sexual orientation	Percentage (%)
Bisexual	0.06
Gay	0.06
Heterosexual/Straight	19.25
Lesbian	0.05
Prefer not to answer	1.11
Details not entered	79.47
Total	100

Disability category	Percentage (%)
Learning Disability	0.01
Long Standing Illness	0.01
Mental Health	0.00
Other Disability	0.00
Physical Impairment	0.01
Sensory Impairment	0.01
Prefer not to answer	0.00
No details entered	99.95
Total	100

Disability by Resource percentage	Yes (%)	No (%)	Not declared(%)	Not entered(%)	Total (%)
Community and Enterprise Resources	1.47	95.17	0.95	2.41	100
Education Resources	1.50	92.54	2.84	3.12	100
Finance and Corporate Resources	3.39	74.35	20.48	1.77	100
Housing and Technical Resources	4.62	79.31	3.34	12.73	100
Social Work Resources	2.49	83.35	13.12	1.03	100
South Lanarkshire Council	2.14	88.96	5.24	3.66	100

Gender by Resource percentage	Female (%)	Male (%)	Total (%)
Community and Enterprise Resources	50.42	49.58	100
Education Resources	82.92	17.08	100
Finance and Corporate Resources	68.80	31.20	100
Housing and Technical Resources	45.27	54.73	100
Social Work Resources	84.81	15.19	100
South Lanarkshire Council	70.80	29.20	100

Pay gap analysis

The information presented below in table 2.1 outlines the full year 2016 pay gap analysis for the council and Education Authority. Figures for the council as a whole and for the Education Authority are provided for disability and ethnicity. The pay gap for all employees dropped including teachers dropped from 8.5% in 2013 to 8.1% in 2014. In 2016 this figure further reduced to 6.8%

Table 2.1 Position – 31 March 2016							
Full time workers (excluding teachers)					*Basic salary		
Grade	Male	Female	Total count	M/F ratio	Average male basic salary	Average female basic salary	Pay gap (%)
Grade 1	1171	1232	2,403	1:1	£17,059.99	£17,822.10	-4.3
Grade 2	1117	988	2,105	1:1	£23,406.17	£22,365.72	4.7
Grade 3	724	691	1,415	1:1	£32,972.21	£33,404.20	-1.3
Grade 4	120	84	204	1:1	£42,590.73	£42,229.49	0.9
Grade 5	52	51	103	1:1	£55,603.65	£55,113.77	0.9
Grade 6	11	9	20	1:1	£86,316.11	£84,365.13	2.3
Chief Officials	6	0	6	6:0	£128,710.20	£0.00	100.0
*salaries based on 35 hours per week therefore hours have been grossed up to equate to 1.0 fte							
Part time workers (excluding teachers)					*Basic salary		
Grade	Male	Female	Total count	M/F ratio	Average male basic salary	Average female basic salary	Pay gap (%)
Grade 1	312	3725	4037	1:12	£16,193.00	£16,383.63	-1.2
Grade 2	65	817	882	1:12	£23,599.04	£21,797.19	8.3
Grade 3	37	245	282	1:6	£33,699.49	£33,206.09	1.5
Grade 4	2	12	14	1:6	£42,666.16	£42,597.73	0.2
Grade 5	0	2	2	0:2	£0.00	£48,743.08	-100.0
Grade 6	0	0	0				
Chief Officials	0	0	0				
*salaries based on 35 hours per week therefore hours have been grossed up to equate to 1.0 fte							
All employees (includes teachers)					Basic salary		
Grade	Male	Female	Total count	M/F ratio	Average male basic salary	Average female basic salary	Pay gap (%)
Total	4419	10852	15,271	1:2.5	£26,800.27	£25,085.55	6.8%

Pay gap analysis

Disability				Basic salary		
Grade	Non disabled (excludes null and non disclosed)	Declared disabled employees	*Total employees count	Average non disabled employee basic salary	Average disabled employee basic salary	Pay gap (%)
Total	10082	282	10364	£21,418.74	£22,384.79	-4.3
*figures exclude null and non disclosed employees						
Ethnicity				Basic salary		
Grade	White	Minority ethnic staff	*Total employees count	Average white employee basic salary	Average minority ethnic basic salary	Pay gap (%)
Total	11277	92	11369	£21,748.84	£24,380.26	-10.8%
*figures exclude null and non disclosed employees						

Education – teacher gender pay gap

The figures in the tables below are shown as at 31 March 2016. The gender split within the workforce at 31 March 2014 was 22.23% male and 77.77% female. At 31 March 2016 the split was 26.8% male and 73.2% female which represents a continued increase in male teaching staff. Overall though the pay gap for all teaching employees has continued to reduce from 4.5% in 2013 to 3% in 2014 and -1.7% in 2016.

Table 2.2 Teacher gender pay gap at 31 March 2016							
Full time workers					*Basic salary		
Grade	Male	Female	Total count	M/F ratio	Average male basic salary	Average female basic salary	Pay gap (%)
Total	700	2164	2864	1:3	£38,338.91	£36,856.43	4.0%
*salaries based on 35 hours per week therefore hours have been grossed up to equate to 1.0 fte							
Part time workers					*Basic salary		
Grade	Male	Female	Total count	M/F ratio	Average male basic salary	Average female basic salary	Pay gap (%)
Total	103	832	935	1:8	£38,750.65	£36,821.88	5.2%
*salaries based on 35 hours per week therefore hours have been grossed up to equate to 1.0 fte							
All employees					*Basic salary		
Grade	Male	Female	Total count	M/F ratio	Average male basic salary	Average female basic salary	Pay gap (%)
Total	803	2996	3799	1:3	£36,229.96	£36,846.84	1.7%
*salaries based on 35 hours per week therefore hours have been grossed up to equate to 1.0 fte							

Pay gap analysis

Disability				Basic salary		
Grade	Non disabled (excludes null and non disclosed)	Declared disabled employees	*Total employees count	Average non disabled employee basic salary	Average disabled employee basic salary	Pay gap (%)
Total	3,652	47	3,699	£33,259.72	£34,608.50	-3.9%
*figures exclude null and non disclosed employees						
Ethnicity				Basic salary		
Grade	White	Minority ethnic staff	*Total employees count	Average white employee basic salary	Average minority ethnic basic salary	Pay gap (%)
Total	3,712	41	3,753	£37,275.97	£34,145.78	9.2%
*figures exclude null and non disclosed employees						

Occupational segregation

As part of the council's ongoing work on equal pay the tables below provide a breakdown of the key occupational areas and an overall analysis by grading. The figures show that there have been decreases of men across traditionally female roles of cleaning, catering, and school support assistants, with continued increases of women in the traditionally male role in Grounds. In relation to grading there have been continued increases for women at grade 2 and grade 4 levels and there are increases for minority ethnic and disabled employees across grades 1 to 5.

Occupational segregation 31 March 2016						
	Male (%)	Female (%)	White (%)	Minority ethnic staff (%)	Declared disabled (%)	Non disabled (%)
Cleaning	5.12	94.88	98.38	1.62	0.84	99.16
Catering	1.00	99.00	99.83	0.17	1.24	98.76
Janitorial	42.80	57.20	100.00	0.00	0.86	99.14
Refuse	95.86	4.14	99.62	0.38	0.76	99.24
Grounds	93.82	6.18	99.84	0.16	2.09	97.91
Home Care	10.63	89.37	99.72	0.28	0.95	99.05
Road Operatives	98.63	1.37	99.32	0.68	2.11	97.89
School Support	2.33	97.67	99.26	0.74	1.86	98.14

Teaching staff breakdown Position at 31 March 2016						
	Male (%)	Female (%)	White (%)	Minority ethnic staff (%)	Declared disabled (%)	Non disabled (%)
Early Years	4.62	95.38	100.00	0.00	0.00	100.00
Primary Teachers	8.32	91.68	99.27	0.73	0.73	99.27
Secondary Teachers	34.92	65.08	98.42	1.58	1.71	98.23
Music Instructors	64.29	35.71	97.62	2.38	0.00	100.00
Improvement Service	7.69	92.31	100.00	0.00	0.00	100.00
Psychological Services	20.69	79.31	100.00	0.00	3.45	96.55
Inclusion services	14.29	85.71	100.00	0.00	0.00	100.00

Access to training

Through the council's Personal Development and Review process all employees are given access to learning and development opportunities. Applications for internal training are monitored though attendance at external training, conferences or seminars, is not captured. The number of courses delivered between 1 April 2013 - 31 March 2014 was 3664 and 3024 between 1 April 2015 - 31 March 2016.

The breakdown of those who attended follows:

Table 3.1 Monitoring stats for all training 1 April 2013 to 31 March 2014	
	Percentage (%)
Male	37.39
Female	62.61
Disabled	1.86
Not disabled	85.95
Not disclosed	5.42
Not entered	6.77
White – Scottish	92.04
White – British	2.73
White – Irish	0.57
White – any other background	1.15
Asian – Pakistani	0.24
All others	3.28
Under 21 years	2.51
21-29 years	16.96
30-39 years	17.8
40-49 year	28.29
50-59 years	27.92
60-65 years	5.44
Over 65 years	1.08

Table 3.2 Monitoring stats for all training 1 April 2015 to 31 March 2016	
	Percentage (%)
Male	28.91
Female	71.09
Disabled	1.86
Not disabled	86.98
Not disclosed	4.85
Not entered	6.31
White – Scottish	91.34
White – British	2.89
White – Irish	0.48
White – any other background	0.94
Asian – Pakistani	0.30
All others	4.04
Under 21 years	2.53
21-29 years	17.69
30-39 years	19.45
40-49 year	26.79
50-59 years	26.43
60-65 years	5.84
Over 65 years	1.27

The figures above are representative of the overall profile of the workforce and show that employees are accessing learning and development opportunities fairly.

Recruitment monitoring

As part of the myjobscotland partnership the council does now collect monitoring information across all protected characteristics. The figures are not significantly robust for the areas of gender identity, religion and belief or sexual orientation and as such the information presented below provides an analysis by age, disability, ethnicity and gender as provided by job applicants. This information is used by the council's personnel managers and diversity liaison officers to ensure access to appropriate supports are in place for candidates and successful appointees and also to ensure that the council's recruitment practice is working fairly and effectively. Where issues are identified, managers are supported appropriately to ensure the process remains fair and open. There has been a marked decrease in the number of applicants completing equal opportunities monitoring forms with only 91% of candidates having done so in 2016.

From : 1 April 2013 - 31 March 2014

Total number of applications received:	9969
Total number of equal opportunities (EO) monitoring forms received:	9969
Total number of posts recruited for:	1178
Total number of appointments:	1192

Age / Disability / Ethnicity / Gender	Applied	Interviewed	Appointed
Total EO forms received	9969	3286	1192
Total number of male applicants	4285	1113	351
Total number of female applicants	5616	2133	820
Total number of disabled applicants	581	244	43
Total number of applicants aged under 50	7471	3231	993
Total number of applicants aged over 50	1812	577	172
Total number of white applicants	9239	3112	1136
Total number of Black/Ethnic minority applicants*	221	57	11


From : 1 April 2015 - 31 March 2016

Total number of applications received:	8083
Total number of equal opportunities (EO) monitoring forms received:	7324
Total number of posts recruited for:	768
Total number of appointments:	1449

Age / Disability / Ethnicity / Gender	Applied	Interviewed	Appointed
Total EO forms received	7324	3237	1116
Total number of male applicants	2420	837	251
Total number of female applicants	4838	2294	794
Total number of disabled applicants	166	89	24
Total number of applicants aged under 50	6203	2677	886
Total number of applicants aged over 50	978	429	160
Total number of White applicants	7010	3060	1031
Total number of Black/Ethnic minority applicants*	134	40	10

*Black/Ethnic minority applicants include Mixed, Asian, Black and other backgrounds.



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