



**“South Lanarkshire working for you”**

**Mainstreaming equalities progress report  
2019 – 2021**

**and**

**Mainstreaming equalities report 2021-2025**

**working together to “improve the quality  
of life of everyone in South Lanarkshire”**

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## Introduction

South Lanarkshire works to challenge disadvantage, discrimination, and inequality wherever it occurs in both the workplace and in the community and to deliver our vision “to improve the quality of life of everyone in South Lanarkshire”. We recognise that to meet this vision we must work closely with partners and the community.

By ensuring that equalities feature explicitly and proportionately in business planning, committee and other decision making reports and through other policy development and review mechanisms.

This report highlights our progress against the Equality Outcomes we set in 2017, includes details of the diversity of our workforce, our gender pay analysis and also outlines the equality outcomes we have set for 2021-2025.

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 reassignment,
- marriage and civil partnership,
- pregnancy and maternity,
- race,
- religion or belief,
- sex,
- sexual orientation

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 have worked effectively with partners to achieve this.

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.

Cleland Sneddon

Chief Executive

## **Progress report**

This report provides information on how South Lanarkshire Council including South Lanarkshire Licensing Board have made progress towards achieving the equality outcomes set out in the mainstreaming report published in 2017 and the progress report published in 2019.

### **2017-2021 outcomes**

In 2017 we set outcomes aligned with the council plan 'Connect' objectives. Progress towards achieving these outcomes and the impact that has been made, is shown in section three of this report.

In our next set of outcomes, outlined in section eight, we will focus our Equality outcomes on actions to produce results intended to achieve specific and identifiable improvements in people's life chances.

## **How We Have Mainstreamed Equality (2019-2021)**

We last reported progress on achieving the outcomes in the mainstreaming progress report that was published in 2019, our key achievements since that report include:

Provided support:

- Supported 2087 older people who have received home care support as part of the Supporting Your Independence approach, an increase of 189 people being supported since we last reported.
- The impact of COVID-19 caused the closure of all sheds and the decommissioning of the mobile shed, however, the 'shedders' have been supported remotely by Seniors Together to stay in touch, keep busy and stay well using social media platforms such as WhatsApp, Zoom, email and Facebook.
- Supported 998 people with a learning disability to allow them to continue to live in their own communities.
- Supported 214 vulnerable children and young people through full time foster care placements.
- We have provided 13,369 items of specialised equipment for people living with disabilities to allow them to remain independent in their own home.
- Specialist officers from the Refugee Resettlement Team supported 50 Syrian families enabling individuals to access opportunities, positively engage with communities and develop English language skills.
- Supported the "Recovery Through Nature" programme – a weekly programme geared towards helping with recovery from drug and alcohol addiction, run weekly with Phoenix Futures.
- Supported local businesses through development and delivery of business support programmes.
- Delivered a range of targeted interventions to improve outcomes for individuals and families where this is needed the most. Interventions include debt, welfare and money advice, supporting people to get back into training and work, youth diversion activity and extensive community capacity building support has been undertaken in some of our most deprived neighbourhoods.
- Supported 650 individuals improve their substance misuse behaviours with the support of specialist services.
- Supported 742 young people through ASPIRE, a Youth Employability programme that provides a bespoke programme for young people in the last 6 months of school

to age 19 who are at risk of becoming unemployed (26 if care experienced). 85% of participants moved on to a positive destination (national average is 81%).

Engaged with members of the community to get a better understanding of lived experiences that are then used to influence policy and practice across the council. This included:

- Members of the Integrated Joint board
- South Lanarkshire Seniors Together
- South Lanarkshire Disability Partnership
- Tenants participation groups
- Gypsy Traveller site residents
- South Lanarkshire Citizens Panel

Encouraged participation:

- The Mobile Men's Shed now has 2,250 people involved in the Mobile Project providing an innovative way to get people out of the house and re-connected to their communities.
- Used a participatory budgeting approach to engage and involve local residents, to promote participatory decision making and allocate elements of public funds.
- Carried out extensive consultation with the public and local interest groups such as the Access Panel, Seniors Together and the Youth Council and their views were taken on board when drafting the South Lanarkshire Local Development Plan (LDP).
- Investment master plans for both Council Gypsy/Traveller sites have been developed in consultation with site residents.
- As outlined in the employee information section we engage, consult, and encourage participation with employees via the Employee Network.

### **Response to COVID-19 pandemic**

As well as providing the Scottish Government helpline for those who were shielding during the pandemic the council worked in partnership with community volunteers and third sector organisations to provide support to those who were most vulnerable in our community.

Up to March 2021, the Helpline received over 4,000 calls for help or advice; helped 7,500 households with requests for food; 1,800 prescription requests; 300 befriending/counselling enquiries; 250 requests for assistance with pet care; 200 requests for help with shopping; 200 enquiries for assistance with utilities bills/energy advice; and over 100 requests which were signposted to financial advice services.

Additional assistance has included:

- co-ordinating the delivery of sanitary packs to over 8,000 women/girls
- over 600 requests for items of medical equipment (PPE, Hand Sanitiser, medical aids) and
- over 50 requests for hearing aid batteries.

Further information about the community response and other actions taken to tackle poverty, deprivation and inequalities can be found in the Community Plan for South Lanarkshire 2017-2027

[https://www.southlanarkshirecommunityplanning.org/downloads/file/285/community\\_planning\\_partnership\\_annual\\_outcome\\_improvement\\_report\\_2019-20](https://www.southlanarkshirecommunityplanning.org/downloads/file/285/community_planning_partnership_annual_outcome_improvement_report_2019-20)

## Outcomes set for 2013-2021

### 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.<sup>1</sup>

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.<sup>2 3</sup>

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.<sup>4</sup>

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.<sup>5 6 7</sup>

### 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.<sup>8</sup>

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.

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<sup>1</sup> <http://www.gro-scotland.gov.uk/files2/stats/population-projections/2010-based/proj-pop-scot-2010.pdf>

<sup>2</sup> <http://www.scotland.gov.uk/Resource/0038/00386925.pdf>

<sup>3</sup> <http://www.scotland.gov.uk/Resource/Doc/329971/0106962.pdf>

<sup>4</sup> <http://www.rospa.com/homesafety/adviceandinformation/olderpeople/accidents.aspx>

<sup>5</sup> <http://www.actionfraud.police.uk/millions-think-they-were-targeted-by-a-scam-ageuk-jan11>

<sup>6</sup> [http://www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIG5\\_Avoiding\\_scams\\_inf.pdf?dtrk=true](http://www.ageuk.org.uk/Documents/EN-GB/Information-guides/AgeUKIG5_Avoiding_scams_inf.pdf?dtrk=true)

<sup>7</sup> 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

<sup>8</sup> <http://www.gro-scotland.gov.uk/files2/stats/population-projections/2010-based/proj-pop-scot-2010.pdf>



### 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.

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.<sup>9 10</sup>

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.<sup>11</sup>

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.<sup>12</sup>

### 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.<sup>13 14</sup>

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 dependent 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

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<sup>9</sup> <http://www.alcohol-focus-scotland.org.uk/alcohol-young-people>

<sup>10</sup> [http://www.drugmisuse.isdscotland.org/publications/local/SALSUS\\_2010.pdf](http://www.drugmisuse.isdscotland.org/publications/local/SALSUS_2010.pdf)

<sup>11</sup> <http://scotland.gov.uk/Resource/0038/00385880.pdf>

<sup>12</sup> [http://www.southlanarkshire.gov.uk/downloads/download/636/doorway\\_strategy\\_2012-2015](http://www.southlanarkshire.gov.uk/downloads/download/636/doorway_strategy_2012-2015)

<sup>13</sup> <http://www.equalityhumanrights.com/advice-and-guidance/before-the-equality-act/guidance-for-service-providers-pre-october-2010/areas-of-responsibility/#transport>

<sup>14</sup> <http://www.dft.gov.uk/webtag/documents/expert/pdf/unit3.6.3.pdf>

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.<sup>15</sup>

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<sup>15</sup> <http://www.dft.gov.uk/webtag/documents/expert/pdf/unit3.6.3.pdf>

#### **Outcome 4 - Support the local economy by providing the right conditions for inclusive 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.<sup>16 17 18</sup>

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 – Improve achievement, raise educational attainment, and support lifelong learning]

#### **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.<sup>19</sup>

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,

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<sup>16</sup> <http://www.scotland.gov.uk/Resource/Doc/326739/0105315.pdf>

<sup>17</sup> <http://scotland.gov.uk/Resource/Doc/162790/0044282.pdf>

<sup>18</sup> [http://www.napier.ac.uk/employmentresearchinstitute/projects/Documents/SG%20Equalities%20groups%20Report%20final%20120710a%20\(2\).pdf](http://www.napier.ac.uk/employmentresearchinstitute/projects/Documents/SG%20Equalities%20groups%20Report%20final%20120710a%20(2).pdf)

<sup>19</sup> [http://www.southlanarkshire.gov.uk/downloads/file/6971/connect\\_council\\_plan\\_2012-2017](http://www.southlanarkshire.gov.uk/downloads/file/6971/connect_council_plan_2012-2017)

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.<sup>20</sup>

Those with addictions and mental health problems require additional support to promote wellbeing<sup>21 22</sup>

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)<sup>23</sup> - [links to outcome 6 – Improve achievement, raise educational attainment and support lifelong learning]

### **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)<sup>24</sup> - [links to outcome 5 - Tackle disadvantage and deprivation and support aspiration]

“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.<sup>25</sup>

To improve the literacy capabilities of Scotland’s adults over the next 10 years in line with the Scottish Government’s commitment<sup>26</sup>

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

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<sup>20</sup> [http://www.audit-scotland.gov.uk/docs/health/2012/nr\\_121213\\_health\\_inequalities.pdf](http://www.audit-scotland.gov.uk/docs/health/2012/nr_121213_health_inequalities.pdf)

<sup>21</sup> <http://www.elament.org.uk/mental-health-topics.aspx>

<sup>22</sup> <http://www.nhs.uk/livewell/mentalhealth/Pages/Mentalhealthhome.aspx>

<sup>23</sup> <http://www.scotland.gov.uk/Publications/2011/03/14094421/3>

<sup>24</sup> <http://www.scotland.gov.uk/Publications/2011/03/14094421/3>

<sup>25</sup> <http://scotland.gov.uk/Resource/0038/00385880.pdf>

<sup>26</sup> <http://www.scotland.gov.uk/Resource/Doc/339854/0112382.pdf>

## **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.<sup>27 28 29</sup>

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.<sup>30</sup>

### **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.<sup>31</sup>

## **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.

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<sup>27</sup> [http://www.southlanarkshire.gov.uk/downloads/file/6971/connect\\_council\\_plan\\_2012-2017](http://www.southlanarkshire.gov.uk/downloads/file/6971/connect_council_plan_2012-2017)

<sup>28</sup> <http://www.scotland.gov.uk/Publications/2011/02/03132933/4>

<sup>29</sup> <http://www.scotland.gov.uk/Topics/Built-Environment/Housing/16342/shqs>

<sup>30</sup> [http://www.southlanarkshire.gov.uk/info/917/housing/879/local\\_housing\\_strategy](http://www.southlanarkshire.gov.uk/info/917/housing/879/local_housing_strategy)

<sup>31</sup> [http://www.sccjr.ac.uk/wp-content/uploads/2009/02/Evaluation\\_of\\_the\\_Scottish\\_Prison\\_Service\\_Transitional\\_Care\\_Initiative.pdf](http://www.sccjr.ac.uk/wp-content/uploads/2009/02/Evaluation_of_the_Scottish_Prison_Service_Transitional_Care_Initiative.pdf)

## **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<sup>32 33</sup> [also links to outcome 1 - Improve services for older people]

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.<sup>34 35</sup>

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.

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<sup>32</sup> <http://www.scotland.gov.uk/Resource/0038/00386925.pdf>

<sup>33</sup> <http://www.scotland.gov.uk/Resource/Doc/329971/0106962.pdf>

<sup>34</sup> <http://www.scotland.gov.uk/Publications/2010/11/05120810/3>

<sup>35</sup> <http://www.scotland.gov.uk/Resource/Doc/1095/0097691.pdf>

**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?**

Since publishing our mainstreaming report for 2017-21 in 2017 and our progress report in 2019 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 highlights our activities over the past two years as part of our mainstreaming approach. It 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 below 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.

## **The key differences this work has made for people.**

The impact our work has had on people is shown on the following pages. The key points for each outcome are shown below.

### **Outcome 1 - Improve services for older people**

- Older people are supported:
  - to maintain their independence, are able to access support when this is required.
  - live in their own homes where possible or to live in a homely environment if this is not possible.
  - encouraged to be part of their community which helps reduce isolation and loneliness.

### **Outcome 2 - Protect vulnerable children, young people and adults**

- Vulnerable young people and adults develop the skills and confidence required to help them progress to further training or work
- Young people are supported by work to prevent the sale of tobacco and Nicotine Vapour Products (NVPs) to children (under 18s) which assists in the prevention of children taking up smoking.
- Syrian families who settled across South Lanarkshire are able to be part of the community through support by specialist officers from the Refugee Resettlement Team.

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

- All users, including mobility impaired pedestrians and wheelchair users, have increased/safer opportunities to travel
- Mobility impaired pedestrians and wheelchair users have more even surfaces to use.
- Pedestrians who are hard of hearing or visually impaired have additional facilities to assist in crossing at traffic signal-controlled junctions



#### **Outcome 4 - Provide the right conditions for inclusive economic growth**

- Local businesses are supported, this helps to create or sustain employment
- local people were involved in the development of the Local Development plan allowing them to influence its design and outcomes
- Our Local Employability Partnerships work to prioritise those most in need of tailored employability support.

#### **Outcome 5 - Tackle poverty and support aspiration**

- Money Matters Advice Service supports individuals to understand and maximise their Department of Work and Pensions benefit entitlement
- The community justice team support individuals through Community Payback Orders as an alternative to custody, avoiding unnecessary short prison sentences of three months or less
- Education staff work in partnership with external agencies to create an enhanced support package for the most vulnerable young people that suits their education needs and future aspirations
- Consolidating and aligning the delivery and management of youth employability services is helping to narrow the gap between areas with most and least deprived.
- The Gradu8 programme offers senior phase pupils an opportunity to study towards a qualification in an area of work they may wish to pursue after leaving school. This provides additional choices by allowing pupils to study for a vocational or nationally recognised qualification which is designed to help pupils transition to the world of work
- Our supported employment activities support those with learning disabilities to achieve their potential and increase financial independence.

#### **Outcome 6 - Raise educational attainment and support lifelong learning**

- Regular school visits by ASPIRE helps to improve the chances of positive destinations for the senior students
- Gypsy/Traveller Education Group run in Larkhall and Hamilton for Secondary aged pupils offering academic and pastoral support has resulted in attainment levels improving, with several students attaining qualifications at National 3 and above
- In response to lock down restrictions and following a period of initial learning and navigating virtual platforms, a new delivery model was developed to help learners continue to build confidence, skills and experience

#### **Outcome 7 - Improve the quality, access and availability of housing**

- Adaptations to council properties allow people to continue to live independently within their own homes without the need for rehousing or moving to a care setting
- a review of the Gypsy/Traveller Pitch Allocation aims to ensure that those in most need of a pitch are prioritised,

#### **Outcome 8 - Work with partners to help communities thrive**

- Reoffending and the use of custody for young people aged 16-21 years is reduced by working in partnership with the Court Service and using the *A Whole System Approach South Lanarkshire Youth Justice Strategy and Action Plan 2017-20* to ensure the needs of young people involved in the Justice system are met
- Children and young people are supported more efficiently by targeted and specific focus on children who are looked after at home, and those with mental health issues.

## Outcomes progress 2019-2021

### Outcome 1 - Improve services for older people

| What we've done since the last report  | The difference this has made  |
|--|---|
| We have provided: home care support to 2,087 older people as part of the Supporting Your Independence approach.  | This has allowed people to remain in their own homes and continue to be independent.  |
| 1316 day care places across 13 centres South Lanarkshire wide have been provided.  | This allows people to engage in small group settings, participate in a range of stimulating activities, make new friends, and as a result feel less lonely.   |
| Continued to provide help, along with partners, to a range of lunch clubs South Lanarkshire wide.  | Older people are supported to run these clubs themselves, maintaining their independence, and social contacts.  |
| Provided 252 of our own care home placements and a further 1,569 within the private/voluntary sector care homes.   | Older people in need of 24 hour personal care and support are cared for in purpose built homely environments.   |
| Undertook 1,151 inquiries for the 65+ age group in Adult Support and Protection resulting in 167 investigations.   | This ensures that older people are protected from harm. This includes behaviour that causes fear, alarm or distress and may include neglect or self-neglect, or physical, psychological, sexual, financial, or other abuse.   |
| Health and social Care Integration is now established, and the Integrated Joint Board (IJB) has representation from carers, service users, the voluntary sector, and trade unions.   | The IJB has developed its commissioning plan ensuring resources are targeted effectively to those most in need. Locality profiles have been developed for each area to ensure resources are targeted effectively.   |
| Elderly and vulnerable adults are often the victims of scams, cold calling and bogus workmen. Environmental services have worked with Police Scotland and South Lanarkshire Council's Social Work and Housing Services to provide talks and educational literature within sheltered housing complexes. | <p>Seven talks were delivered which help prevent elderly and vulnerable adults becoming the victims of scams.</p> <p>'No Cold Calling' stickers and 'Buy With Confidence' literature was distributed</p> <p>True Call (call blocker) units were installed in five elderly residents' homes, bringing the total to 19 and are successfully</p> |

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|   | reducing the numbers of nuisance/scam calls for the recipients (by 5286 calls).   |
| Working with the National Trading Standards Scams Team Environmental services (Trading Standards) have helped disrupt the operations of the perpetrators behind mail scams. The service continues to work with other agencies in this respect.  | During 2018 – 2019 Trading Standards worked with the National Trading Standards Scams Team to promote their 'Friends against Scams' scheme.   |
| Care of Gardens maintenance service is primarily targeted at those who are unable to manage their garden, particularly older people and people with a disability.   | The care of gardens scheme was provided to 3,399 households, this assists people to live independently. Maintaining their gardens to a good standard prevents the garden from becoming overgrown and untidy and can help with people's overall health and wellbeing. As well as providing the service to council tenants a chargeable service was provided to 350 private homeowners.               |
| Waste services provide help to elderly and infirm members of the community who require assistance presenting their bin for collection. The majority of people using this service are 65+.   | 5,044 residents were assisted with the collection, emptying and return for each of their wheeled bins. This service helps people who are infirm or elderly to maintain their independence.  |
| Over 1,500 older people have been involved in awareness and engagement events around Men's Sheds and the Mobile Shed Project. Current estimates are that there are 2,250 people involved in the Mobile Shed Project. This has been achieved through promotional events by Seniors Together and an extensive media campaign. | Located for up to 12 weeks in local communities with 60 older volunteers encouraging others to get involved. This provides an innovative way to get people out of the house and re-connected to their communities. It also encourages local men to come forward to find out more about setting up a shed. Families of men who were isolated felt confident to seek out information on their behalf. |
| The impact of COVID-19 caused the closure of all sheds and the decommissioning of the mobile shed, however, the 'shedders' have been supported remotely by Seniors Together to stay in touch, keep busy and stay well using social media platforms such as WhatsApp, Zoom, email and Facebook.                              | This meant that 'shedders' could stay in touch with and look out for each other ensuring continued engagement so that no-one slipped back into isolation.   |

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| <p>The Men's Shed Development Worker delivered training and support sessions in the use of Social Media and facilitated weekly chats using Facebook, Zoom and WhatsApp.</p> | <p>The Seniors Together Facebook page often has a reach in excess of 1,000 people and has proven to be an excellent way to communicate with shedders and prevent loneliness and isolation. Older men were encouraged to share photographs of their DIY projects to ensure that communication continued, and that essential information was shared with them during the lockdown period.</p> |
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**Outcome 2 - Protect vulnerable children, young people and adults**

| What we've done since the last report  | The difference this has made   |
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| We undertook 814 enquiries for adults under 65 which led to 41 Adult Support and Protection investigations.  | Vulnerable adults are protected from harm.   |
| Supported 998 people with a learning disability to allow them to continue to live in their own communities.  | Supported living arrangements are available to people with learning disabilities, they continue to participate in their communities.   |
| We have continued to review our models of day care support for adults and older people.  | This allows people with learning disabilities to access more flexible services that reflect their needs and allows them to engage in their community in a meaningful and enjoyable way.                                    |
| Have undertaken 781 Child Protection Investigations. Placed 152 children on the Child Protection Register and prepared 561 reports for the children going through the Children's Hearing System.   | Children and young people are protected from harm.<br><br>Children and young people's wellbeing is addressed as we work to ensure they are safe, healthy, achieving, nurtured, active, respected, responsible and included |
| Supported 214 children and young people through full time foster care placements.  | Children are cared for in homely environments, and their wellbeing supported by foster parents.  |
| Looked after 549 children:- <ul style="list-style-type: none"> <li>• 49% were looked after at home</li> <li>• 39% were looked after by foster/carers/prospective adopters</li> <li>• 12% were looked after in a residential/ or specialist residential school accommodation</li> </ul> | Vulnerable children and young people are supported in a range of settings as their needs are addressed.  |
| Service users with disabilities are supported to make choices and have control over their care and support arrangements via Self-Directed Support (SDS).   | Service users are exercising choice with SDS options: <ul style="list-style-type: none"> <li>• Direct Payments=380</li> <li>• Individual Service Fund = 64</li> </ul>  |
| We have provided 13,369 items of specialised equipment for people living   | Vulnerable adults with physical disabilities are able to remain in their own homes and   |

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| with disabilities to allow them to remain independent in their own home.   | are supported to continue to be as independent as possible  |
| Maintained the Scottish Government helpline for those who were shielding during the pandemic. The council worked in partnership with community volunteers and third sector organisations to provide support to those who were most vulnerable in our community   | Vulnerable people were provided with supports relating to shopping, prescription pickup and delivery, provided food and financial advice to those most vulnerable in our communities.   |
| As at end March 2020 there were 50 Syrian families (183 individuals) settled across South Lanarkshire with over half being children under 16 years old.  | <p>The families are supported by specialist officers from the Refugee Resettlement Team who work closely with Youth, Family and Community Learning Officers (ESOL), enabling individuals to access opportunities, positively engage with communities and develop English language skills.</p> <p>In January 2020, the Refugee Resettlement Team won the Council's customer service award, having been nominated by Syrian families who wanted the commitment and support provided by the team to be recognised.</p> |
| Promoting Positive Relationships and Understanding Distressed Behaviour (PPRUDB) Guidance was launched to all Head Teachers and every school was given a pack. A termly monitoring and review group was set up to consider issues emerging from implementation.  | Every School has a copy of the guidance and access to the documents on Glow and the Intranet. 35 schools have been trained through a PPRUDB presentation by Inclusive Education. Exclusions have decreased due to increased understanding of distressed behaviours.   |
| Child Exploitation Online Protection Training has been delivered to ensure professionals have the knowledge to support and advise pupils with online safety. Regular training sessions have taken place throughout the year including sessions for pupils, parents/carers. Supporting literature has been issued to professionals, parents/carers, pupils and staff. | 254 parents/carers, 619 primary pupils, 4690 secondary pupils and 209 Professionals participated in the training. Participants are now equipped with the knowledge of the potential dangers online and how to respond to any concerns, know the steps that can be taken to minimise risk and increased confidence to report a concern   |

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| <p>We launched the multi-agency attachment strategy in March 2020 via a Webinar entitled “Why relationships matter now more than ever” and focused on the use of the Attachment Strategy in the context of COVID recovery.</p>  | <p>There were 2282 logins into the webinars by teaching, support and Youth, Families and Community staff. As a result, all children and young people returning to school will benefit from increased staff awareness of the issues they face, with a particular impact on those who have had less positive family experiences in lockdown.</p> |
| <p>Created a series of COVID-19 recovery surveys designed to explore pupils’ and parents’ thoughts and feelings about the closure of schools, and to gather their views about the return to school. The surveys were designed to capture the voices of children/young people and parents/carers, with a view to informing Education Resources COVID-19 recovery planning.</p> | <p>Responses were received from 1486 Primary 4-7 children, 1563 S1-S5 pupils and 5799 parents of children from nursery to S6. Views of parents and young people are central to decisions about activities and services that meet their needs</p>   |
| <p>Provided transport daily for around 1,300 children and 650 adults who require additional support in a range of vehicles adapted where necessary to meet the specific needs of the individual.</p>  | <p>This service is provided to Education Resources (primarily school pupils with Additional Support Needs) and Social Work Resources (both Adult Services and Older Peoples Services’ clients) and allows people to continue to take part in education and day to day community activities.</p>  |
| <p>Worked in partnership with various community groups to deliver a range of play area improvements ensuring that an element of inclusive equipment is integral to all designs.</p>   | <p>Worked with 13 groups and delivered 8 refurbished play areas which increased opportunities for all children to play together irrespective of ability.</p>   |
| <p>Delivered two Greenspace and Wellbeing programmes:</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>Supported “Recovery Through Nature” – a weekly programme geared towards helping with recovery from drug and alcohol addiction, run weekly with Phoenix Futures.</p>  | <p>An evaluation by Phoenix Futures has shown that clients undertaking “Recovery Through Nature” are 57% more likely to complete the recovery programme successfully than those undertaking the conventional programme alone. The programme continues to run with one full</p>   |

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|  | day's volunteering every week and delivers 152 volunteer days each year.   |
| In partnership with Paths for All and NHS Lanarkshire, Grounds services have developed therapeutic walking programmes in both South and North Lanarkshire Council areas.   | Improved the health and wellbeing of Lanarkshire's residents by getting more people walking more often.  |
| Grounds services have also delivered the "Get Walking Lanarkshire" initiative that aims to improve people's health and wellbeing by getting more people walking, more often. The walks are accessible for all ages and abilities and can last anything from ten minutes up to one hour maximum, primarily suited to those wishing to take a little gentle exercise, enjoy the fresh air and meet new people. | This programme has provided 21 walks per week equating to 75 walkers per week, amounting to 3732 individual walks being facilitated annually by 61 volunteer walk leaders. Aids physical and mental health and reduces isolation and loneliness. |
| Trading standards carried out 621 education visits to premises with the South Lanarkshire Council area selling tobacco and nicotine vapour products and carried out 93 test purchases.   | This is an ongoing programme of work designed to prevent the sale of tobacco and Nicotine Vapour Products (NVPs) to children (under 18s) which assists in the prevention of children taking up smoking.  |
| Waste services have special arrangements in place for the disposal of medical waste. This provides additional non-recyclable waste provision for residents with recognised medical conditions.   | Weekly collect medical waste from 1,654 properties, this ensures that families that need assistance with the disposal of medical waste receive it.   |



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

| What we've done since the last report   | The difference this has made   |
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| Footways/footpaths and pedestrian areas are inspected, and safety defects are noted and repaired by Roads and Transportation services.  | Continued to deliver the Roads Investment Programme and during 2018-19, a total of 18,712 m <sup>2</sup> was resurfaced and a total of 2045 defects repaired on paved areas.<br><br>Mobility impaired pedestrians and wheelchair users have more even surfaces to use.   |
| Tactile paving, tactile cones, audible tones, dropped kerbs as well as "on crossing detectors" were provided on all new and upgrades to traffic signals.  | The programme of enhancing pedestrian crossing facilities has continued and in 2018-19 two traffic signal junctions were upgraded and one new traffic signal junction installed. Pedestrians who are hard of hearing or visually impaired have additional facilities to assist in crossing at traffic signal controlled junctions. |
| Provided new and replacement bus shelters and high access kerbs and bus bay markings.   | Mobility impaired passengers have access to bus shelters designed to accommodate those who need the use of walking aids and wheelchairs.   |
| The Greenhills Rd / A726 Strathaven Rd project has taken the opportunity to introduce an enhanced network of footpaths and footways; these are compliant with inclusive mobility guidelines. This project is expected to be completed 2021. | All users, including mobility impaired pedestrians and wheelchair users, have increased/safer opportunities to travel.   |
| Roads and Transportation have a dedicated team to more effectively co-ordinate and manage the impact of new developments affecting the transport network.   | This ensures that new commercial and residential developments are constructed to the appropriate standards. Footways are appropriate widths, drop kerbs and footway connections are located in the most desirable locations and disabled parking provision reflects the needs of users and likely demands.                         |

**Outcome 4 - Provide the right conditions for inclusive economic growth**

| What we've done since the last report  | The difference this has made   |
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| Supported local businesses through development and delivery of business support programmes.  | During 2018/19 1797 businesses were assisted via grants, loans or property advice, generating £14.4m in sales and creating or sustaining 959 jobs.   |
| The More Choices, More Chances (MCMC) has delivered an improvement in school leaver destinations. School leavers are tracked to identify if they progress into a positive destination. 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. | The School Leaver Destination Follow-Up Report 2018/19 show that 95.74% of young people achieved a positive destination (+0.69% above the national average). The 2018/19 target was therefore met and a larger proportion of young people progressed to a positive destination.  |
| Undertook extensive consultation with the public and local interest groups such as the Access Panel, Seniors Together and the Youth Council and their views were taken on board when drafting the South Lanarkshire Local Development Plan (LDP). The LDP is a statutory plan which guides the future use of land in the area. The LDP is currently undergoing a formal Examination by the Scottish Government and it is anticipated that it will be adopted by the Council later in Spring 2021.  | Local interest groups were able to have their voice heard in design of the plan. The Plan contains a number of policies which contain references to ensuring new developments are accessible for all. The wording of these policies was discussed with South Lanarkshire Access Panel to improve their relevance to people with disabilities, changes were incorporated following these discussions. |

## Outcome 5 - Tackle poverty and support aspiration

| What we've done since the last report  | The difference this has made   |
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| <p>Planning and Building Standards worked 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>The Access Panel reviews plans, make site visits of new and refurbished buildings, both in the public and private sectors, and provide advice on access issues.</p>   | <p>The Panel ensures that 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.</p>   |
| <p>The Tackling Poverty Programme delivers a range of targeted interventions to improve outcomes for individuals and families where this is needed the most. Interventions include debt, welfare and money advice, supporting residents to get back into training and work, youth diversion activity and extensive community capacity building support undertaken in some of our most deprived neighbourhoods. The programme is delivered by Council Resources and partner organisations including the voluntary sector. Early intervention approaches are utilised across the programme to ensure that a firm focus is placed on supporting vulnerable children, young people and families at the earliest point to prevent issues arising.</p> | <p>The programme continues to deliver positive outcomes for individuals, families and communities where a focus is on children, young people and those in greatest need.</p> <p>In 2018/2019 all outcomes and targets agreed with delivery partners were achieved or exceeded across the programme.</p> <p>After payments to internal resources the TPP budget for 2018/19 was £680,158 – full spend was achieved.</p> |
| <p>We continued to lead on a new Community Planning Partnership approach aimed at improving outcomes, building community participation and involvement in some of our most deprived communities. Through the co-production of local neighbourhood plans, our approach is underpinned by strong effective partnership working and</p>   | <p>Three “Our Place Our Plan” (OPOP) neighbourhood plans have been developed endorsed and launched outlining local priorities spanning a ten year period</p> <p>Local structures have been developed to support the delivery and monitoring of the plans. Stakeholder (Action Groups) and working groups work collectively to</p>  |

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| <p>ongoing community capacity building support.</p> <p>In the 3 neighbourhood planning pilot areas a participatory budgeting approach has been utilised to engage and involve local residents, to promote participatory decision making and allocate elements of public funds. Through public votes and collective deliberative practices neighbourhoods have determined how budgets should be allocated and spent to achieve the early actions and priorities as set out in the Our Place Our Plan neighbourhood plans</p> | <p>progress the priorities with each OPOP. This has helped to build representative involvement and established strong and effective partnerships.</p> <p>Community capacity building has continued.</p> <p>In 2018 /2019 £150,000 was aligned to the delivery of Our Place Our Plan priorities and a participatory budgeting approach was used to ensure that local decision making and community involvement were central to this process.</p> <p>Funding has been invested in a broad range of community led initiatives including environmental improvements, play and park development, child and family focused activities and events and the delivery of bespoke community based services such as the development of Community Hubs and advice services.</p> |
| <p>These improvements include actions to tackle in work poverty and income inequality such as promotion of the Living Wage and provision of upskilling support.</p> <p>This includes work to encourage others to become Living Wage employers, to pay the Living Wage and adopt other fair work measures as well as celebrate the benefits and impact of becoming a living wage employer.</p>   | <p>South Lanarkshire now has the 10<sup>th</sup> lowest rate (of Scottish Local Authority areas) of employees earning less than the Living Wage.</p> <p>A range of partners are represented on the South Lanarkshire Living Wage Campaign Group which continues to identify relevant single agency and partnership actions.</p> <p>The Living Wage Accreditation Discount Scheme continues to be successful in 2018/19 South Lanarkshire had 13 Living Wage Accreditation employers with 702 employees gaining an uplift.</p> <p>Our Upskilling programme has helped 120 people per annum maximise their qualifications and increase their earning potential whilst in work, reducing in-work poverty.</p>   |

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| <p>Parks and open spaces are maintained to high standard, measured by a performance indicator called Land Audit Management System (LAMS).</p>  | <p>This ensures that parks and open spaces are accessible to all. It is widely recognised that the provision of well maintained clean parks and open spaces can have a significant impact on wellbeing and can assist with recuperation of both physical and psychological illness as well as promote a healthy lifestyle.</p> |
| <p>Bereavement services offers a comprehensive burial and cremation service and during the 13 years since it opened the crematorium has provided over 18,000 services to all faiths.</p>   | <p>The service fulfils the various requirements of different Faith groups with dedicated burial sections available for Muslim and Chinese funerals.</p>  |
| <p>Continued to support unpaid carers by providing financial support to Lanarkshire Carers Centre, South Lanarkshire Carers Network, and other partner organisations to assist us deliver on the duties of the Carers (Scotland) Act 2016.</p> | <p>Supports and services to unpaid carers continue to develop and evolve with our third sector organisations. Unpaid carers are being made aware of their new rights within the Act and more are being identified.</p>   |
| <p>Continued to provide 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 and promote mental health, wellbeing, and social inclusion within their communities.</p>  |
| <p>Monitored and increased the number of mental health officers.</p>   | <p>Supports people's mental health and wellbeing.</p>  |
| <p>Continued to Implement the Advocacy Plan in relation to the Mental Health Care and Treatment Act (2003) and deliver a refreshed Advocacy Plan for 2020-2023.</p>  | <p>Under the Act anyone with a mental disorder has the right to access an independent advocate. An independent advocate is able to give support and help to enable a person to express their own views about their care and treatment. Service users are given a voice</p>   |
| <p>Money Matters Advice Service has helped residents of South Lanarkshire to claim over £23.6 million in benefits and over £4.4 million in backdated payments.</p>   | <p>Continued to support individuals to understand and maximise their Department of Work and Pensions benefit entitlement.</p>  |

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| <p>Worked with 5,407 people with a physical or sensory impairment.</p>  | <p>Supports individuals with a disability to remain safe in their own home or a homely environment.</p>  |
| <p>We have supported 580 people complete a Community Payback Order (CPO) including the opportunity for personal development and learning opportunities. Community projects are improved by those undertaking CPOs. We have prepared 1,528 reports for the Courts.</p>   | <p>This activity seeks to avoid unnecessary short prison sentences of three months or less and support individuals through Community Payback Orders by way of an alternative to custody. Reports assist courts in determining the most appropriate disposal to impose on the offender.</p>   |
| <p>We have supported 650 individuals improve their substance misuse behaviours with the support of specialist services.</p>   | <p>Supports people with substance misuse issues through sign-posting and by directing them to our alcohol and drug partnership.</p>  |
| <p>National Autistic Society Early Bird Course continued this year with the training in Teen Life for 19 staff members across Education and Social Work. New staff cohort of 190 were trained by Psychological Services in the Autism Consultation tool.</p>  | <p>Every locality now has a team who are trained in all courses and issued with new resources - Early Bird, Early Bird + and Teen Life which has increased understanding of ASD for all staff.</p>   |
| <p>Strategies to support schools and nurseries to manage ASD with an Extreme Demand Avoidant (EDA) Profile booklet was compiled by Inclusive Education in consultation with Psychological Services, NHS Lanarkshire and CAMHS. This was added to the Framework for Inclusion guide for all schools. This will also be distributed to other agencies such as Social Work. The booklet will also be available in schools for parents.</p> | <p>3000 Booklets have been printed to be distributed to all schools, nurseries and Social Work Fieldwork Managers. Attachment Strategy was launched by Psychological Services and the EDA Booklet corresponds with the approaches recommended. All school staff will be informed in strategies to support the managing EDA, improving outcomes for children and young people. All school staff will understand the distressed behaviour associated with EDA.</p> |
| <p>The 16+ Risk Matrix used to identify the pupils who are at most risk of entering a negative destination post school. Education staff work in partnership with external agencies to ensure a smooth transition. Skills Development Scotland (SDS) supports the young people within the school setting in a range of ways: 1:1 support, targeted group work, class</p>   | <p>The most vulnerable group or young people at most risk have an enhanced support package created to suit their education needs and future aspirations. They benefit from a bespoke timetable including group work to enhance their skills for Learning, Life and Work. Young people have benefitted from improved partnerships with local businesses,</p>  |

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| <p>lessons, options evening, parent meetings and in the use of the My World of Work (My Wow) online toolkit. The Developing Scotland's Young Workforce guidance highlights the need for a flexible approach to the learner pathway, introducing work experience when each young person is ready. Secondary schools are actively developing their portfolio of business partners and introducing new opportunities for schools and the world of work to blend.</p>   | <p>volunteer groups, local training providers and FE/HE establishments to create individualised education packages and pathways that enable the young person to achieve qualifications whilst developing their employability skills. For young people with additional support needs, the Future Planning Process continues to ensure that partnership working and planning well in advance will secure the desired positive destination.</p> |
| <p>Following work to consolidate and align the delivery and management of youth employability services within Education Resources, a range of services and supports have been developed which are assisting young people to develop the vocational and work readiness skills required to progress to sustained and appropriate post-school destinations. These services, along with robust tracking and monitoring processes, are achieving positive results for young people and their communities</p>   | <p>Year on year improvements in positive school leaver destinations</p> <p>Evidence that the gap between areas with most and least deprived 20% is narrowing on an annual basis</p>  |
| <p>The ASPIRE Youth Employability programme provides a bespoke employability programme for young people in the last 6 months of school to age 19 who are at risk of becoming unemployed (26 if care experienced). A dedicated vocational development worker prepares an individualised action plan designed to address barriers to employment. The action plan may include 1-2-1 support, personal development and confidence building activities, work experience and vocational tasters and individual supports, if appropriate, such as counselling.</p> | <p>742 young people were supported through ASPIRE and 85% moved on to a positive destination (national average is 81%).</p> <p>Any young person who was not ready to move on received ongoing additional support.</p> <p>127 care experienced young people received support.</p>   |
| <p>The Gradu8 programme offers senior phase pupils an opportunity to study towards a qualification in an area of work they may wish to pursue after leaving school. This provides additional choices by</p>   | <p>The level is SCQF level 4/5 and provides a good opportunity for pupils to develop their skills and to move onto a Foundation Apprenticeship, employment or to further study at college. In 2017/2018, 242 pupils</p>  |

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| allowing pupils to study for a vocational or nationally recognised qualification which is designed to help pupils transition to the world of work | engaged with the programme. In 2018/2019, this figure rose to 502 pupils. In August 2019, 845 senior phase pupils were recruited on to the programme |
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**Outcome 6 - Raise educational attainment and support lifelong learning**

| What we've done since the last report  | The difference this has made   |
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| <p>Gypsy/Traveller Education Group runs in Larkhall and Hamilton for Secondary aged pupils offering academic and pastoral support. Teachers also supported families (and former pupils) through regular home visits and phone calls. Support is given to family members in literacy matters such as completion of passports and other literacy-based issues. Individual Learning Plans or Additional Support Plans have been put in place for every pupil who attends regularly. Robust methods of tracking and monitoring student progress were introduced which has improved the identification of gaps in learning. Formative and summative assessment is now embedded in Reading, Maths, Spelling and Writing. Enhanced transition programmes are in place to support school attendance and promote cultural awareness in schools During lockdown, staff created a virtual school online, using Google Drive and Google Classrooms. The area is populated with learning opportunities, resources and admin which can now be accessed more readily.</p> | <p>30 young people (who have refused to attend mainstream Secondary School) attended the group in the 2019-20 academic year.</p> <p>Attainment levels have improved, with several students attaining qualifications at National 3 and above.</p> <p>Students are involved in deciding their next steps in learning and in planning their learning journey.</p> <p>Regular school visits by ASPIRE afford improved chances of positive destinations for the senior students</p> |
| <p>An Exceptions Forum Protocol has been created to formalise the assessment process which considers the needs of pupils in current educational placements that may not be successful with a view to a more appropriate ASN placement. Schools are required to assess the child on a holistic basis, gathering the views of a range of professionals. A Wellbeing Assessment, including parent/pupil views must be submitted before consideration by a multi-agency panel.</p>   | <p>Pupil placements are determined by a multi-agency panel who fairly and consistently consider identified needs • children and young people with ASN have their needs met more effectively.</p>   |
| <p>Additional resources have been secured from the Global Refugee Programme to secure 2 members of permanent staff. This supplements the existing 2 generic ESOL</p>   | <p>80 learners participated on a regular basis.</p>  |

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| <p>workers supporting a consistent locality delivery-based model, maximising class sizes. In response to lock down restrictions and following a period of initial learning and navigating virtual platforms, a new delivery model was developed which provided 48 hours of live interactive teaching per week via google teams. This promoted continuation of learning and helped maintain structure and routine for learners. Participation in national meetings has indicated that SLC were one of very few LA that were able to deliver on the Home Office 8-hour delivery requirement.</p>   | <p>Learners continue to build confidence, skills and experience</p>   |
| <p>Continued to support road safety education and initiatives, taking a “whole life” approach to road safety education with initiatives aimed at all ages. The service believes that good habits are best developed when we are young and particular emphasis is given to educating and training children and young people.</p> <p>Current programmes are:</p> <ul style="list-style-type: none"> <li>• Ziggy’s Road Safety Mission - Streetsense</li> <li>• Junior Road Safety Officer Scheme - Theatre in Education</li> <li>• Your Call - Crash Magnets</li> <li>• Road Safety Calendar Competition - Child Pedestrian Training Scheme</li> <li>• Bikeability training</li> </ul> | <p>These programmes provide young people with road safety learning opportunities and ultimately assist in contributing to the national casualty reduction targets.</p> <p>Overall casualty numbers are at an all-time low. The service has made progress towards the achievement of a 40% reduction in fatal casualties and a 55% reduction in serious casualties amongst all age groups by 2020. Fatal casualty numbers have fluctuated and recently serious casualties have increased. For children the national target is a 50% reduction in fatalities and 65% reduction in serious casualties. 2019-20 casualty figures require to be particularly low to achieve national targets for fatal, serious and child categories at local level.</p> |
| <p>Waste Services are responsible for overseeing South Lanarkshire’s Go4SET hub, which is being run by Viridor, in conjunction with the Engineering Development Trust (EDT), until at least 2027. The South Lanarkshire hub was offered as a community benefit as part of the council’s residual waste treatment contract.</p>   | <p>Eleven secondary schools took part in the South Lanarkshire Hub programme with the overall winner, St John Ogilvie High School, taking part in the National Final at Dynamic Earth in Edinburgh.</p> <p>Research has shown that the exposure of younger age groups to businesses based on Science, Engineering and Technology encourages more students to choose post-16 courses in these subjects, eventually</p>   |

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| <p>The EDT is the leading organisation working to inspire young people into careers in Science, Technology, Education and Maths through business/ education links.</p> <p>The Go4SET programme is a highly acclaimed scheme which encourages school pupils to get involved in Science, Technology, Engineering and Maths (STEM) in second year of high school.</p> <p>Our Waste Education Team mentored the secondary school teams alongside staff from organisations such as EDF Energy, Blankfaces, Spie, Devro, Liberty Steel, Levensat, QTS Group, Rolls Royce and University of Edinburgh.</p> | <p>leading to the study of STEM degrees at universities.</p> |
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**Outcome 7 - Improve the quality, access and availability of housing**

| What we've done since the last report   | The difference this has made  |
|---|---|
| Continued delivery of the Home & Council housing programme.   | 284 additional affordable homes for social rent were delivered. 206 new homes built by Registered Social Landlords (RSLs) and 78 homes delivered by the Council. The new build properties delivered by the Council provide accessible, adaptable new homes suitable for a variety of needs. |
| 1648 homes were adapted, 848 to council properties and a further 800 adaptations were completed in private homes through grant funding provided by the Scheme of Assist   | This has allowed people to continue to live independently within their own homes without the need for rehousing or moving to a care setting.  |
| In September 2019, the Scottish Government published revised Local Housing Strategy guidance which reinforced the requirement for local authorities to set targets for the delivery of wheelchair accessible housing.   | A target of 8% has been set for new build homes to be fully wheelchair accessible and meet the 'Housing for Varying Need' standard. Progress against this target will be monitored via the Local Housing Strategy annual review process.  |
| During 2019/20, in consultation with site residents and other stakeholders, a review of the Gypsy/Traveller Pitch Allocation Policy was undertaken. Investment master plans for both Council Gypsy/Traveller sites have been developed in consultation with site residents. | The revised policy, which aims to ensure that those in most need of a pitch are prioritised, was approved by Housing and Technical Resources Committee in February 2020 and came into effect on 1 April 2020.   |
| Investment master plans for both Council Gypsy/Traveller sites have been developed in consultation with site residents.   | A range of improvements being delivered in the areas of fire safety, security, energy efficiency and pitch expansion. Funding for this has been secured through the council's Capital Programme, the Scottish Government's Additional Capital Fund and Decarbonisation Fund.                |
| There has been a successful bid to the Lintel Trust for additional funds.   | The funds have been used for site improvement work and digital inclusion.   |
| To augment existing arrangements for consultation and engagement with site residents at both Gypsy/Traveller sites,   | Residents are kept informed about matters which affect them, whilst also seeking their  |

|   |   |
|---|---|
| newsletters are produced at regular intervals.  | views on issues such as site investment and digital connectivity.   |
| Provide a range of translation (written) and interpretation (verbal) services to customers with specific communication requirements, including sign language provision. | These services have facilitated the inclusion of people with hearing impairments in a range of housing meetings and events, as well as helping to make housing services more inclusive for people whose first language is not English |
|   |   |

**Outcome 8 - Work with partners to help communities thrive**

| What we've done since the last report   | The difference this has made   |
|---|--|
| Continue to use the refreshed Getting it Right for South Lanarkshire Children's Governance Structure to reflect support to our most vulnerable groups of children and young people.   | Supports to children and young people are targeted more efficiently with specific focus on children who are looked after at home, and those with mental health issues.   |
| The South Lanarkshire Local Autism Action Plan 2018-2023 has now been developed. The plan was launched at the Positive About Autism event in August 2018 which brought together stakeholders from throughout the Autism community.                | Partners work to support parents/carers, and those on the autistic spectrum via the Autism Resources Co-ordination Hub (ARCH) which is based within the Hamilton Locality.<br><br>The South Lanarkshire Local Autism Plan identifies 15 key priorities for action and will provide the focus for improvement over the next 5 years. Work groups including service users and carers have already begun to take these actions forward. |
| Worked in partnership with the Court Service and continued to use the <i>A Whole System Approach South Lanarkshire Youth Justice Strategy and Action Plan 2017-20</i> to ensure the needs of young people involved in the Justice system are met. | Reduces reoffending and the use of custody for young people aged 16-21 years   |

## **Employee information**

### **South Lanarkshire Council Employees Information at 31<sup>st</sup> March 2020**

#### **Background**

As outlined in our mainstreaming equality and equality outcomes progress reports published in April 2019, South Lanarkshire Council is committed to achieving equality outcomes and taking action to advance equality.

To do this, The Council will undertake a number of employee-focussed initiatives including:

- Treating employees with fairness, to help ensure they feel valued
- Asking for, and acting on employee feedback to support diversity and equality in how we do things
- Ensuring employees feel that their wellbeing is a priority
- Operating a flexible approach to working practices
- Undertaking regular pay reviews to ensure that the reward system is fair - the gender pay gap, pay review activities and results are used to confirm this
- Encouraging employees to disclose personal information to improve equality data collection
- Encouraging job applications from people in under-represented groups to increase the diversity of job applicants
- Improving recruitment and selection processes in response to feedback
- Undertaking Equality Impact Assessments (EqIAs) when new policies are introduced, or existing policies are updated

To help meet these commitments, we collect, monitor, and publish information about the diversity of our employees. This helps us check that we are supporting a culture of diversity and inclusion and identify areas for continuous improvement. We aim to ensure that our workforce reflects our community. In October 2012, the council began an employee verification exercise to capture relevant monitoring information across all protected characteristics.

Publication of this information complies with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. In particular:

- the duty to gather and use employee information
- the duty to publish gender pay gap information.

In addition to the legislative requirements to publish gender pay gap information, as good practice, we also publish pay gap information in relation to disability and ethnicity in our reports.

The published employee information looks at equality data through different stages of the employment journey, starting with the recruitment stage through to exit interviews.

Gathering and using employee data helps the council progress towards meeting the requirement of having due regard to the general equality duty, as outlined in the Equality Act 2010. This requires public authorities to have due regard to the need to eliminate discrimination; advance equality of opportunity; and foster good relations, when making decisions and setting policies. We are committed to using data to understand whether our efforts to promote diversity and equality across our workforce are delivering results.

## **Diversity training**

Equality and diversity training is available to all South Lanarkshire Council employees and elected members. There are several online training courses including:

- Autism Spectrum Disorder awareness
- Ban of Age Discrimination overview
- Communicating with people who are D/deaf
- Deaf Awareness
- Disability module
- Equality and diversity awareness
- Forced marriage
- Gaelic and Scotland
- LGBT people and public services
- Mental health and well-being an introduction
- Mental health and well-being for employees
- Mental health and well-being for managers
- Raising Awareness of *Prevent*
- Sight loss awareness
- Transgender awareness
- Unconscious bias

In addition to the online training there are also opportunities to participate in face to face equality training.

## **Employee Network**

South Lanarkshire Council believes that speaking with and listening to our employees is the best way to ensure we can understand and meet their needs.



Employees are encouraged to take part in regular forums, based around the protected characteristics, and this is intended to be supportive, and a forum for sharing good practice and raising concerns confidentially.

The Network has four strands, Ethnicity Matters; Disability Matters; LGBT (Lesbian, Gay, Bisexual, and Transgender) Matters; and Caring Matters.

## Diversity monitoring

All job applicants are given the opportunity to complete an equality monitoring questionnaire. This is voluntary, confidential, and forms no part of the recruitment and selection process. The information requested includes age, gender, transgender status, sexual orientation, disability, national identity, ethnic background, religion or belief, marital status, and caring responsibilities.

Periodically, current employees are asked to take part in a verification exercise in which they are asked to check and update their data as necessary. The last exercise of this type was undertaken in July 2018.

Although we have a duty to request equality information there is no requirement for people to provide this. Employees and job applicants provide their information in relation to the protected characteristics on a voluntary basis. There are inevitable gaps in the information provided as a result.

Legislation requires us to state how we use employee equality data to better meet the equality duty. 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 to promotion opportunities, as well as, ensuring that, as far as possible the workforce is reflective of the South Lanarkshire community. The information is also used to look at opportunities for continuous improvement. Workforce monitoring data is reported to the senior management team and to elected members on a regular basis.

On 31st March 2020, South Lanarkshire Council employed 16,251 people. Information relating to the workforce is shown in the following paragraphs. The information below represents the Council workforce including Education teaching staff as at 31<sup>st</sup> March 2020.

Where the number of employees with a protected characteristic is fewer than five, and the information is sensitive or personal, we have not specified the number in order to avoid individuals being identified.

Full detail about each protected characteristic and recruitment information is provided in Section 7.

Figures on 31<sup>st</sup> March 2020 are detailed below.

### Sex (Gender)

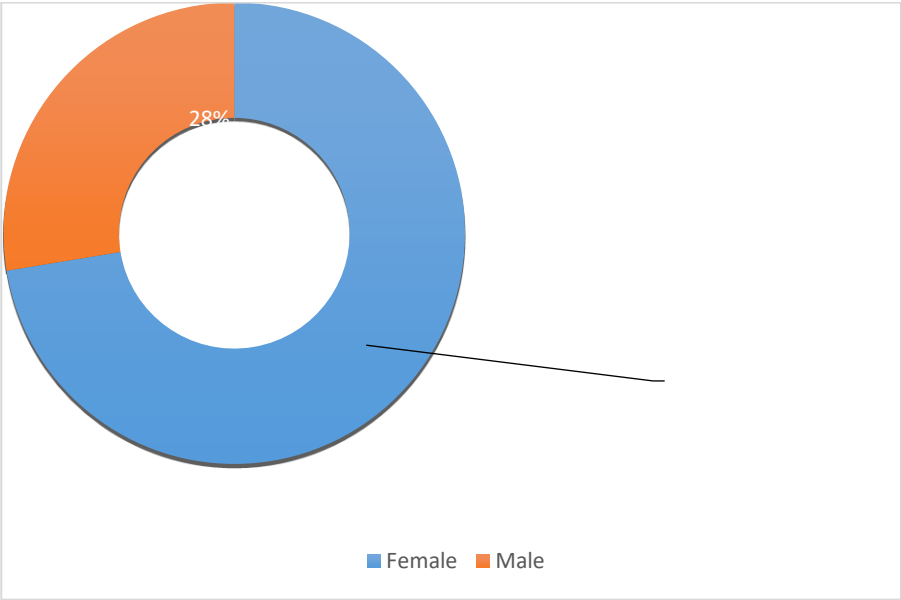
Recent national population data shows 51% of the Scottish population are women and 49% are men.

Source: [Scottish Government equality evidence finder \(Scotland's population structure, mid-2018\)](#)

The gender split across the council reflects the national trends within the public sector where data shows that the majority of the workforce is female 70.0%.

Source: [Public sector employment in Scotland: web tables](#)

Women make up 72.4% of South Lanarkshire Council employees, a 0.53% increase from 2018, and 27.6% are men.



The gender split of the corporate management team is four men (80%) and one woman (20%).

South Lanarkshire Council is an accredited 'Carer Positive Employer'. We have an ongoing commitment to supporting and encouraging flexible working, taking account of caring responsibilities and working to ensure that employees are supported to have a good work/life balance.

Government research shows that women were more likely to provide informal care than men, in all age groups up to 75-84. The Office for National Statistics also estimated that in 2016/17, women made up more than 60% of 'sandwich carers', defined as those who care for both sick, disabled or older relatives and dependent children.

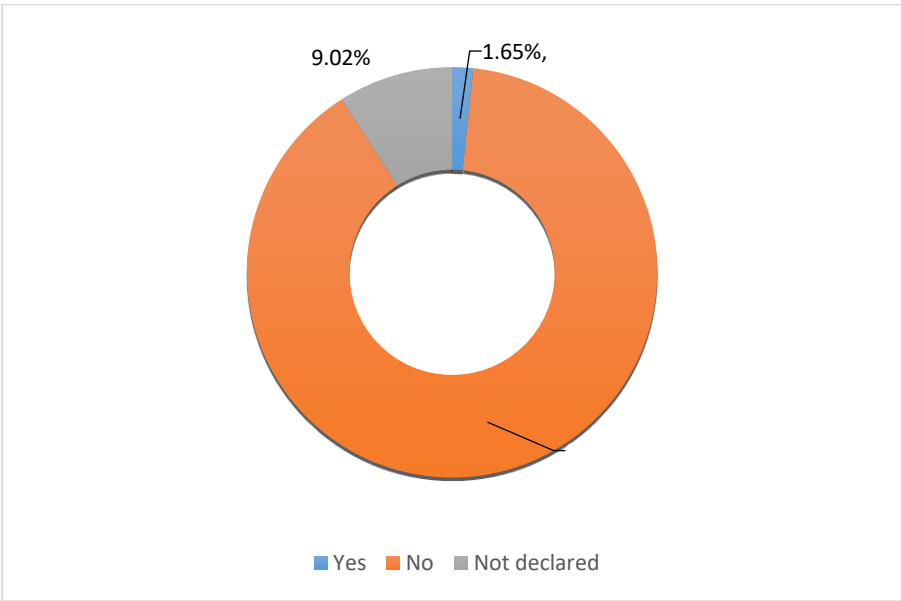
Source: [Gender Equality Monitor published by Government Equalities Office](#)

### Disability

The disability profile continues to reduce, with the percentage of employees who have declared that they consider that they have a disability decreasing to 1.65% at March 2020 from 1.85% in March 2018. We continue to raise awareness of the purpose of declaring disabilities and will continue to do this via the Employee Network.

The numbers choosing not to disclose remain static. Whilst the figure remains low compared to Scottish Government estimates that 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 continues 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.

All new and existing employees are asked to confirm whether they consider themselves to have a disability. This allows for any required reasonable adjustments to be put in place. Disclosing this information is voluntary. Figures for March 2020 show that 91.0% of all employees who completed the equalities monitoring form had disclosed information on this protected characteristic.



Each Resource within the council has a Diversity Liaison Officer who is there to provide advice and support to managers and employees with regards to recruitment and ongoing in-work support such as Access to Work. They help by sourcing and arranging reasonable adjustments. These are often required to eliminate or reduce barriers faced by an individual in accessing or remaining in employment, for example, at the interview stage by providing specialist equipment, translation or interpreting services. The Diversity Liaison Officers ensure that we are promoting best practice in this area. They receive regular training in this area. Support is also available via the Employee Network.

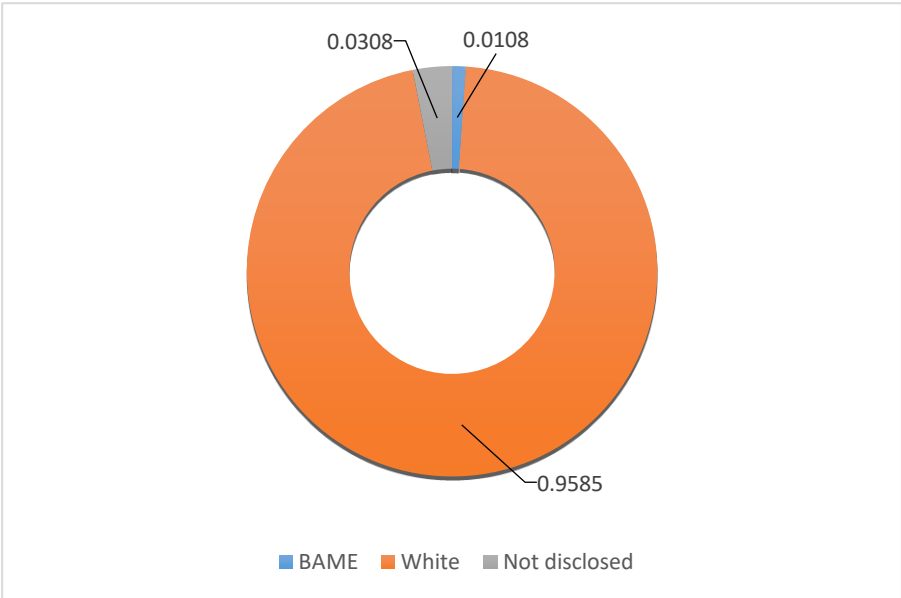
We will continue to encourage employees to disclose information about disability through promotion of our Disability Confident status.

### Ethnicity

Scottish population figures show that 95.4% of people report their ethnicity as 'White', while 4.6% of the population are from a Black, Asian, Minority Ethnic (BAME) background, with the Asian population being the largest BAME group (2.8%).

Source: [Scottish Government equality evidence finder \(Scotland's population structure, mid-2018\)](#)

South Lanarkshire Council employee data shows that 96.9% of employees have chosen to declare their ethnic origin. The percentage of Black, Asian, Minority Ethnic (BAME) employees as of 31<sup>st</sup> March 2020 was 1.08% an increase of 0.13% on the declared figures in 2018. This compares to the census figure of 0.8% of the working age population in South Lanarkshire who identify as having a BAME background.

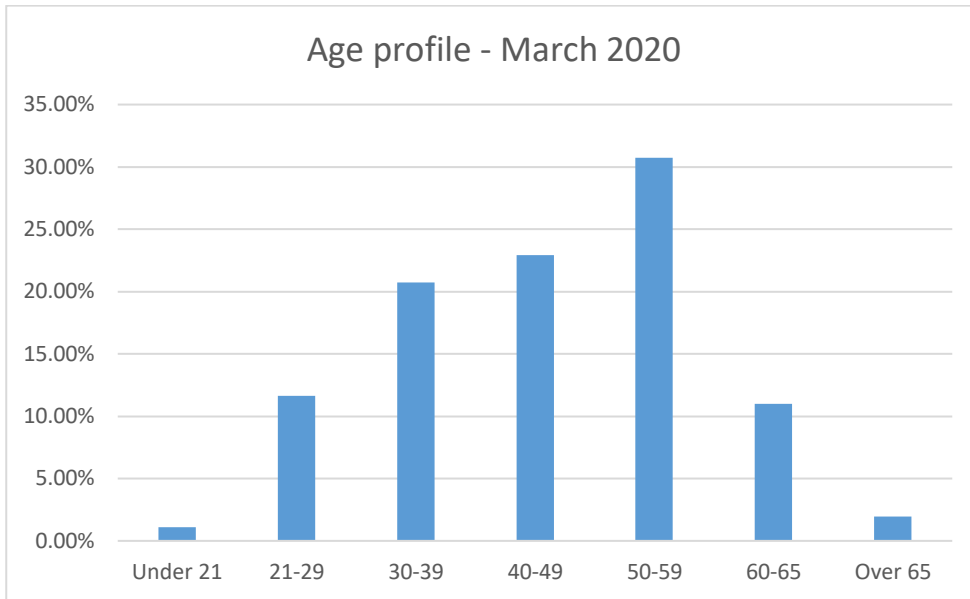


Recent analysis of our overall workforce position shows a gradual increase in the percentage of BAME employees. Employee information shows the numbers continuing to rise from 0.85% at 31<sup>st</sup> March 2014, to the figure of 1.08% at 31<sup>st</sup> March 2020. The largest BAME employee group in South Lanarkshire Council is Asian.

During 2020 we began an exercise to analyse job applications to get a better understanding of the numbers of people from BAME backgrounds applying for jobs in the council. This showed that application rates are ahead of population profile for BAME applicants.

This work will continue during 2021-22 to explore practical steps we can take to increase the diversity of our workforce. Support for BAME employees is available via the Diversity Liaison Officers and the employee Network.

## Age



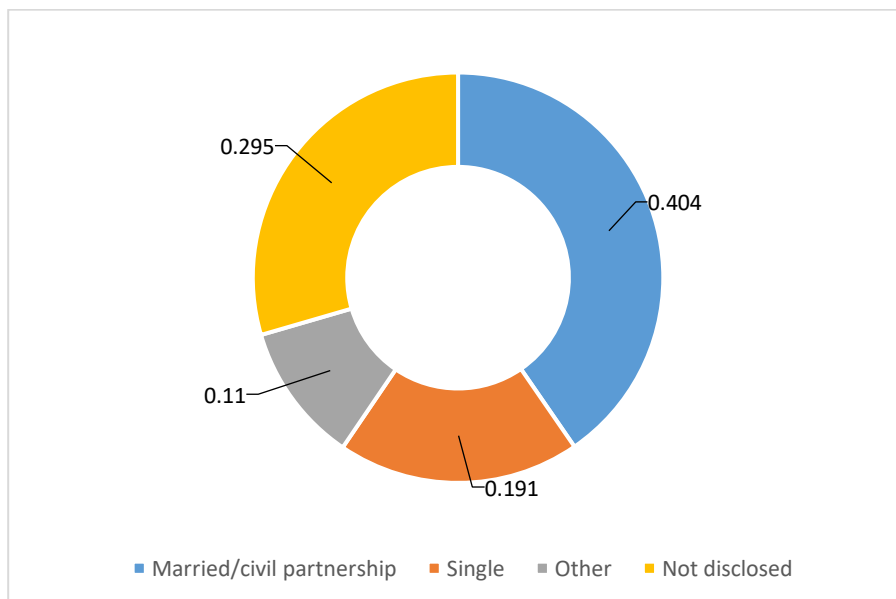
The table below shows the age profile of South Lanarkshire Council workforce at 31<sup>st</sup> March 2020.

The average age of a South Lanarkshire Council employee is 45.6 years, this is a slight reduction in the average age at 31<sup>st</sup> March 2018 which was 45.8.

There has been a very slight increase in employees who are in the age ranges under 21, 21-29, 30-39 and 60-65 years. The other age range show slight decreases in numbers.

## Marital status

The majority of employees who declared their marital status are married or in a civil partnership at 40.4%, 19.1% are single, 11.0% are either divorced, living together, widowed, or divorced. The remaining 29.5% did not disclose their marital status.



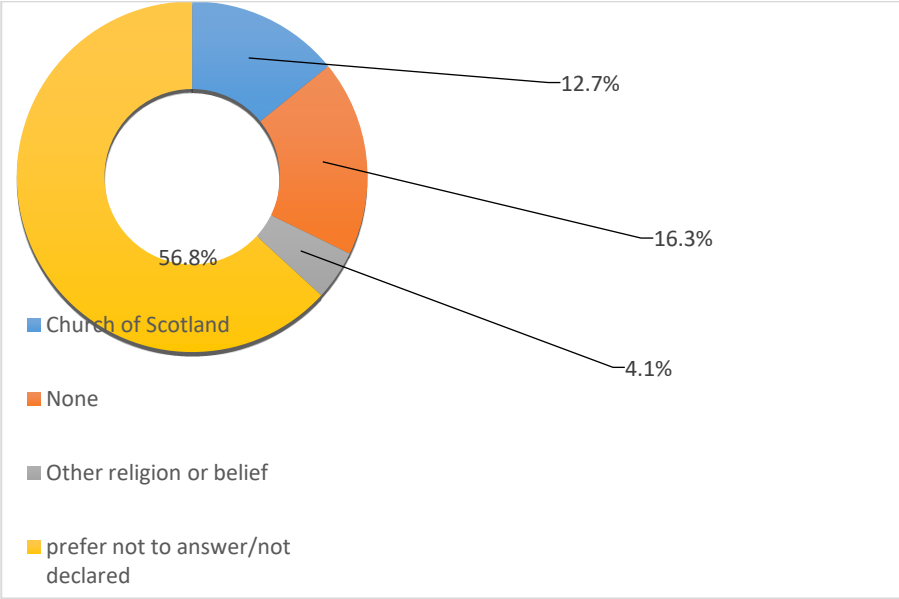
### Pregnancy and Maternity

During the year ending 31<sup>st</sup> March 2020, 73 women took maternity leave. The average length of the maternity leave was 44 weeks.

South Lanarkshire Council has a Maternity, Adoption, Paternity Leave, Additional Paternity Leave, Shared Parental Leave and Pay Policy. This policy outlines the 2 maternity schemes that are available to South Lanarkshire Council employees.

Everyone who is pregnant, irrespective of length of service and hours worked are entitled to a 52-week maternity leave.

### Religion or belief



Only 43.2% of employees have declared their religion or belief, 56.8% preferred not to share their religion or belief. Of those who declared their religion or belief the main religious preferences are 16.3% do not associate with any religion, 12.3% associate with the Church of Scotland, 10.1% with the Roman Catholic Church, the remaining 4.1% declared another religion or belief.

The Council recognises that we have a diverse workforce which includes a number of employees whose faith requires prayer at specific times. A small room is available to all employees and provides a tranquil space that allows for quiet reflection or religious observance.

There is flexibility in the way that people can book their annual leave, this allows colleagues who observe key dates in their religious calendar to engage in such events and occasions.

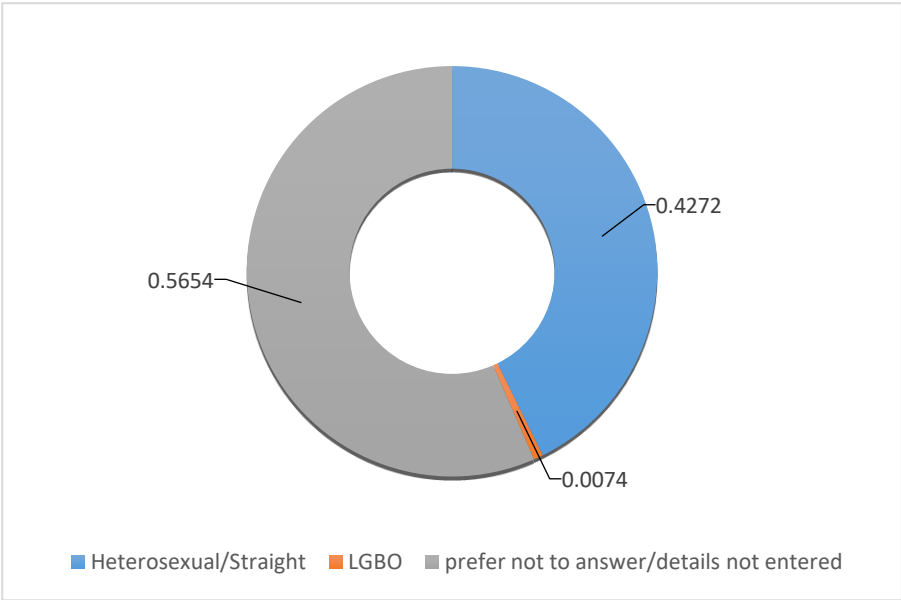
### Sexual orientation

According to 2018 Scottish Government data, around 3% of the Scottish population identify as lesbian, gay, bisexual, or other (LGBO) and 95% identified as straight or heterosexual. The Scottish Government note that it is likely that this data undercounts the number of adults self-identifying as LGBO.

Source: [Scottish Government equality evidence finder \(Scotland's population structure, mid-2018\)](#)

The workforce profile figures show that 43.5% of South Lanarkshire Council employees disclosed their sexual orientation. While this percentage is low it should be noted that this is an increase on the previous figures reported in March 2018, up 20.2%.

Of those who declared their sexuality 42.7% identify as heterosexual/straight and 0.74% identify as LGBO. The remaining employees have chosen not to record their sexual orientation.



South Lanarkshire Council supports all employees and works to ensure that all LGBO employees are accepted without exception and that our policies and processes remain inclusive and considerate. Sexual orientation is one of the strands of the employee Network.



## Recruitment

South Lanarkshire Council are committed to providing the best possible recruitment service and are working to remove any barriers to equality of opportunity at all stages of the recruitment process.

All job applicants are given the opportunity to complete an equality monitoring questionnaire. This is voluntary, confidential, and forms no part of the recruitment and selection process. The information requested includes age, gender, transgender status, sexual orientation, disability, national identity, ethnic background, religion or belief, marital status, and caring responsibilities.

Guaranteed interviews are available to people with disabilities who meet the essential criteria requirements for the post, they will be invited to a selection event. This also applies to Veterans whose previous employer has been the armed forces.

Adjustments due to a disability will be made to enable people with disabilities to apply for a post or to attend the selection event. Examples of adjustments may be a large print or audio application form, location with ramp access, a sign language interpreter or information in large print.

South Lanarkshire Council has a [recruitment charter](#) that outlines our commitments to job applicants. Currently all applications are made online through [My Job Scotland](#). However, a recent focus on equality issues from the Scottish Government with regard to the national Modern Apprenticeship programme, led the Council to examine recruitment practices for this group. It has always been difficult to attract applicants from a BAME background to any of our Modern and Craft Apprenticeships. However, in the last 18 months we have put in place additional measures, to see what effect they may have.

These measures included:

- additional wording to encourage applications from BAME community
- sharing adverts with the Council's Diversity Officer – who in turn shares with the Employee Network and the local Syrian Re-settlement Officer
- marketing materials were delivered to local libraries and community venues including local Mosque
- increased use of social media when advertising and closer direct links with schools regarding Modern Apprenticeship careers

The data in relation to Modern Apprentice appointments for the last year, indicate that these measures have improved South Lanarkshire's recruitment profile in relation to the current Scottish figures. There is no trend data available from previous years at this time although there will be in future. These figures are collected and collated nationally by Skills Development Scotland.

We are currently reviewing our recruitment processes particularly in relation to increasing the diversity of our workforce by recruiting more people from minority ethnic backgrounds.

To help us to make the most of our recruitment opportunities we will take account of the recent Scottish Government publication Minority Ethnic Recruitment Toolkit.

Recruitment and selection is based purely on the ability to complete the job. In line with the Council's policy on flexible working, all posts are suitable for flexible working unless advertised to the contrary, and an applicant user guide to the on-line application process is available and can be downloaded from the on-line recruitment platform.

The employee 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 to ensure the process remains fair and open.

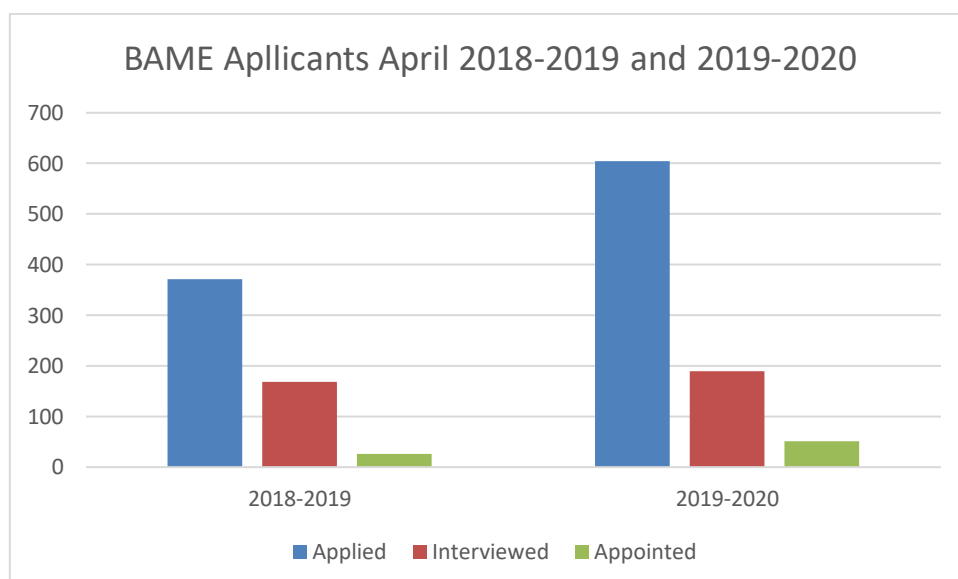
Full details about recruitment and protected characteristics are provided as an Appendix. A summary analysis is detailed below.

During the year, 2019-20, the council recruited for 1,098 posts, this resulted in 2,726 appointments being made. A total of 20,090 applications were received for these posts. 97.6% of applicants completed an equal opportunities form.

Using the information provided in the equal opportunities forms, the majority of applications were made by women (66.2%). Of the candidates interviewed, 70.1% were women.

The number of applicants who identify as being from an ethnic minority group has increased from 2.8% in 2018-19 to 3.1% in 2019-20. Of those interviewed, 2.9% had declared they identified as minority ethnic community) or 'ethnic minorities' BAME.

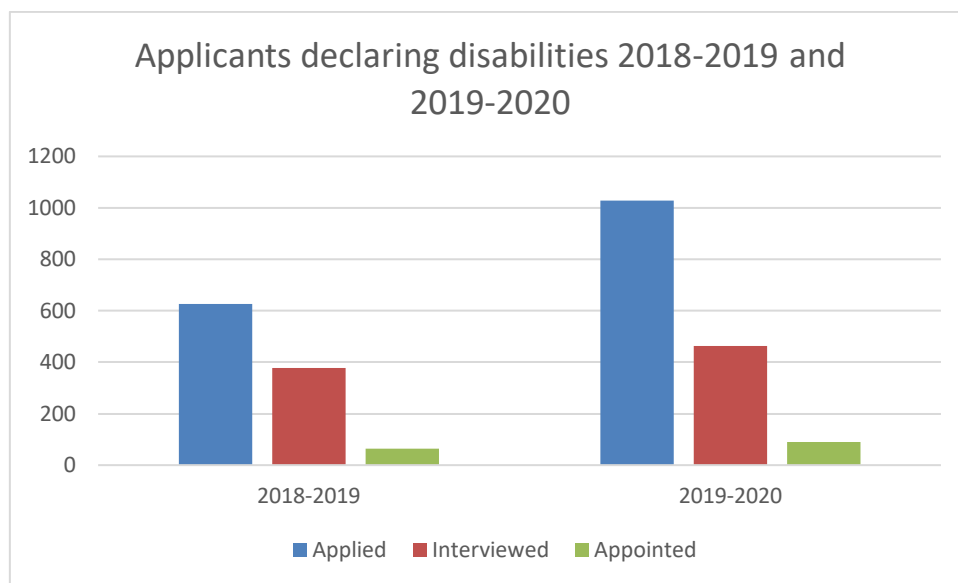
A summary of this data for the last 2 years is shown below:-



- 2018/19 - of the 371 applicants from a black/ethnic background, 169 were shortlisted for interview and 26 were appointed.
- 2019/20 - of the 604 applicants from a black/ethnic background, 189 were shortlisted for interview and 51 were appointed.

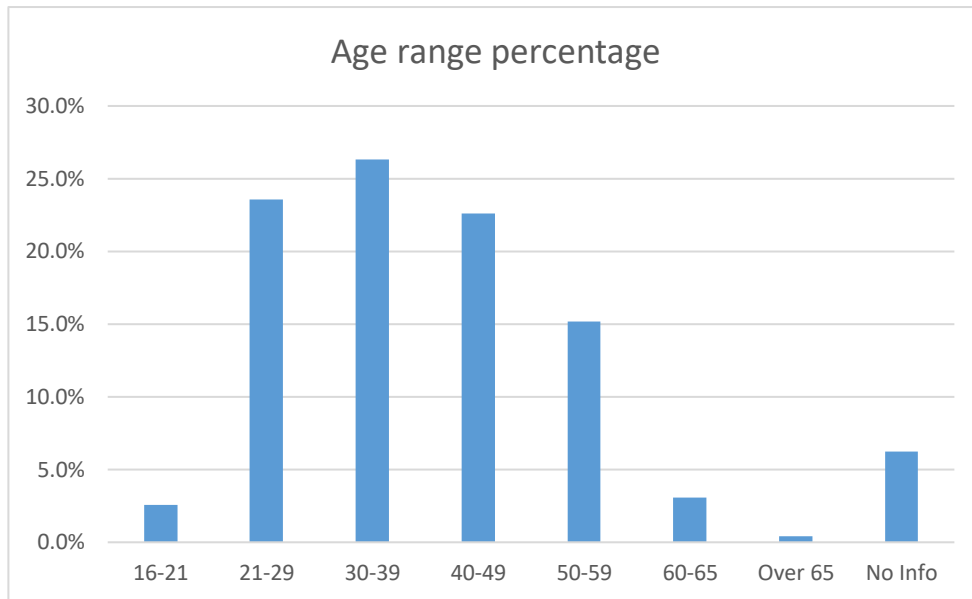
The number of applicants who have declared a disability has increased from 4.7% in 2018-19 to 5.2% in 2019-20. Of those interviewed 7.0% had declared a disability. South Lanarkshire Council is a Disability Confident employer and promotes this in vacancy information and in our recruitment charter.

A summary of this data for the last 2 years is shown below:-



- 2018/19 - of the 626 applicants who declared a disability, 377 were shortlisted for interview and 63 were appointed.
- 2019/20 - of the 1028 applicants who declared a disability, 464 were shortlisted for interview and 89 were appointed.

Looking at applicants by age, the highest number of applicants were under 50, 75.1%. The over 50 age group made up 18.7% of applications. There were 6.2% of applicants who chose not to disclose their age. The ages of applicants are shown below.



Data about other protected characteristics has not been included given the low numbers.

## Training

All employees are given access to learning and development opportunities. All applications for internal and external training are monitored.

During 2019-20, South Lanarkshire Council delivered 1,936 learning events. The total number of attendees at these sessions was 31,485. Recorded equalities information shows that 72.9% of attendees were women and 27.1% were men.

Training places taken up by those who declared a disability is 1.3%, sitting slightly lower than the percentage of the workforce who declared a disability, 1.65%, 15.1% of those who attended training events did not disclose their disability status.

The age range with the majority of attendees is in the 50-59 year range, this is slightly higher than the average age of the council employee.

The majority of people attending training identified as White 82.7%.

We continue to schedule training flexibly to allow those who work have a flexible working pattern to attend training. The growing use of Elearning approaches has helped to allow employees to access learning and development at a time which suits them.

## Leavers

Over the course of 2019-20, there was a total of 694 leavers. All employees are invited to take part in an exit survey and provide the reasons for leaving. This data shows that the top three reasons given for leaving were:-

- career development 22.2%,
- other 18.7% and
- personal reasons 15.1%.

Of the resignations, 76.5% were from women. Data about other protected characteristics and retention has not been included given the relatively low numbers.

## Real Living Wage

Along with a number of employers across South Lanarkshire the council pays the real Living Wage. The real Living Wage is an independently calculated rate based on the cost of living and is paid voluntarily by employers. The rate is calculated each year in November by The Resolution Foundation on an analysis of the wage that employees need to earn in order to afford the basket of goods required for a decent standard of living. This basket of goods includes housing, childcare, transport and heating costs. The current rate, at November 2020, is £10.75 in London and £9.50 for the remainder of the UK. South Lanarkshire council has been paying the living wage to its employees since 2011 and achieved accreditation as a living wage employer in 2016.

## Job evaluation

The Equality Act 2010 defines a job evaluation scheme as *'a study undertaken to evaluate the jobs being done in terms of the demands made on a person by reference to factors such as effort, skill and decision-making'*

Every aspect of the Council's Job Evaluation Scheme is scrutinised to ensure that it does not discriminate on grounds of gender, race, disability or age and to ensure that the tasks and evidence gathered do not contain any form of bias.

The aim of our Job Evaluation Scheme and processes is to minimise subjectivity and make decisions about jobs in a rational, consistent and transparent manner. It is important to recognise that any assessment of a job's total demands relative to another will always contain elements of subjectivity.

The process of job evaluation is carried out using the South Lanarkshire Council 555 Grading Scheme (555 Grading Scheme). The Job Evaluation Scheme is an analytical process and is accepted by the courts as an appropriate method for determining whether jobs are, or are not, equivalent.

The 555 Grading Scheme is used to determine the grade and level for the identified tasks for post(s) and the value of jobs relative to others in the organisation.

Job evaluation is used to establish key tasks for a new post or review tasks where an existing post has undergone a significant change i.e. more than 33% of the job has altered.

The Job Evaluation Scheme applies to all South Lanarkshire Council employees, with the exception of employees covered by the Scottish Negotiating Committee for Teachers (SNCT) conditions i.e. teachers and associated professionals

## **Employee data summary and conclusion**

South Lanarkshire Council is fully committed to the principles and practice of diversity and equality. We regularly analyse relevant workforce data so that we can identify trends, disproportionality, and opportunities for further improvement. We are responsive to socio-economic changes over time and our approach to diversity and equality continues to change and grow.

Collecting good quality data about our workforce, employees, and job applicants, is important to provide us with accurate data about the diversity of the workforce.

Data is analysed so that it can be 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 information is also used to look at opportunities for continuous improvement. Workforce monitoring data is reported to the senior management team on a regular basis.

Our analysis of the data within this year's diversity report indicates that our policies and practice are supportive of the equality protected characteristics.

We have identified some areas where the data analysis suggests further examination is useful and where applicable, have detailed this throughout the report and below.

We are continually reviewing how issues of inequality are addressed in our policies and practices. We are aware of the inequalities highlighted by the COVID-19 pandemic that has had a disproportionate impact on some communities. We will continue to work to look to address this in our work with communities. We will explore options for positive action to increase the number of applicants from groups who are underrepresented in our workforce. Recent events in America, moving into the UK, have highlighted social injustices experienced by people from BAME backgrounds. South Lanarkshire Council is committed, both as an employer and through delivery of our services, to help improve the opportunities and life choices available to people from every part of our community.

We will continue to provide young people with Modern Apprenticeships, giving them access to paid work experience and qualifications to help support their future life choices and career plans.

We would also like to see the number of job applicants from people with disabilities increase. We recognise the value in having a diverse workforce and the additional skills that some individuals with disabilities can bring. We plan to establish an internal working group identifying improvements in recruitment for those groups who are under-represented.

Through our policies and practices, we work to ensure they have a positive effect on all employees and that we value diverse backgrounds and characteristics. We will continue to encourage employees to have a voice in how we can become a more diverse and inclusive organisation either through various working groups and/or the employee network.



## Diversity and equality monitoring

The tables below allow comparisons over the period March 2014 - to March 2020.

For certain characteristics, some employees have not provided a response or prefer not to provide the information. Generally, the level of disclosure is increasing. Completion of this information is voluntary.

### Employee profile

The average age of employees has continued to drop, and at March 2020 was 45.59. the graph below illustrates the changes in the age ranges since 2014. The graph highlights the increase in the 50-59 age range at March 2020, however it should be noted that there is an increase in those under 21.

The data presented in the table is at 31 March for the years 2014, 2016, 2018 and 2020. Information before 31 March 2020 has previously been reported in earlier mainstreaming reports and is included for comparison purposes.

#### Age

|          | Mar-20 | Mar-18 | Mar-16 | Mar-14 |
|----------|--------|--------|--------|--------|
| Under 21 | 1.09%  | 0.66%  | 0.36%  | 0.72%  |
| 21 - 29  | 11.62% | 10.46% | 9.37%  | 9.96%  |
| 30 - 39  | 20.73% | 19.68% | 19.26% | 18.44% |
| 40 - 49  | 22.92% | 24.48% | 25.22% | 26.62% |
| 50 - 59  | 30.74% | 32.38% | 32.05% | 32.25% |
| 60 - 65  | 10.98% | 10.39% | 11.42% | 9.71%  |
| Over 65  | 1.93%  | 1.94%  | 2.33%  | 2.3%   |

Table 1 - age

#### Ethnicity

|                          | Mar-20 | Mar-18 | Mar-16 | Mar-14 |
|--------------------------|--------|--------|--------|--------|
| Any Other Background     | 0.11%  | 0.12%  | 0.15%  | 0.14%  |
| Arab - British/Scottish  | 0.02%  | 0.01%  | 0.00%  | 0.00%  |
| Arab - Other             | 0.01%  | 0.01%  | 0.00%  | 0.00%  |
| Asian - Bangladeshi      | 0.01%  | 0.01%  | 0.01%  | 0.01%  |
| Asian - Chinese          | 0.06%  | 0.04%  | 0.03%  | 0.02%  |
| Asian - Indian           | 0.17%  | 0.17%  | 0.14%  | 0.14%  |
| Asian - Other            | 0.18%  | 0.12%  | 0.12%  | 0.11%  |
| Asian - Pakistani        | 0.24%  | 0.17%  | 0.16%  | 0.14%  |
| Black - African          | 0.07%  | 0.07%  | 0.08%  | 0.08%  |
| Black - Caribbean        | 0.02%  | 0.01%  | 0.01%  | 0.01%  |
| Black - Other            | 0.06%  | 0.05%  | 0.03%  | 0.03%  |
| Mixed Background         | 0.13%  | 0.17%  | 0.19%  | 0.17%  |
| White - Eastern European | 0.10%  | 0.07%  | 0.04%  | 0.00%  |
| White - Gypsy/Traveller  | 0.00%  | 0.00%  | 0.00%  | 0.00%  |
| White - Irish            | 0.52%  | 0.48%  | 0.50%  | 0.53%  |
| White - Other British    | 3.33%  | 3.29%  | 3.23%  | 3.19%  |

|                            |        |        |        |        |
|----------------------------|--------|--------|--------|--------|
| <b>White - Other White</b> | 0.95%  | 0.94%  | 1.01%  | 1.15%  |
| <b>White - Scottish</b>    | 90.95% | 90.75% | 92.40% | 92.87% |
| <b>Not Disclosed</b>       | 0.29%  | 0.34%  | 0.38%  | 0.45%  |
| <b>Details not entered</b> | 2.79%  | 3.18%  | 1.52%  | 0.96%  |

Table 2 – ethnicity

### National identity

|                             | <b>Mar-20</b> | <b>Mar-18</b> | <b>Mar-16</b> | <b>Mar-14</b> |
|-----------------------------|---------------|---------------|---------------|---------------|
| <b>British</b>              | 9.51%         | 5.33%         | 4.62%         | 4.61%         |
| <b>English</b>              | 0.46%         | 0.27%         | 0.25%         | 0.24%         |
| <b>Northern Irish</b>       | 0.15%         | 0.06%         | 0.06%         | 0.07%         |
| <b>Other</b>                | 0.58%         | 0.26%         | 0.16%         | 0.13%         |
| <b>Scottish</b>             | 37.26%        | 20.72%        | 17.01%        | 16.82%        |
| <b>Welsh</b>                | 0.07%         | 0.04%         | 0.03%         | 0.04%         |
| <b>Prefer not to say</b>    | 0.06%         | 0.02%         | 0.00%         | 0.00%         |
| <b>Prefer not to answer</b> | 0.43%         | 0.32%         | 0.28%         | 0.28%         |
| <b>Details not entered</b>  | 51.48%        | 72.99%        | 77.60%        | 77.81%        |

Table 3 – national identity

### Religion or Belief

|                             | <b>Mar- 20</b> | <b>Mar-18</b> | <b>Mar-16</b> | <b>Mar-14</b> |
|-----------------------------|----------------|---------------|---------------|---------------|
| <b>Buddhist</b>             | 0.07%          | 0.04%         | 0.03%         | 0.03%         |
| <b>Church of Scotland</b>   | 12.73%         | 8.31%         | 7.43%         | 7.61%         |
| <b>Hindu</b>                | 0.03%          | 0.01%         | 0.01%         | 0.01%         |
| <b>Humanist</b>             | 0.27%          | 0.11%         | 0.09%         | 0.07%         |
| <b>Jewish</b>               | 0.03%          | 0.02%         | 0.01%         | 0.01%         |
| <b>Muslim</b>               | 0.22%          | 0.07%         | 0.07%         | 0.06%         |
| <b>None</b>                 | 16.27%         | 7.00%         | 5.08%         | 4.79%         |
| <b>Other Christian</b>      | 3.10%          | 1.82%         | 1.67%         | 1.61%         |
| <b>Other Religion</b>       | 0.32%          | 0.22%         | 0.18%         | 0.18%         |
| <b>Pagan</b>                | 0.06%          | 0.06%         | 0.05%         | 0.04%         |
| <b>Roman Catholic</b>       | 10.05%         | 5.81%         | 4.84%         | 4.65%         |
| <b>Sikh</b>                 | 0.04%          | 0.04%         | 0.03%         | 0.03%         |
| <b>Prefer not to answer</b> | 3.08%          | 1.89%         | 1.61%         | 1.69%         |
| <b>Details not entered</b>  | 53.74%         | 74.61%        | 78.90%        | 79.22%        |

Table 4 – religion or belief

### Sexual Orientation

|                              | <b>Mar-20</b> | <b>Mar-18</b> | <b>Mar-16</b> | <b>Mar-14</b> |
|------------------------------|---------------|---------------|---------------|---------------|
| <b>Bisexual</b>              | 0.22%         | 0.06%         | 0.06%         | 0.06%         |
| <b>Gay</b>                   | 0.02%         | 0.07%         | 0.06%         | 0.06%         |
| <b>Gay/Lesbian</b>           | 0.49%         | 0.02%         | N/A           | N/A           |
| <b>Heterosexual/Straight</b> | 42.72%        | 23.07%        | 19.25%        | 18.73%        |
| <b>Lesbian</b>               | 0.01%         | 0.07%         | 0.05%         | 0.05%         |
| <b>Prefer not to answer</b>  | 2.05%         | 1.27%         | 1.11%         | 1.20%         |
| <b>Details not entered</b>   | 54.49%        | 75.47%        | 79.47%        | 79.89%        |

Table 5 – sexual orientation

## Disability by Resource Percentage Mar 20

|                                    | Mar-20       |               |              | Mar-18       |               |              |  |
|------------------------------------|--------------|---------------|--------------|--------------|---------------|--------------|--|
|                                    | Yes          | No            | Not Declared | Yes          | No            | Not Declared |  |
| Community and Enterprise Resources | 1.10%        | 93.71%        | 5.19%        | 1.21%        | 94.78%        | 4.01%        |  |
| Education Resources                | 1.12%        | 91.12%        | 7.76%        | 1.22%        | 92.01%        | 6.77%        |  |
| Finance and Corporate Resources    | 3.26%        | 81.08%        | 15.67%       | 3.19%        | 79.88%        | 16.92%       |  |
| Housing and Technical Resources    | 4.15%        | 81.47%        | 14.38%       | 4.60%        | 80.01%        | 15.38%       |  |
| Social Work Resources              | 1.80%        | 86.62%        | 11.58%       | 2.19%        | 85.22%        | 12.60%       |  |
| South Lanarkshire Council          | <b>1.65%</b> | <b>89.33%</b> | <b>9.02%</b> | <b>1.85%</b> | <b>89.38%</b> | <b>8.77%</b> |  |

|                                    | Mar-16       |               |              |              | Mar-14       |               |              |              |
|------------------------------------|--------------|---------------|--------------|--------------|--------------|---------------|--------------|--------------|
|                                    | Yes          | No            | Not Declared | Not Entered  | Yes          | No            | Not Declared | Not Entered  |
| Community and Enterprise Resources | 1.47%        | 95.17%        | 0.95%        | 2.41%        | 1.53%        | 93.87%        | 0.77%        | 3.83%        |
| Education Resources                | 1.50%        | 92.54%        | 2.84%        | 3.12%        | 1.74%        | 92.74%        | 3.22%        | 2.29%        |
| Finance and Corporate Resources    | 3.39%        | 74.35%        | 20.48%       | 1.77%        | 3.65%        | 70.65%        | 23.88%       | 1.82%        |
| Housing and Technical Resources    | 4.62%        | 79.31%        | 3.34%        | 12.73%       | 4.78%        | 79.02%        | 3.42%        | 12.78%       |
| Social Work Resources              | 2.49%        | 83.35%        | 13.12%       | 1.03%        | 2.79%        | 80.93%        | 15.44%       | 0.83%        |
| South Lanarkshire Council          | <b>2.14%</b> | <b>88.96%</b> | <b>5.24%</b> | <b>3.66%</b> | <b>2.36%</b> | <b>88.08%</b> | <b>5.89%</b> | <b>3.67%</b> |

Table 6 – disability by resource

## Gender by Resource percentage

| Gender                             | Mar-20 |        | Mar-18 |        | Mar-16 |        | Mar-14 |        |
|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                    | Female | Male   | Female | Male   | Female | Male   | Female | Male   |
| Community and Enterprise Resources | 50.71% | 49.29% | 50.71% | 49.29% | 50.42% | 49.58% | 49.58% | 50.42% |
| Education Resources                | 85.39% | 14.61% | 84.09% | 15.91% | 82.92% | 17.08% | 82.41% | 19.59% |
| Finance and Corporate Resources    | 75.89% | 24.11% | 75.73% | 24.27% | 68.80% | 31.20% | 67.23% | 32.77% |
| Housing and Technical Resources    | 33.40% | 66.60% | 33.86% | 66.14% | 45.27% | 54.73% | 45.89% | 54.11% |

|                                  |               |               |               |               |               |               |               |               |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| <b>Social Work Resources</b>     | 85.33%        | 14.67%        | 85.32%        | 16.48%        | 84.81%        | 15.19%        | 85.04%        | 14.96%        |
| <b>South Lanarkshire Council</b> | <b>72.40%</b> | <b>27.60%</b> | <b>71.87%</b> | <b>28.13%</b> | <b>70.80%</b> | <b>29.20%</b> | <b>70.05%</b> | <b>29.95%</b> |

*Table 7 – gender by resource*

## Pay Gap Analysis

The information presented below in table 8 outlines the full year 2020 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, including teachers, has continued to fall since 2013 figures are shown below.

- 2013 – 8.5%
- 2014 – 8.1%
- 2016 – 6.8%
- 2018 – 5.78%
- 2020 – 4.34%

Pay gap figures are provided in the tables below and show the average (mean) pay gap and the mid point (median) pay gap, for gender, ethnicity, and disability. The median pay gap is calculated by listing all employees' salaries from highest to lowest and comparing the number that sits in the middle.

The Tables shows the information as hourly rates and also annual salaries for part-time and full time employees,

### Position 31 March 2020

#### Full time workers

##### Full Time Workers hourly rates

| Grade           | Male | Female | Total Count | M/F Ratio | Basic Salary             |                            |             | Median Male hourly Rate | Median Female Hourly Rate | Median Pay Gap % |
|-----------------|------|--------|-------------|-----------|--------------------------|----------------------------|-------------|-------------------------|---------------------------|------------------|
|                 |      |        |             |           | Average Male Hourly Rate | Average Female Hourly Rate | Pay Gap (%) |                         |                           |                  |
| Grade 1         | 1165 | 1117   | 2,282       | 1:1       | £10.31                   | £10.75                     | -4.27%      | £10.33                  | £11.08                    | -7.26%           |
| Grade 2         | 948  | 1017   | 1,965       | 1:1       | £14.23                   | £13.67                     | 3.94%       | £14.48                  | £13.64                    | 5.80%            |
| Grade 3         | 662  | 701    | 1,363       | 1:1       | £19.65                   | £20.09                     | -2.24%      | £18.87                  | £20.63                    | -9.33%           |
| Grade 4         | 94   | 92     | 186         | 1:1       | £25.41                   | £24.90                     | 2.01%       | £25.42                  | £25.42                    | 0.00%            |
| Grade 5         | 42   | 51     | 93          | 1:1       | £32.74                   | £32.70                     | 0.12%       | £34.23                  | £31.27                    | 8.65%            |
| Grade 6         | 9    | 9      | 18          | 1:1       | £53.19                   | £53.06                     | 0.24%       | £52.70                  | £52.70                    | 0.00%            |
| Chief Officials | 5    | 1      | 6           | 5:1       | £77.63                   | £74.54                     | 3.98%       | £74.54                  | £74.54                    | 0.00%            |

\*salaries based on 35 hours per week therefore hours have been grossed up to equate to 1.0 fte

## Full Time Workers annual rates

| Grade           | Male | Female | Total Count | M/F Ratio | Basic Salary              |                             |             | Median Male Basic Salary | Median Female Basic Salary | Median Pay Gap % |
|-----------------|------|--------|-------------|-----------|---------------------------|-----------------------------|-------------|--------------------------|----------------------------|------------------|
|                 |      |        |             |           | Average Male Basic Salary | Average Female Basic Salary | Pay Gap (%) |                          |                            |                  |
| Grade 1         | 1165 | 1117   | 2,282       | 1:1       | £18,814.72                | £19,617.68                  | -4.27%      | £18,851.22               | £20,219.89                 | -7.26%           |
| Grade 2         | 948  | 1017   | 1,965       | 1:1       | £25,968.33                | £24,946.38                  | 3.94%       | £26,424.55               | £24,891.64                 | 5.80%            |
| Grade 3         | 662  | 701    | 1,363       | 1:1       | £35,859.29                | £36,662.24                  | -2.24%      | £34,435.86               | £37,647.69                 | -9.33%           |
| Grade 4         | 94   | 92     | 186         | 1:1       | £46,370.71                | £45,440.01                  | 2.01%       | £46,388.96               | £46,388.96                 | 0.00%            |
| Grade 5         | 42   | 51     | 93          | 1:1       | £59,747.23                | £59,674.23                  | 0.12%       | £62,466.33               | £57,064.62                 | 8.65%            |
| Grade 6         | 9    | 9      | 18          | 1:1       | £97,066.43                | £96,829.19                  | 0.24%       | £96,172.23               | £96,172.23                 | 0.00%            |
| Chief Officials | 5    | 1      | 6           | 5:1       | £141,666.99               | £136,028.05                 | 3.98%       | £136,028.05              | £136,028.05                | 0.00%            |

\*salaries based on 35 hours per week therefore hours have been grossed up to equate to 1.0 fte

## PartTime Workers hourly rates

| Grade           | Male | Female | Total Count | M/F Ratio | Basic Salary             |                            |             | Median Male hourly Rate | Median Female Hourly Rate | Median Pay Gap % |
|-----------------|------|--------|-------------|-----------|--------------------------|----------------------------|-------------|-------------------------|---------------------------|------------------|
|                 |      |        |             |           | Average Male Hourly Rate | Average Female Hourly Rate | Pay Gap (%) |                         |                           |                  |
| Grade 1         | 344  | 3738   | 4082        |           | £10.11                   | £10.04                     | 0.69%       | £10.04                  | £10.04                    | 0.00%            |
| Grade 2         | 163  | 1256   | 1419        |           | £14.48                   | £13.52                     | 6.63%       | £14.48                  | £13.64                    | 5.80%            |
| Grade 3         | 92   | 271    | 363         |           | £20.12                   | £20.07                     | 0.25%       | £20.63                  | £20.63                    | 0.00%            |
| Grade 4         | 13   | 15     | 28          |           | £25.55                   | £25.30                     | 0.98%       | £25.42                  | £25.42                    | 0.00%            |
| Grade 5         |      |        |             |           |                          |                            |             |                         |                           |                  |
| Grade 6         |      |        |             |           |                          |                            |             |                         |                           |                  |
| Chief Officials |      |        |             |           |                          |                            |             |                         |                           |                  |

\*salaries based on 35 hours per week therefore hours have been grossed up to equate to 1.0 fte

## PartTime Workers annual rates

| Grade           | Male | Female | Total Count | M/F Ratio | Basic Salary              |                             |             | Median Male Basic Salary | Median Female Basic Salary | Median Pay Gap % |
|-----------------|------|--------|-------------|-----------|---------------------------|-----------------------------|-------------|--------------------------|----------------------------|------------------|
|                 |      |        |             |           | Average Male Basic Salary | Average Female Basic Salary | Pay Gap (%) |                          |                            |                  |
| Grade 1         | 344  | 3738   | 4082        |           | £18,449.74                | £18,322.00                  | 0.69%       | £18,322.00               | £18,322.00                 | 0.00%            |
| Grade 2         | 163  | 1256   | 1419        |           | £26,424.55                | £24,672.65                  | 6.63%       | £26,424.55               | £24,891.64                 | 5.80%            |
| Grade 3         | 92   | 271    | 363         |           | £36,716.99                | £36,625.74                  | 0.25%       | £37,647.69               | £37,647.69                 | 0.00%            |
| Grade 4         | 13   | 15     | 28          |           | £46,626.20                | £46,169.97                  | 0.98%       | £46,388.96               | £46,388.96                 | 0.00%            |
| Grade 5 *       |      |        |             |           |                           |                             |             |                          |                            |                  |
| Grade 6         |      |        |             |           |                           |                             |             |                          |                            |                  |
| Chief Officials |      |        |             |           |                           |                             |             |                          |                            |                  |

\* information for grade 5 has not been provided as the low number of employees within this grade could result in individuals being identified.

## All Employees (Includes Teachers)

|              |      |        |             |           | Basic Salary              |                             |             |                    |                      |                  |
|--------------|------|--------|-------------|-----------|---------------------------|-----------------------------|-------------|--------------------|----------------------|------------------|
|              | Male | Female | Total Count | M/F Ratio | Average Male Basic Salary | Average Female Basic Salary | Pay Gap (%) | Median Male Salary | Median Female Salary | Median Pay Gap % |
| <b>Total</b> | 4478 | 11773  | 16,251      | 1:2       | £29,687.44                | £28,399.83                  | 4.34%       | £29,271.40         | £24,891.64           | 14.96%           |

Table 10



## Disability

|              |  |                                   |                            | Basic Salary   |  |                |   |  |                     |
|--------------|--|-----------------------------------|----------------------------|--|--|----------------|---|--|---------------------|
|              | Non-disabled<br>(Excludes<br>Null and<br>Non<br>disclosed) | Declared<br>disabled<br>employees | Total<br>Employee<br>Count | Average<br>Non-<br>Disabled<br>Employee<br>Basic<br>Salary | Average<br>Disabled<br>Employee<br>Basic<br>Salary | Pay Gap<br>(%) | Median Non-<br>Disabled<br>Employee<br>Salary | Median<br>Disabled<br>Employee<br>Salary | Median Pay<br>Gap % |
| <b>Total</b> | 14396  | 266                               | 14662                      | £28,755.00   | £27,821.35   | 3.25%          | £24,891.74                                    | £24,891.74                               | 0.00%               |

\*figures exclude NULL and Non Disclosed employees

Table 11

## Ethnicity

|              |   |   |                            | Basic Salary                                    |  |                |                                       |  |                     |
|--------------|---|---|----------------------------|---|--|----------------|---------------------------------------|--|---------------------|
|              | White<br>(Excludes<br>Null and<br>Non<br>disclosed) | Declared<br>Minority<br>Ethnic<br>Staff | Total<br>Employee<br>Count | Average<br>White<br>Employee<br>Basic<br>Salary | Average<br>Minority<br>Ethnic<br>Basic<br>Salary | Pay Gap<br>(%) | Median<br>White<br>Employee<br>Salary | Median<br>Minority<br>Ethnic<br>Employee<br>Salary | Median Pay<br>Gap % |
| <b>Total</b> | 15307   | 281                                     | 15588                      | £28,684.00                                      | £31,239.74                                       | -8.91%         | £24,891.64                            | £32,034.00   | -28.69%             |

\*figures exclude NULL and Non Disclosed employees

Table 12

## Education – teacher gender pay gap

The figures in the tables below are shown as at 31<sup>st</sup> March 2020. The gender split within the workforce for previous years are shown below:

- 31<sup>st</sup> March 2016 the split was 26.8% male and 73.2% female
- 31<sup>st</sup> March 2018 the split was 24.0% male and 76.0% female
- 31<sup>st</sup> March 2020 the split was 21.2% male and 78.8% female which represents a drop in male teaching staff.

The pay gap for all teaching employees increased from 3.0% in 2016 to 5.78% in 2018, however has reduced to 4.02% in 2020.

### Full Time Teachers

|              | Male | Female | Total Count | M/F Ratio | Basic Salary              |                             | Pay Gap (%) | Median Male Salary | Median Female Salary | Median Pay Gap % |
|--------------|------|--------|-------------|-----------|---------------------------|-----------------------------|-------------|--------------------|----------------------|------------------|
|              |      |        |             |           | Average Male Basic Salary | Average Female Basic Salary |             |                    |                      |                  |
| <b>Total</b> | 857  | 2673   | 3,530       | 1:3       | £42,029.73                | £40,567.90                  | 3.48%       | £40,206.00         | £40,206.00           | 0.00%            |

Table 13

### Part Time Teachers

|              | Male | Female | Total Count | M/F Ratio | Basic Salary              |                             | Pay Gap (%) | Median Male Salary | Median Female Salary | Median Pay Gap % |
|--------------|------|--------|-------------|-----------|---------------------------|-----------------------------|-------------|--------------------|----------------------|------------------|
|              |      |        |             |           | Average Male Basic Salary | Average Female Basic Salary |             |                    |                      |                  |
| <b>Total</b> | 83   | 826    | 909         | 1:9       | £41,896.34                | £41,445.48                  | 1.08%       | £40,206.00         | £40,206.00           | 0.00%            |

Table 14

## Teachers - Disability

|              | Non disabled<br>(Excludes<br>Null and<br>Non<br>disclosed) | Declared<br>disabled<br>employees | Total<br>Employee<br>Count | Basic Pay   |  | Pay<br>Gap<br>(%) | Median<br>Non<br>Disabled<br>Employee<br>Salary | Median<br>Disabled<br>Employee<br>Salary | Median<br>Pay<br>Gap % |
|--------------|--|-----------------------------------|----------------------------|---|--|-------------------|---|--|------------------------|
|              |  |                                   |                            | Average<br>Non<br>Disabled<br>Employee<br>Basic<br>Salary | Average<br>Disabled<br>Employee<br>Basic<br>Salary |                   |   |  |                        |
| <b>Total</b> | 3886   | 45                                | 3931                       | £41,936.78  | £40,187.93   | 4.17%             | £40,206.00                                      | £40,206.00                               | 0.00%                  |

\*figures exclude NULL and Non Disclosed employees

Table 15

## Teachers - Ethnicity

|              | White<br>(Excludes<br>Null and<br>Non<br>disclosed) | Declared<br>Minority<br>Ethnic<br>Staff | Total<br>Employee<br>Count | Basic Salary                              |  | Pay<br>Gap (%) | Median<br>White<br>Employee<br>Salary | Median<br>Minority<br>Ethnic<br>Employee<br>Salary | Median<br>Pay<br>Gap % |
|--------------|---|---|----------------------------|---|--|----------------|---------------------------------------|--|------------------------|
|              |   |   |                            | Average White<br>Employee<br>Basic Salary | Average<br>Minority<br>Ethnic<br>Basic<br>Salary |                |                                       |  |                        |
| <b>Total</b> | 3913  | 97                                      | 4010                       | £41,922.80                                | £39,679.11                                       | 5.35%          | £40,206.00                            | £40,206.00   | 0.00%                  |

\*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

Position as at 31 March 2020

|                        | Male   | Female | White  | Minority Ethnic | Declared Disabled | Non-Disabled |
|------------------------|--------|--------|--------|-----------------|-------------------|--------------|
| <b>Cleaning</b>        | 7.41%  | 92.59% | 95.59% | 1.34%           | 0.47%             | 93.38%       |
| <b>Catering</b>        | 2.78%  | 97.22% | 94.31% | 0.97%           | 0.61%             | 90.56%       |
| <b>Janitorial</b>      | 71.43% | 28.57% | 99.35% | 0.00%           | 1.95%             | 94.81%       |
| <b>Refuse</b>          | 98.39% | 1.61%  | 95.58% | 0.40%           | 0.80%             | 94.38%       |
| <b>Grounds</b>         | 98.28% | 1.72%  | 96.55% | 0.17%           | 1.38%             | 95.86%       |
| <b>Home Care</b>       | 11.98% | 88.02% | 98.53% | 0.39%           | 0.79%             | 90.28%       |
| <b>Road Operatives</b> | 99.45% | 0.55%  | 96.69% | 0.55%           | 1.66%             | 93.92%       |
| <b>School Support</b>  | 3.16%  | 96.84% | 96.28% | 1.18%           | 0.96%             | 92.56%       |

Table 17

### Teaching staff breakdown

Position at 31 March 2020

|                               | Male   | Female | White  | Minority Ethnic | Declared Disabled | Non Disabled |
|-------------------------------|--------|--------|--------|-----------------|-------------------|--------------|
| <b>Early Years</b>            | 1.58%  | 98.42% | 94.14% | 1.30%           | 1.21%             | 90.51%       |
| <b>Primary Teachers</b>       | 8.12%  | 91.88% | 89.97% | 0.84%           | 0.53%             | 88.95%       |
| <b>Secondary Teachers</b>     | 34.01% | 65.99% | 88.37% | 1.72%           | 1.38%             | 86.94%       |
| <b>Music Instructors</b>      | 63.22% | 36.78% | 73.56% | 2.30%           | 2.30%             | 65.52%       |
| <b>Improvement Service</b>    | 22.73% | 77.27% | 88.64% | 4.55%           | 2.27%             | 79.55%       |
| <b>Psychological Services</b> | 29.63% | 70.37% | 96.30% | 0.00%           | 3.70%             | 88.89%       |
| <b>Inclusion services</b>     | 33.01% | 66.99% | 96.12% | 0.49%           | 3.40%             | 88.83%       |

Table 18

## Access to training

Through the Council's Personal Development and Review process all employees are given access to learning and development opportunities. Applications and attendance at internal and external training are monitored and the figures provided by attendees is shown below.

Information relating to the numbers of courses delivered is shown below:

- between 1 April 2016 and 31 March 2017 = 2543
- between 1 April 2017 and 31 March 2018 = 2099
- between 1 April 2019 and 31 March 2020 = 1936.

| Gender | Mar-20 | Mar-18 | Mar-16 | Mar-14 |
|--------|--------|--------|--------|--------|
| Male   | 27.08% | 34.60% | 28.91% | 37.39% |
| Female | 72.92% | 65.40% | 71.09% | 62.61% |

| Disability    | Mar-20 | Mar-18 | Mar-16 | Mar-14 |
|---------------|--------|--------|--------|--------|
| Disabled      | 1.33%  | 1.80%  | 1.86%  | 1.86%  |
| Not Disabled  | 83.60% | 88.60% | 86.98% | 85.95% |
| Not Disclosed | 2.72%  | 3.80%  | 4.85%  | 5.42%  |
| Not Entered   | 12.35% | 5.90%  | 6.31%  | 6.77%  |

| Ethnicity                    | Mar-20 | Mar-18 | Mar-16 | Mar-14 |
|------------------------------|--------|--------|--------|--------|
| White – Scottish             | 82.65% | 90.60% | 91.34% | 92.04% |
| White - Other British        | 2.98%  | 2.60%  | 2.89%  | 2.73%  |
| White – Irish                | 0.57%  | 0.50%  | 0.48%  | 0.57%  |
| White - Any other Background | 1.09%  | 0.90%  | 0.94%  | 1.15%  |
| Asian – Pakistani            | 0.15%  | 0.20%  | 0.30%  | 0.24%  |
| All Others                   | 12.57% | 5.30%  | 4.04%  | 3.28%  |

| Age            | Mar-20 | Mar-18 | Mar-16 | Mar-14 |
|----------------|--------|--------|--------|--------|
| Under 21 Years | 3.07%  | 2.40%  | 2.53%  | 2.51%  |

## Section seven

|                      |        |        |        |        |
|----------------------|--------|--------|--------|--------|
| <b>21-29 Years</b>   | 19.54% | 17.00% | 17.69% | 16.96% |
| <b>30-39 Years</b>   | 20.96% | 20.20% | 19.45% | 17.80% |
| <b>40-49 Years</b>   | 23.54% | 25.40% | 26.79% | 28.29% |
| <b>50-59 Years</b>   | 24.80% | 26.60% | 26.43% | 27.92% |
| <b>60-65 Years</b>   | 6.69%  | 7.00%  | 5.84%  | 5.44%  |
| <b>Over 65 Years</b> | 1.41%  | 1.50%  | 1.27%  | 1.08%  |

*Table 19 – training by gender, disability, ethnicity, and age*

## Recruitment monitoring

As part of the myjobscotland partnership the Council collects 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 to ensure the process remains fair and open.

### 1 April 2019 - 31 March 2020

|   |              |
|---|--------------|
| <b>Total Number of applications received:</b>                         | <b>20090</b> |
| <b>Total Number of Equal Opportunities Monitoring forms received:</b> | 19594        |
| <b>Total Number of posts recruited for:</b>                           | 1098         |
| <b>Total Number of appointments:</b>                                  | 2726         |

| Age/ Disability/Ethnicity/Gender                     | Applied | Interviewed | Appointed |
|--|---------|-------------|-----------|
| <b>Total EO Forms Received</b>                       | 19612   | 6613        | 2438      |
| <b>Total No of Male Applicants</b>                   | 6372    | 2053        | 568       |
| <b>Total No of Female Applicants</b>                 | 12987   | 4685        | 1858      |
| <b>Total No of Disabled Applicants</b>               | 1028    | 464         | 89        |
| <b>Total No of applicants aged under 50</b>          | 15793   | 5432        | 1933      |
| <b>Total No of applicants aged over 50</b>           | 3703    | 1441        | 489       |
| <b>Total No of White applicants</b>                  | 18585   | 6634        | 2271      |
| <b>Total No of Black/Ethnic minority applicants*</b> | 604     | 189         | 51        |

Table 20

### 1 April 2018 - 31 March 2019

|   |              |
|---|--------------|
| <b>Total Number of applications received:</b>                         | <b>13614</b> |
| <b>Total Number of Equal Opportunities Monitoring forms received:</b> | 13300        |
| <b>Total Number of posts recruited for:</b>                           | 884          |
| <b>Total Number of appointments:</b>                                  | 2060         |

| Age/ Disability/Ethnicity/Gender            | Applied | Interviewed | Appointed |
|---|---------|-------------|-----------|
| <b>Total EO Forms Received</b>              | 13300   | 5880        | 2021      |
| <b>Total No of Male Applicants</b>          | 4253    | 1638        | 393       |
| <b>Total No of Female Applicants</b>        | 8836    | 4200        | 1478      |
| <b>Total No of Disabled Applicants</b>      | 626     | 377         | 63        |
| <b>Total No of applicants aged under 50</b> | 8132    | 2950        | 983       |
| <b>Total No of applicants aged over 50</b>  | 1660    | 721         | 204       |

## Section seven

|  |       |      |      |
|--|-------|------|------|
| <b>Total No of White applicants</b>                  | 12615 | 5462 | 1811 |
| <b>Total No of Black/Ethnic minority applicants*</b> | 371   | 169  | 26   |

Table 21

**From : 1 April 2017 - 31 March 2018**

|   |              |
|---|--------------|
| <b>Total Number of applications received:</b>                         | <b>10433</b> |
| <b>Total Number of Equal Opportunities Monitoring forms received:</b> | 9939         |
| <b>Total Number of posts recruited for:</b>                           | 822          |
| <b>Total Number of appointments:</b>                                  | 1730         |

| Age/Disability/Ethnicity/Gender                      | Applied | Interviewed | Appointed |
|--|---------|-------------|-----------|
| <b>Total EO Forms Received</b>                       | 9965    | 3948        | 1591      |
| <b>Total No of Male Applicants</b>                   | 2580    | 821         | 274       |
| <b>Total No of Female Applicants</b>                 | 7316    | 2727        | 1143      |
| <b>Total No of Disabled Applicants</b>               | 369     | 176         | 41        |
| <b>Total No of applicants aged under 50</b>          | 8442    | 2987        | 1213      |
| <b>Total No of applicants aged over 50</b>           | 1437    | 623         | 200       |
| <b>Total No of White applicants</b>                  | 9553    | 3435        | 1385      |
| <b>Total No of Black/Ethnic minority applicants*</b> | 277     | 92          | 32        |

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

Table 22

**From : 1 April 2016 - 31 March 2017**

|   |              |
|---|--------------|
| <b>Total Number of applications received:</b>                         | <b>11471</b> |
| <b>Total Number of Equal Opportunities Monitoring forms received:</b> | 10810        |
| <b>Total Number of posts recruited for:</b>                           | 934          |
| <b>Total Number of appointments:</b>                                  | 2077         |

| Age/Disability/Ethnicity/Gender                      | Applied | Interviewed | Appointed |
|--|---------|-------------|-----------|
| <b>Total EO Forms Received</b>                       | 10806   | 4241        | 1723      |
| <b>Total No of Male Applicants</b>                   | 3252    | 1101        | 363       |
| <b>Total No of Female Applicants</b>                 | 7524    | 3119        | 1298      |
| <b>Total No of Disabled Applicants</b>               | 322     | 152         | 30        |
| <b>Total No of applicants aged under 50</b>          | 9262    | 3575        | 1437      |
| <b>Total No of applicants aged over 50</b>           | 1464    | 628         | 218       |
| <b>Total No of White applicants</b>                  | 10459   | 4119        | 1627      |
| <b>Total No of Black/Ethnic minority applicants*</b> | 224     | 66          | 26        |

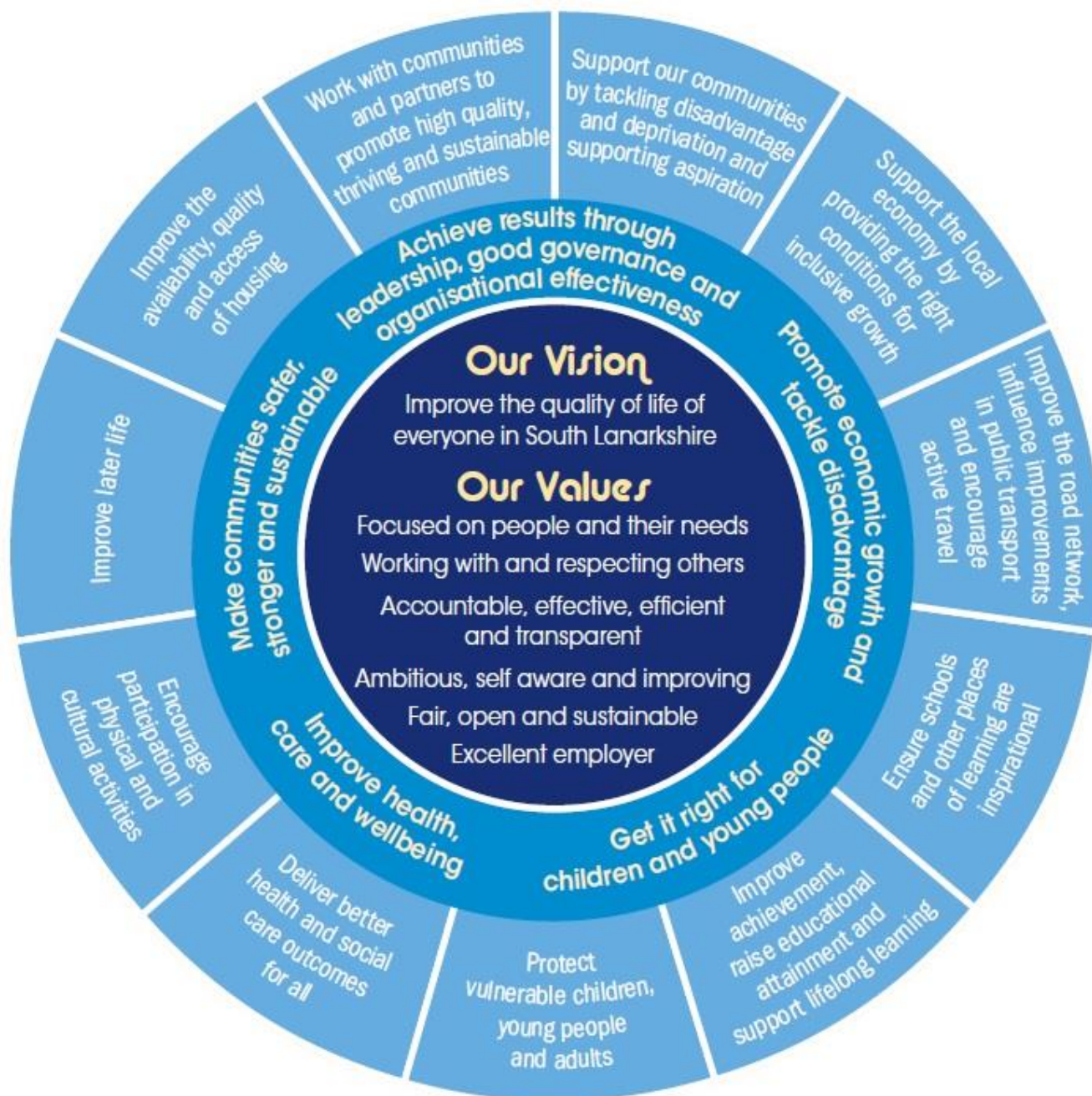
\*Black/Ethnic Minority applicants include Mixed, Asian, Black and other backgrounds.

Table 23



## Outcomes for 2021-2025

In the Outcomes set for 2021 to 2025 we will focus our equality outcomes on actions to produce results intended to achieve specific and identifiable improvements in people’s life chances. In addition, as part of our ongoing approach to mainstreaming equalities we will continue to work towards our Council plan “Connect” objectives shown below:



## Equality Outcome One

Increase the number of people from minority ethnic backgrounds employed in the South Lanarkshire Council workforce to reflect the diversity of the South Lanarkshire population.

### General Duty:

- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it, and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

### Protected Characteristic:

**Race** - people from black, Asian and minority ethnic communities and different racial backgrounds

### Socio-economic Disadvantage:

**Low Income/Income Poverty** – cannot afford to maintain regular payments such as bills, food, clothing

- Increasing the numbers of people in work will help to alleviate income poverty, particularly as SLC pays the living wage.

**Low and/or no wealth** – enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future

- For some people they may be applying to the council from lower paid employment.

|   |
|---|
| <p><b>Evidence:</b></p> <p>Data from the Annual Population Survey<sup>36</sup>, collected by ONS, and the Scottish Government's Race Equality Framework for Scotland 2016 to 2030<sup>37</sup> shows that the proportion of minority ethnic workers is lower in Scotland's public sector than in the wider economy. There is a risk that this will worsen across the labour market due to the impact on the economy of the coronavirus pandemic.</p> <p>The Framework highlights that in order to achieve a representative workforce, the majority of Scotland's public bodies will need to invest additional effort – including tackling discrimination and looking at opportunities to take positive action.</p> <p>An analysis of South Lanarkshire Council's employee recruitment data shows that the number of applicants from an ethnic minority group in 2019-20 was 3.1% compared to 94.8% of white applicants.</p> |
| <p><b>Actions to achieve (1):</b> recruitment process</p> <p>Review recruitment policies and processes that may lead to unintentional biases of recruiting managers which can result in disproportionately lower success rates.</p>   |
| <p><b>Measures</b></p> <p>Analysis of success rates shows increase in number of successful ethnic minority candidates.</p>  |
| <p><b>Actions to achieve (2):</b> - learning for employees involved in the process</p> <p>Make sure that everyone involved in the recruitment process is trained to current standards in recruitment best practice.</p> <p>This should include understanding and recognising all relevant forms of discrimination, including bias.</p> <p>Anyone involved in the selection process to have undertaken learning in the following areas:</p> <ul style="list-style-type: none"> <li>• Recruitment techniques, including sifting and interviewing</li> <li>• Unconscious bias</li> <li>• Diversity/race equality awareness</li> </ul> <p>Within the 6 months prior to being a member of any recruitment panel.</p>   |
| <p><b>Measures</b></p> <p>The number of people involved in the recruitment process who have undertaken the required learning activities.</p>  |
| <p><b>Actions to achieve (3):</b> - panel composition</p> <p>Where practical ensure that interview panel members are from diverse backgrounds to show commitment to different points of view and opinions and that SLC values diversity.</p>  |

<sup>36</sup> [Annual Population Survey](#)



**Measures**

Increase in the number of 'ethnic minority employees being part of recruitment panels.

Increase in the development opportunities for employees to be part of the recruitment process.

Increase in numbers of people from ethnic minorities backgrounds employed by SLC

**Actions to achieve (4): - Social media/publicity**

Advertise more widely to attract candidates with diverse backgrounds.

Include additional wording in vacancy adverts stating that South Lanarkshire Council welcomes applications from people from a minority ethnic background to encourage applications from ethnic minority communities.

Testimonials from minority ethnic people at all levels within the organisation sharing their experiences of working for the organisation.

Use positive images of minority ethnic employees of the workforce in any marketing and advertising campaigns.

**Measures:**

Analysis of the workforce data relating to job applicants shows an increased number of applications from minority ethnic people.

Monitor the number of jobs advertised using minority ethnic specific publications/websites/organisations.

Increase in numbers of people from ethnic minority backgrounds applying for reemployment in SLC.

**Actions to achieve (5): - work with external organisations**

Work with minority ethnic community organisations, particularly those who have an employability remit, to engage with local minority ethnic communities.

Work with minority ethnic communities to help them better understand the recruitment process, including improving their ability to undertake competency based tests.

With the support of external organisations whose aims are to build the capacity and sustainability of the minority ethnic voluntary sector and its communities:

- Inform minority ethnic young people of Modern Apprenticeships opportunities available within South Lanarkshire Council.
- Inform minority ethnic people of work experience opportunities available within South Lanarkshire Council.
- Inform minority ethnic people of opportunities to join South Lanarkshire Council Citizens Panel.

**Measures:**

An increase in the number of minority ethnic young people applying for and being successful for Modern Apprenticeships.

The number of minority ethnic people applying for and being successful for work experience opportunities increases.

The number of minority ethnic people joining the South Lanarkshire Council Citizens Panel increase.

**Actions to achieve (6):** - raise awareness amongst workforce

Promote equality, diversity, and inclusion in the workplace.

Communicate with staff to raise awareness of race equality within the workplace.

Review and refresh the information relating to race equality within the Equality Policy and in the Equalities section of the staff intranet.

**Measures:**

Analyse the number of employees attending equality learning events, including online learning.

Evaluate the effectiveness of the equality training.

Analyse the number of staff who have raised a grievance reported by race.

Analyse the number of staff who have raised a dignity at work issue reported by race.

## Equality Outcome Two

Older people, those from vulnerable groups and individuals who live alone are protected from scams and nuisance calls and their wellbeing is improved through increased awareness and preventative action.

### **General Duty:**

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

### **Protected Characteristic:**

**Age** – particularly older people, however it could also have an impact on other vulnerable groups such as disability; people with mental health issues, cognitive abilities impaired or learning disabilities.

**Disability** - people with disabilities/long standing conditions



**Evidence:**

Scams of all kinds are a real and constant threat to our communities. They are operated by criminals with the sole purpose of identifying and exploiting victims, who are often vulnerable, elderly, or disabled. Although anyone can fall prey to a scam, regardless of age, gender, education or economic background, older people are often targeted by particular scams, such as mail or investment scams, and may be especially at risk because of their circumstances – being isolated or lonely, particularly in our rural communities, or living with dementia or cognitive decline.

In 2018-19 alone the council's Trading Standards team dealt with 350 scam complaints, with an average value of £450 lost to each consumer. However, given that only 5% of scams are ever reported this could be just the tip of the iceberg.

UK wide figures<sup>38</sup> report an average loss of as much as £1000 per victim. Applying that to the South Lanarkshire population, there could in fact be loss of up to £7m a year to our citizens.

In some cases, financial loss is the smallest impact on a scam victim. Feelings of isolation, vulnerability, and fear lead to loss of confidence and withdrawal from family, friends and community. Research by UK National Trading Standards Team has shown that elderly scam victims are 2.5 times more likely to die prematurely or require residential care than those who have not been scammed.

While Trading Standards is the local authority Service statutorily tasked to deal with scams, it is clear that scams can also have a substantial impact on many other Services e.g. Housing, Social Work, Police, NHS.

Providing people with the knowledge and information they need to recognise and avoid scams is key to reducing the financial, physical and mental detriment suffered by victims with the added benefit of minimising the impact scams can have on other Services.

**Actions to achieve (1): Scams Alert Network**

Review impact of 'Scams Alert Network' (launched in 2019 to give people knowledge and information to recognise and avoid scams).

It is hoped that by working alongside colleagues in Police Scotland, NHS, Community Engagement teams and Adult Protection Committee, Trading Standards can make a big difference by disseminating up-to-date scam information via a single point of contact.

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<sup>38</sup> National Trading Standards (NTS)

**Measures**

## Output/Contextual Measures

- Number of scams identified and disseminated amongst partners
- Number of talks delivered to community groups
- Number of social media posts alerting the public
- Number of 'Scam Marshalls' (members of the public who have been targeted by a scam and now want to volunteer to fight back and take a stand against scams).
- Number of scam complaints dealt with by Trading Standards (target to decrease)

## Outcome Measures

- Case studies demonstrating the impact that becoming a Scam Marshall has had on the lives of our older and vulnerable residents.

**Actions to achieve (2): - Support for Vulnerable Groups**

Support vulnerable adults by providing truCall units (to monitor and stop scam calls) and video doorbell units (for doorstep crime) free of charge to vulnerable residents.

These units will be installed, usually for 6 months, to give consumers an idea if the units provide the quality of life improvement hoped for. At this point the unit is retrieved and given to someone else on the list. If the unit is due to be retrieved but it is felt the improvement has been valuable and there is an affordability issue for the consumer to purchase their own unit, a case specific decision would be taken on leaving the unit in situ.

## Measures

### Output/Contextual Measures

- Number of truCall units installed to protect vulnerable residents from nuisance and scam phone calls
- Total number of nuisance calls received through the truCall units
- Average number of nuisance calls received per user
- % of above nuisance calls which were blocked by the truCall units
- Estimated number of scams prevented, and associated savings
- Number of video doorbell units installed
- Percentage of doorstep crime reports receiving an initial response from Trading Standards by the end of the next working day

### Outcome Measures

#### Impact 3-6 months after installation of truCall unit:

- % of users reporting a positive impact on their wellbeing
- % of the users who previously felt threatened or scared by scam or nuisance calls who no longer felt this way
- % of users surveyed at three months (who originally felt unsafe in their own home) who feel safer due to having a call blocker installed
- % of applicants who were previously worried about losing money to scam and nuisance calls in the future who no longer feel this way
- % of applicants who feel more confident in answering the phone knowing it will not be a scam or nuisance call.
- Case studies demonstrating the impact that the truCall units have had on the lives of our older and vulnerable residents.

**Actions to achieve (3):** - Work in partnership to protect consumers and safeguard our communities

#### Continue to work with Financial Institutions and the Police

- Banks will notify Trading Standards if they have an elderly, vulnerable adult withdrawing large sums of money, or regular unusual withdrawals
- Action taken will differ depending on the circumstances. For example, there is an existing project which provides short term support for victims to help them avoid becoming repeat victims and to give them the confidence to remain at home; we may contact social services or action may be taken to trace the perpetrator.

#### Implementation of Operation Doric

- Joint Lanarkshire initiative (SLC Trading Standards, NLC Trading Standards and Police Scotland) focusing on bogus callers.

Targeted promotion of 'Buy With Confidence' - the Trusted Trader Scheme with local tradesmen/businesses

- Identify potential new members via Facebook, Scam Alert Network, Neighbourhood Watch, SLC Twitter, Seniors Together and community talks

**Measures:**

Output/Contextual Measures

- Number of referrals received from Banks and the Police
- Number of members on the Trusted Trader Scheme

Outcome Measures

- Annual case study demonstrating impact one or more of these initiatives have had on the lives of our older and vulnerable residents.

### Equality Outcome Three

'Counselling through schools' service is accessible for all children/young people aged 10 and over.

#### General Duty:

- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it, and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

#### Protected Characteristic:

**Age** - Older people, young people and children

**Disability** - people with disabilities/long standing conditions

**Sexual Orientation** – lesbian, gay, bisexual, heterosexual/straight

#### Socio-economic Disadvantage:

**Low Income/Income Poverty** – cannot afford to maintain regular payments such as bills, food, clothing

- The Counselling through Schools service is available to all children/young people aged 10 years plus, with no cost to any family.

**Area Deprivation** – where you live (rural areas), where you work (accessibility of transport)

- Counselling through Schools has a number of counselling providers who can support children and young people in our educational establishments throughout the four localities in South Lanarkshire.

**Evidence:**

In response to recommendations published by the Children and Young People's Mental Health Task Force and funding through the Scottish Government's Mental Health Strategy, we aim to improve access to mental health services for all our children and young people, aged ten plus, through our Counselling through Schools programme. It is vitally important that our young people receive the right help at the right time wherever they are.

**Actions to achieve (1):** Counselling through Schools service set up in schools

School staff are informed and supported to set up a Counselling through Schools service within their establishments.

**Measures**

All schools and counselling providers are issued with the SLC Framework for the Delivery of Counselling through Schools.

Schools are provided with further practical guidance, templates, flowcharts.

PEP and Quality Link Officer (QLO) support school requests for guidance/support.

**Actions to achieve (2):** access to experienced counselling providers

All schools have access to a variety of experienced counselling providers who operate safely and effectively. Recruitment techniques, including sifting and interviewing.

**Measures**

Robust assessment of all applications for post of counselling providers.

Approved counselling providers agreed for all schools throughout South Lanarkshire.

Schools have access to, and information regarding, a variety of experienced qualified counsellors.

Ongoing monitoring of counselling providers.

**Actions to achieve (3):** awareness of the Counselling through Schools service

All children/young people aged 10 + in primary, secondary and ASN establishments are aware of, and know how to access, the Counselling through Schools service.

Staff and parents/carers are aware of the service and know how to refer a child/young person.

**Measures**

Information about the counselling service is visible in school, on school website/social media outlets.

There is a clear referral system in place and young people in secondary schools know how they can self-refer.

Counselling service is discussed and highlighted during PSHE classes and assemblies.

Educational Psychologists promote the service through their social media outlet, meetings with young people/school staff/parents.

Information regarding the counselling service is on SLC website.

**Actions to achieve (4):** Children and young people are supported

Children and young people are supported by the counselling service and feel that it has had a positive impact on their wellbeing.

**Measures:**

An increase in the number of young people who report a positive impact on their wellbeing from attending counselling.

Staff and parent/carers report a positive impact regarding the wellbeing of the child/young person after attending counselling.

**Actions to achieve (5):** Partnership working

Work in partnership to further develop the service to ensure accessibility for all young people, with a particular focus on protected groups.

**Measures:**

Adaptations are made, as required, to ensure the service is accessible for all our young people, with a particular focus on identified groups who are not accessing the support.

Quality Assurance visits/calls are undertaken with schools.

The number of young people aware of the service is increasing.

Parents/Carers/Staff awareness of the service is increasing.

## Equality Outcome Four

|   |
|---|
| Prevent homelessness occurring and significantly reduce homelessness  |
| <p><b>General Duty:</b></p> <ul style="list-style-type: none"> <li>• Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it, and</li> <li>• Foster good relations between persons who share a relevant protected characteristic and persons who do not share it</li> </ul>   |
| <p><b>Protected characteristics</b></p> <p><b>Age</b> - Older people, young people and children</p> <p><b>Disability</b> - people with disabilities/long standing conditions</p> <p><b>Gender reassignment - Trans/Transgender Identity</b> – anybody whose gender identity or gender expression is different to the sex assigned to them at birth</p> <p><b>Sex</b> - Gender Identity - women and men (girls and boys) and those who self-identify their gender</p> <p><b>Sexual Orientation</b> – lesbian, gay, bisexual, heterosexual/straight</p> |
| <p><b>Socio-economic Disadvantage:</b></p> <p><b>Low and/or no wealth</b> – enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future</p> <p><b>Material Deprivation</b> – being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure and hobbies</p>   |



**Evidence:**

Homelessness is an everyday crisis for thousands of adults and children living in Scotland. Households in crisis often struggle to access the accommodation and housing, health and social care support they need during difficult and vulnerable points in their lives. People from across the full range of protected characteristics may find themselves homeless, or at risk of becoming homeless.

The risk of homelessness is not equally distributed in society. There are many sources which confirm that children living in poverty are much more likely to experience homelessness in adulthood. Another powerful predictor of homelessness is substance misuse with the predictability of homelessness being greater in higher housing pressure areas.

For some systematically disadvantaged groups, the probability of homelessness is very high. In some cases, it becomes a normality due to the lack of key intermediary protections such as support from family and friends which make homelessness less likely.

It is important then that using Scottish Government guidelines and the recommendations of the Homelessness and Rough Sleeping Action Group (HARSAG), Housing and Technical Resources progress the design of effective long-term interventions which recognise that if homelessness is predictable, it is also preventable.

Preventing homelessness is about more than just finding somewhere else to live. Housing and Technical Resources has co-produced its Rapid Rehousing Transition Plan (RRTP) 2019-24 in conjunction with third sector and other public and private sector partners. The plan aims to ensure that households affected by homelessness, have access to the housing and support they need to sustain a secure, warm home and break the cycle of repeat homelessness.

The RRTP aims to address inequality and improve opportunity for disadvantaged households across the spectrum of protected characteristics.



|   |
|---|
| <p><b>Actions to achieve (1):</b> Increase the number of affordable homes for rent</p>  |
| <p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Number of affordable homes added to the housing supply is increased in line with the Strategic Housing Investment Plan (SHIP)</li> <li>• Number of new supply affordable housing suitable to meet particular needs (amenity and wheelchair accessible, in line with the SHIP targets</li> <li>• Number of additional homes purchased through the council's Open Market Purchase Scheme, in line with SHIP targets</li> </ul> <p><b>Case studies:</b> to demonstrate the positive impact of a permanent home</p>   |
| <p><b>Actions to achieve (2):</b> Develop and implement a Housing Options Framework for young people</p>  |
| <p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Number of people accessing Housing Options services which prevent homelessness.</li> <li>• Percentage of homeless households provided with Housing Support Officer assistance to reduce risk of repeat homelessness.</li> <li>• Increase access to housing and tenancy sustainment services for care experienced young people.</li> <li>• No. of homeless presentations is reduced in line with the RRTP</li> <li>• Level of homeless households is reduced in line with the RRTP</li> </ul> <p><b>Case studies:</b> to demonstrate positive outcomes achieved for young people accessing Home Options and Housing Support services</p> |
| <p><b>Actions to achieve (3):</b> Work with Scottish Prison Service to implement SHORE standards for people entering and leaving prison, specifically ensuring suitable and sustainable accommodation</p>   |
| <p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• No of people housed and provided with support on leaving prison</li> </ul> <p><b>Case studies:</b> to demonstrate positive outcomes achieved for those supported on release from prison</p>   |
| <p><b>Actions to achieve (4):</b> Expansion of Rent Deposit Scheme to assist in meeting housing needs in the private rented sector and support prevention of homelessness from the private sector</p>   |

**Measures:**

- No of people supported to access a tenancy in the private rented sector
- No of people supported to sustain their tenancy in the private rented sector

**Case studies:** to demonstrate positive outcomes achieved for those provided with support to access and/or sustain a tenancy within the private rented sector

## Equality Outcome Five

|   |
|---|
| <p><b>Improve Health, Care and Wellbeing for the most vulnerable in our communities</b></p>   |
| <p><b>General Duty:</b></p> <ul style="list-style-type: none"> <li>• Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it, and</li> <li>• Foster good relations between persons who share a relevant protected characteristic and persons who do not share it</li> </ul>   |
| <p><b>Protected characteristics</b></p> <p><b>Age</b> - Older people, young people and children</p> <p><b>Disability</b> - people with disabilities/long standing conditions</p> <p><b>Gender reassignment - Trans/Transgender Identity</b> – anybody whose gender identity or gender expression is different to the sex assigned to them at birth</p> <p><b>Sex</b> - Gender Identity - women and men (girls and boys) and those who self-identify their gender</p> <p><b>Sexual Orientation</b> – lesbian, gay, bisexual, heterosexual/straight</p>   |
| <p><b>Socio-economic Disadvantage:</b></p> <p><b>Low and/or no wealth</b> – enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future (Charging Policy for some care services)</p> <p><b>Material Deprivation</b> – being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure and hobbies</p> <p><b>Health inequality</b> – cognitive, physical ability to influence and direct daily routine, personal care needs</p> |

**Evidence:**

The statutory framework for social work services is contained in a raft of different pieces of legislation. Principal among these is the Social Work (Scotland) Act 1968 which places a duty on all local authorities to “promote social welfare”. Social workers have a distinctive set of knowledge, skills and values when supporting our most vulnerable people.

In giving some additional background, many of the services that are delivered to the public are set out in statute and therefore, the majority of direct service delivery has to comply with the respective legislative framework. This legislative framework is both complex and ever changing and requires Social Work Resources to manage and change service delivery in line with new requirements. However, it is this framework that provides the basis of Social Work service, in that the key focus is to promote social welfare and provide effective care to meet the needs of vulnerable people in South Lanarkshire. Therefore, as a targeted service, much of the work centres on the following areas.

- Child protection
- Children with additional support needs
- Looked after children
- Adult support and protection
- Mental Health
- Alcohol and substance misuse
- Physical and learning disability
- Frail older people
- People who become involved in the justice system
- Unpaid Carers

The nature of social work means that much of our core business supports people who are specifically mentioned under legislation and defined within the Equality Act 2010 as nine named protected characteristics groups. The protected characteristic groups of age, disability and gender are the focus of social work activity.

|   |
|---|
| <p><b>Actions to achieve (1): Advance the Care facilities programme</b></p>   |
| <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• Complete phase one of the Care Facilities Programme in the Blantyre area.</li> <li>• Monitor occupancy of the in house care home population</li> <li>• Monitor occupancy of the external care home population</li> </ul> <p><b>Case studies:</b> to demonstrate the positive impact of a supported living environment/home</p>   |
| <p><b>Actions to achieve (2): Redesign community support services for adults and older people.</b></p>  |
| <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• Implement the review of day care services</li> <li>• Monitor occupancy in SLC day care /lifestyles facilities</li> <li>• Review the use of externally provided day support services (eg. Sense Scotland, Scottish Autism)</li> </ul> <p><b>Case studies:</b> to demonstrate the positive impact of a support service</p>   |
| <p><b>Actions to achieve (3): Review operations of the in house home care services</b></p>  |
| <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• Review current locality model of 4 registered care at home services (Hamilton, East Kilbride, Camglen, Clydesdale)</li> <li>• Care Inspectorate improvement plans complete</li> <li>• National Care Standards checklists complete and regularly reviewed for locality services</li> <li>• Monitor the number and use of externally provided care at homes services.</li> </ul> <p><b>Case studies:</b> to demonstrate positive outcomes achieved for those supported care at home services, annual surveys also undertaken</p> |
| <p><b>Actions to achieve (4): Continue to support carers, continue to care in good health and wellbeing</b></p>   |
| <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>• Adult carer support plan further enhanced</li> <li>• Commissioned Carers Services regularly monitored</li> <li>• Carers Partnership Group has oversight of all initiatives directed at carers.</li> </ul> <p><b>Case studies:</b> to demonstrate positive outcomes achieved for those carers who continue to care</p>  |

**Actions to achieve (5):** Protect front line staff and carers with access to Personal Protective Equipment

**Measures:**

- PPE Hub established
- Staffing to support PPE Hub recruitment underway
- Regular stock control managed and distributed effectively
- Monitor COVID implications for staff groups across care services.

**Case studies:** to demonstrate range of individuals accessing PPE in both SLC and externally commissioned services.

**Actions to achieve (6):** Manage the (hosting) transition of Mental Health Services (Nursing and Physiotherapy Services from the North H&SC Partnership to the South H & SC Partnership.

**Measures:**

- Report to the Integrated Joint Board at least twice yearly on the progress to integrate delegated NHSL mental health, Social Work mental health and Community Addiction Recovery Services (CARes) into a hosted locality model over a 3 year timescale.
- The HSCP will report annually to the IJB on the progress of work with partners to implement local and national strategies to minimise completed suicides.
- The HSCP will report annually to the IJB on the progress of work with partners to implement local and national strategies to reduce drug related deaths.
- The refresh of the IJB's Strategic Commissioning plan will include a focus on access to mental health and wellbeing support across South Lanarkshire

**Case studies:** to demonstrate the positive impact of a mental health and wellbeing

**Links to Strategies and Guidance:**

Medication Assisted Treatment (MAT) Standards

[sddt-mat-standards\\_for-consultation\\_nov2020.pdf \(drugdeathtaskforce.scot\)](#)

Staying Alive

[http://www.sdf.org.uk/wp-content/uploads/2016/08/Staying\\_Alive\\_in\\_Scotland\\_17\\_June\\_2016.pdf](http://www.sdf.org.uk/wp-content/uploads/2016/08/Staying_Alive_in_Scotland_17_June_2016.pdf)

[Staying-Alive-in-Scotland-Aug-2019-Digital.pdf \(sdf.org.uk\)](#)

COVID-19 statement by the National Suicide Prevention Leadership Group (NSPLG), including recommendations on pandemic specific priorities.

<https://www.gov.scot/publications/national-suicide-prevention-leadership-group-covid-19-statement/>

Links to mental health strategy



In addition to the specific Outcomes, outlined above, for 2021-2025 we will continue to mainstream equalities by working towards the objectives in our council plan; some of this work is referenced below.

- ◆ Improve access to information especially for people with sensory impairments by continuing to action our British Sign Language (BSL) Plan. The Plan aims to

*Make Lanarkshire a place where people, whose first or preferred language is BSL, have the same opportunities to be active healthy citizens and are able to make informed choices about every aspect of their lives.*

*The BSL (Scotland) Act 2015 requires public bodies in Scotland to publish local plans every six years, showing how they will promote and support BSL. The aim of the plan is to improve access for deaf and deafblind BSL users to information and public services, including healthcare and mental health support. The Shared local BSL Plan for Lanarkshire (2018–2024) sets out actions to promote and support the use of BSL. It was developed with input from users of BSL in Lanarkshire and informed by consultation. More information about the plan is available with a written version and a video BSL version available using this link*

[https://www.southlanarkshire.gov.uk/info/200176/sharing\\_information\\_with\\_you/1716/british\\_sign\\_languagehere](https://www.southlanarkshire.gov.uk/info/200176/sharing_information_with_you/1716/british_sign_languagehere)

- ◆ Take account of poverty and deprivation through the work of our Community Planning Partnership who aims to:

*Work with communities to deliver better services targeted at reducing poverty and tackling inequalities and deprivation across South Lanarkshire.*

*More information about the community response and other actions taken to tackle poverty, deprivation and inequalities can be found in the Community Plan for South Lanarkshire 2017-2027*

[https://www.southlanarkshirecommunityplanning.org/downloads/file/285/community\\_planning\\_partnership\\_annual\\_outcome\\_improvement\\_report\\_2019-20](https://www.southlanarkshirecommunityplanning.org/downloads/file/285/community_planning_partnership_annual_outcome_improvement_report_2019-20).

- ◆ Include people and recognise diversity across all aspects of planning. Actions to achieve this are shown below.

*The Scottish Government's reform of the planning system in Scotland resulted in the Planning (Scotland) Act 2019. A key outcome for the planning system is an increased emphasis on inclusion and recognition of diversity across all aspects of planning. A position statement published in late 2020 in relation to the direction of national planning policy (a draft National Planning Framework 4 will be the subject of parliamentary scrutiny and public consultation later in 2021) advises that our future places and spaces need to be considered through the lens of gender, ethnicity age and disability to ensure they are inclusive. It also points out that there will be new policies to encourage more people to get involved in planning to improve equality and eliminate discrimination. The legislation makes provision for communities to develop their own 'local place plans' and also promotes the concept of '20 minute neighbourhoods',*

*where residential and employment opportunities and retail, health and other services will be easily accessible, reducing the need for travel.*

*These themes will be incorporated in government guidance and will influence planning policy at the local level, through development management procedures and the preparation of future local development plans. There will be increasing emphasis on community involvement and engagement in the planning process. The planning service in South Lanarkshire is already working jointly with the Council's Community Engagement team to explore new ways to ensure meaningful engagement with local residents and groups. Further policy and guidance on these issues, developed through engagement with service users and communities, will be included in the next local development plan and associated supporting planning guidance.*

- ◆ *Work and support women and girls affected by domestic abuse through the work of our Gender Based Violence Partnership.*

*Equally Safe: Scotland's strategy for preventing and eradicating violence against women and girls sets out a clear vision of: 'a strong and flourishing Scotland, where all individuals are equally safe and respected, and where women and girls live free from all forms of violence and abuse – and the attitudes that help perpetuate it.'*

*South Lanarkshire's Gender Based Violence Partnership (SLGBVP) is the mechanism to deliver on Equally Safe at a local, strategic level. The partnership is committed to working collaboratively with key partners in the public, private and third sector to prevent and eradicate all forms of violence against women and girls in South Lanarkshire. The partnership recognises that no agency alone has the resources, skills or reach to achieve the aims of Equally Safe. It is only by working between agencies that we will successfully achieve the vision and aims of Equally Safe.*

*SLGBVP is responsible for the development and implementation of policy, process and guidance as well as delivering a full suite of learning and development opportunities to support our multi-agency workforce in providing positive outcomes for those affected by GBV. In collaboration with South Lanarkshire Child Protection Committee, SLGBVP has implemented the Safe & Together Model. This child-centred model derives its name from the concept that children are best served when we can work toward keeping them safe and together with the non-offending parent. The Model provides a framework for partnering with domestic abuse survivors and intervening with domestic abuse perpetrators in order to enhance the safety and well-being of children. A Safe & Together Steering Group has been established to oversee the ongoing implementation of the model, coordinating training for the multi-agency workforce, and carrying out an evaluation of the impact on professional practice and improved outcomes for children and young people affected by domestic abuse.*

*The Partnership oversees the coordination, development, and evaluation of MARAC (Multi-Agency Risk Assessment Conference) which aims to reduce immediate and long-term risk for those affected by Domestic Abuse as well as reducing repeat victimisation. This is achieved by providing a robust multi-agency safety and support*

*plan tailored to individual's needs. South Lanarkshire Social Work's Criminal Justice Services operates the Caledonian System, which consists of a behaviour programme for those convicted of domestic abuse offences, and support, safety planning and advocacy services for their partners and children. The aim of the programme is to reduce reoffending by addressing and challenging offender's problematic behaviour patterns. Monitoring and evaluation of the Caledonian System is reported into the GBVP on a quarterly basis.*

*SLGBVP has a robust quality assurance framework and action plan which involves monitoring and reporting on progress of the strategy and action plan and statistical information from a national and local perspective to Chief Officer's Group, Safer South Lanarkshire Board and The Improvement Service. Representation from SLGBVP on South Lanarkshire's Equality and Diversity Working Group will ensure that selected measures and outcomes are gender competent taking cognisance of the complexities and nuances associated with a gendered analysis of abuse.*

- ◆ Work in partnership with a wide range of local organisations, including NHS Lanarkshire, South Lanarkshire Health and Social Care Partnership, Skills Development Scotland, and voluntary sector partners to reduce child poverty in South Lanarkshire.

*Child poverty is one of the major influences on future life chances. Over the last 10 years, levels of relative poverty amongst children have been progressively increasing. We know that from the latest information we have, which pre-dates the current COVID-19 pandemic that just under a quarter of children (24%) aged 0-19 live in relative poverty on Scotland. In South Lanarkshire, the percentage is slightly lower, at 23%, but in common with the rest of Scotland, local rates of child poverty have been rising steadily. We want to make sure that what we do will make a real difference to families struggling every day to make ends meet. In South Lanarkshire 22% of our children are living in poverty (23% in Scotland).*

*Our child poverty action plan focuses on the three drivers of child poverty:*

- *Income from benefits*
- *Cost of living and*
- *Income from employment and the detailed themes the contribute to overall child poverty levels.*

*The action plan includes measures to alleviate the effects of fuel poverty, housing costs, ;low wages, cost of the school day, digital exclusion, transport poverty, as well as remove barriers to the uptake of benefits, educational/training opportunities, and good quality employment.*

*More information on our child poverty action plan can be found using this link*

*[https://www.southlanarkshire.gov.uk/downloads/file/13027/child\\_poverty\\_action\\_plan\\_summary\\_2020-21](https://www.southlanarkshire.gov.uk/downloads/file/13027/child_poverty_action_plan_summary_2020-21)*

- ◆ Work to increase diversity in the workforce across all protected characteristics including disability.

*We will start this by carrying out the actions detailed in outcome one of our 2021-2025 equalities outcomes.*

Many equalities groups face inequalities due to a variety of reasons. These have become more obvious during the COVID-19 pandemic. Research into the impacts of the pandemic has highlighted that while it affected people who caught the virus and in general everyone because of the lockdown changes, there were specific groups of people who were more affected than others creating inequalities for a number of groups including:

#### Women

- there are more older women than men
- caring responsibilities, which have increase during the pandemic, including home schooling
- are more likely to experience domestic abuse.
- more likely to be in jobs that do not pay well
- are more likely to work part-time, be in a job that is temporary, earn less money than men, be in a job where they are not paid if they are off sick
- most lone parents are women

#### Men

- are more likely than women to become very ill from coronavirus and more likely as women to have been in intensive care because of coronavirus

#### Older people

- are more likely to be shielding or social distancing so It is harder for them to keep in touch with friends and to go out to meet people
- are less likely to use the internet, this increases their risk of becoming isolated.

#### People with disabilities

- more likely to be in jobs that do not pay well
- access to information, especially for people with sensory impairments is difficult
- were more likely to be lonely and isolated before the coronavirus pandemic, many people with disabilities are more worried about becoming isolated now.
- likely to have been required to shield and 'lost' their social interactions/group activities leading to a feeling of loneliness and isolation. There has also been an adverse impact on mental health issues.

People from minority ethnic backgrounds:

- more likely to be in jobs that do not pay well
- are younger than the white population on average
- may be subject to hate crime, there have been more reports of hate crime in the UK against people who are from a Chinese, South Asian or East Asian background since the start of the coronavirus crisis.
- more likely to work in lower paid jobs and in some of the businesses that have had to close such as restaurants and hotels.
- More likely to be affected by COVID-19, especially men

People in deprived areas

- people who do not have much money are less likely to use the internet and therefore unable to access support
- are likely to be out of work, or in low paid work.

Younger people

- have had the most problems with mental health because of coronavirus
- home learning has been most difficult for children and young people from poorer backgrounds
- missing school or college could affect the choices and chances of some young people in the future.:
- schools being closed has been harder for families with a disabled child.
- the attainment gap could get wider for disabled children and young people.

It is important to consider inequalities in an intersectionality way. It is very important that when we make changes to services and/or policies, we look at all types of inequality and how they affect each other.

Sources: <https://www.gov.scot/binaries/content/documents/govscot/publications/research-and-analysis/2020/09/the-impacts-of-covid-19-on-equality-in-scotland/documents/full-report/full-report/govscot%3Adocument/Covid%2Band%2BInequalities%2BFinal%2BReport%2BFor%2BPublication%2B-%2BPDF.pdf>

[https://www.improvementservice.org.uk/\\_data/assets/pdf\\_file/0013/16402/Poverty-inequality-and-COVID19-briefing.pdf](https://www.improvementservice.org.uk/_data/assets/pdf_file/0013/16402/Poverty-inequality-and-COVID19-briefing.pdf)

This report provides information on how South Lanarkshire Council including South Lanarkshire Licensing Board will address inequalities by integrating equality into the day-to-day working of the council and the licensing board. This means taking account of equality in everything we do.

The aim of mainstreaming equalities is to embed our outcomes, which focus on both employees 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

Reporting on the achievements of our council plan is reported on the council website in various publications and in reports to elected members and committees.

Much of the work we do to tackle inequalities and deprivation can be found in our community planning partnership community plan 2017-2027

[Community Planning \(southlanarkshire.gov.uk\)](http://southlanarkshire.gov.uk).

## Other Equality Reporting

As well as the cycle of reporting required by law, in our mainstreaming equalities reports, the Council gathers and reports a wide range of workforce monitoring information to its elected members and Corporate Management Team (CMT).

These include:-

### Report

Workforce monitoring reports  
 Resource Committees  
 Executive Committee  
 Employee Issues Forum  
 Equal Opportunities Forum  
 Resource Parent Joint Consultative Committees (JCCs)  
 Local JCCs

### Frequency of reporting

CMT Monthly  
 In line with committee cycle  
 6 monthly  
 In line with meeting cycle  
 In line with meeting cycle  
 In line with meeting cycle  
 In line with meeting cycle

## Contact details

We welcome your comments and complaints at any time. By telling us what you think and letting us know when things go wrong, you can help us to improve our services to you.

You can do this:

- by writing to – Employee Development and Diversity Manager, Corporate Resources, South Lanarkshire Council, 3rd Floor, Council Headquarters, Almada Street, Hamilton, ML3 0AA
- by phoning – at the number given below
- by emailing or by using our comments and complaints form - at the addresses given in the “Contact us” button on the front page of the Council’s website at [South Lanarkshire Council website](#)
- by visiting any of our offices - at any of the addresses given on the same web page listed above

For more information, or if you need this information in another format or language, please contact us to discuss how we can best meet your needs. Phone 0303 123 1015 or email [equalities@southlanarkshire.gov.uk](mailto:equalities@southlanarkshire.gov.uk).