

# North Lanarkshire Council Report

## Youth, Equalities and Empowerment Committee

approval  noting

Ref LMcM/AC/EW

Date 29/04/19

## Equalities Mainstreaming Report 2019

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### Executive Summary

This report provides information on how equality is mainstreamed into the business of North Lanarkshire Council including in work relating to the education authority and the North Lanarkshire Licensing Board.

The key purpose of this report to demonstrate how the Council is fulfilling the requirements set out for local authorities, under the terms of the Public Sector Equality Duty (Specific Duty) to:-

- report the progress on how the general equality duty is integral to the Council's functions; and
- report on progress in delivering its equality outcomes.

Progress made in terms of the Council's equality outcomes is framed around Live, Learn, Work, Invest and Visit.

In addition, the report contains information on how the Council embraces:-

- a human rights approach to its work with communities; and
- partnerships with other public and third sector organisations and businesses to advance the Plan for North Lanarkshire Strategic priorities and ambitions.

The Mainstreaming Report proposed for publication is attached as Appendix 1 to this report.

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### Recommendations

It is recommended that the Youth, Equalities and Empowerment Committee:-

- (1) note the content of this report and accompanying appendix;
  - (2) approve the Draft Mainstreaming Equality Report for publication; and
  - (3) note the next steps to be taken to continue to make progress and the intention to review the Council's Equality Strategy.
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## Supporting Documents

**The Plan for North Lanarkshire**    The Council's equalities outcomes underpin all five of the Plan for North Lanarkshire strategic priorities

**Appendix 1**                    Mainstreaming Equality Report 2019

### 1.      **Background**

#### 1.1    **Public Sector Equality Duty**

The Equality Act 2010 places a duty on the Council to publish, every two years, a report on how it is meeting the requirements of the Public Sector Equality Duty.

This report, known as the Mainstreaming Report, outlines the following information:-

- progress as to the ways in which the general equality duty<sup>1</sup> is integral to the Council's functions and;
- progress made by the Council towards achieving its equality outcomes.

#### 1.2    **Equality Outcomes**

The Council reviews and refreshes its equality outcomes every four years. At the Policy and Resource Committee in March 2017, eight new equality outcomes, aligned to the Council's Business Plan priorities, were approved. This report provides progress regarding these outcomes since 2017.

The equality outcomes are:-

- 1) Older people, disabled people and those with other specific needs have improved access to a range of housing options which meets their needs and supports independent living.
- 2) Disabled people (including people with a sensory impairment), Black and Minority Ethnic (BME) people, lone parents and carers are supported to access employment opportunities.
- 3) The educational attainment of children with disabilities and/or children with additional support needs, gypsy traveller children and young carers are improved.
- 4) Our schools are safe, accessible and inclusive.
- 5) Young women and disabled and black and minority ethnic young people are supported and leave school with positive destinations.
- 6) Our communities and town centres are safe, accessible and inclusive.
- 7) Participation and engagement with underrepresented groups is improved.

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<sup>1</sup> The general equality duty requires the Council when carrying out its functions to pay due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Equality Act 2010
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not

- 8) North Lanarkshire Council as an employer is accessible and all employees are valued and supported to work to their full potential.
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## **2. Report**

### **2.1 North Lanarkshire Council Equality Mainstreaming Report**

#### **2.1.1 Framework**

The equalities mainstreaming report, attached as appendix 1, provides information on the ways in which the Council is paying due regard to the needs of people protected by the Equality Act 2010.

The report describes the ways in which equality is integral to the *We Aspire* vision and the One Plan for North Lanarkshire and details how equality issues are addressed at all levels within the organisation and demonstrates how this is part of everyday work.

In addition, the report also sets out the Council's approach to:-

- protecting and promoting human rights;
- ensuring that goods and services, procured by the council, support mainstreaming, (this is key to the Council's role in fulfilling the general duties of the Act); and
- effective partnership working with communities, businesses and the third sector.

As referred to earlier in this report, the Council, including in its role as an Education Authority, and in terms of the North Lanarkshire Licensing Board functions, published a set of equality outcomes as required by the specific duties. In order to measure progress against these equality outcomes, a Performance Management Framework (PMF) has been put in place.

#### **2.1.2 Progress**

Progress to date is provided within the mainstreaming report. The report is set within the framework of the vision for North Lanarkshire to be the place to Live, Learn, Work, Invest and Visit. Progress is illustrated through the use of case studies to bring the outcomes to life. In summary some examples of progress are:

#### **LIVE**

- 3520 adaptations undertaken across all housing tenures;
- 706 people with long term health conditions were allocated a socially rented home – majority of those to people in significant need;
- % of women who are repeat victims of domestic abuse has reduced from 45% to 15.6%;
- 2662 Guide Dogs 'Top tips for taxi drivers' leaflets were distributed to taxi and private hire drivers;
- 7 of our First Stop Shops underwent a Mystery Shopper visit in partnership with NL Disability Access Panel;

- 3 LGBT youth groups have been established in the last year and have joined together to form NL LGBT Youth Network; and
- Over 100 Deaf and Deafblind BSL users were engaged in the development of the Council's first BSL Plan.

## **LEARN**

- 65.45% of hearing impaired pupils gained national qualifications at Level 3 and above in Maths or English in 2018 compared to 24.01% in 2017;
- there were 9095 participants' sessions in extracurricular sport and physical activity in ASN Schools – exceeding the target of 7500;
- the number of school mentors in the Mentors in Violence Prevention (MVP) Programme has reached 133 with over 1500 pupils have received an MVP input;
- 4 Secondary Schools have achieved LGBT Chartermark status;
- 110 teachers have undergone gender and LGBT training;
- there are now 16 Moving and Handling Trainers across the authority and 160 staff members trained in moving and handling;
- 12 extended work placements for female pupils as a positive destination (sport) were supported exceeding the target of 5 and there were 5 for ASN pupils;
- 6% of young people from ASN schools entered Modern Apprenticeships and employment directly from school;
- 490 individual ESOL learners and 2700 ESOL learning outcomes achieved.

## **WORK**

- NL Industries employs 32 disabled people and provides work tasters, work trials and work experience for supported employment clients as well as pupils from ASN and mainstream schools;
- the Supported Employment Service (SES) has supported 180 people into work within the local community;
- 65% of people via the SES have sustained their employment for over 2 years.
- the number of business starts by women, disabled people and Black and Minority Ethnic people has increased significantly – 202 women, 14 disabled and 21 BME in 2017-18;
- the Prospects programme aims to help unemployed people of all ages from North Lanarkshire into work. Since 2017 Prospects has supported 136 lone parents into employment exceeding the target of 91;
- North Lanarkshire Council was the first Local Authority to achieve Disability Confident Leader accretion in 2017 and is one of only two to hold this level of award;
- there are over 120 members of the North Lanarkshire Employee Equality Forum, the forum is consulted on policy development and has a planning group organises employee events; and
- the Council has 8 specially trained Gender Based Violence Support Officers to provide expert support to employees and their line managers.

## **INVEST**

- through the Business Gateway contract and the Business Transformation Fund, the Council has supported 27 business owners with a disability and 44 BME individuals; and
- the number of business starts by women, disabled people and Black and Minority Ethnic people has increased significantly – 202 women (exceeding the target of 165), 14 disabled people and 21 BME in 2017-18.

## **VISIT**

- The Council's contract with Disabled Go provides access listings for 964 North Lanarkshire premises an online access guide which allows disabled visitors to check out the access to the places they want to visit before they go; and
- NL Disability Access Panel has provided its knowledge and experience to ensure our town centres, buildings and parks are accessible for all. Working with developers (public and private) across North Lanarkshire. The Panel has recently been consulted on:-
  - Drumpellier Park Visitor Centre
  - Ravenscraig Civic Park
  - Town Centre Audits
  - Motherwell and Blairhill train stations

## **2.2 Next Steps**

### **2.2.1 Review of Equality Strategy**

Over the course of the coming months, the Council's Equality Strategy will be subject to a review. This review will consider how the Council can build on and strengthen its approaches to advancing and mainstreaming equality particularly in relation to how the Council:-

- gathers information and engages with service users, communities and employees to ensure people's needs are being met;
- trains and raises awareness of equality issues (employees and elected members) ensuring that such opportunities are effective and accessible;
- ensures that equality considerations are embedded into policy development and review as well as into the implementation of any future budget savings; and
- works with others and build partnerships to ensure the best use of resources, resulting in the best services and outcomes for people and communities.

Whilst progress is being made, as highlighted within the mainstreaming report, the Council cannot be complacent as there is still much work to be done to address in particular:-

- the disproportionately low employment rates for disabled people within mainstream employment as part of the Disability Confident Leader review;
- the disproportionately high exclusion and low attainment rates for ASN children and young people within the ASN review; and
- the low numbers of BME Modern Apprentices working in the Council within the Modern Apprentice and Foundation Apprenticeship programmes.

During the review of the Equality Strategy, consideration will be given to the *Is Scotland Fairer Report* recommendations which were the subject of a report to Youth Equalities and Empowerment Committee in February 2019.

The Council's Equalities Network Group (with representation from all services) will provide the focus and co-ordination to that ensure; progress continues, areas of concern are addressed, the pace of improvement accelerates and the We Aspire ambitions of the Council are realised for all.

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### **3. Equality and Diversity**

#### **3.1 Fairer Scotland**

The information contained within this report complements and assists the Council in meeting the requirements of the Fairer Scotland Duty

#### **3.2 Equality Impact Assessment**

This report is all about how equality for people protected by the Equality Act 2010 is promoted and advanced.

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### **4. Implications**

#### **4.1 Financial Impact**

None

#### **4.2 HR/Policy/Legislative Impact**

Meets the needs of the Equality Act 2010 and the Public Sector Equality Duties.

#### **4.3 Environmental Impact**

None

#### **4.4 Risk Impact**

Eradicates risk associated with non-compliance of legislation.

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### **5. Measures of success**

5.1 There is an increase in the numbers of disabled people in mainstream employment.

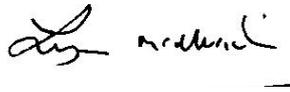
5.2 There is an increase in the numbers of BME Modern Apprentices

5.3 Exclusion rates for ASN pupils is reduced.

5.4 Attainments levels for ASN pupils is increased.

5.5 The Council is accredited as an Equally Safe at Work Employer.

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**Lizanne McMurrich**  
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# **NLC MAINSTREAMING EQUALITY REPORT**

2019

**LIVE  
LEARN  
WORK  
INVEST  
VISIT**

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## NLC Mainstreaming Equality Report 2019

### 1. INTRODUCTION

This report details the ways in which the Council, the Education Authority and North Lanarkshire Licensing Board ensures that equality is part of the mainstream. How it challenges discrimination where it exists, reduces disadvantage, promotes equality and fosters good relations in line with the requirements of the public sector equality duties. Information is also provided in this report on the approach the Council takes to promote and protect human rights.

### 2 WAYS IN WHICH EQUALITY IS REFLECTED IN NORTH LANARKSHIRE'S CORE PURPOSE AND PROVISION

The Council strives to make North Lanarkshire an accessible, welcoming and respectful place to live, learn, work, invest and visit for all people. Addressing the disadvantages that some groups of people experience because of societal constructs, prejudice, direct and indirect discrimination requires commitment from all employees at all levels to understand the causes and consequences of inequality. Equality issues affect all; citizens, employees, businesses, elected members and visitors alike.

#### 2.1 Leadership

Since the previous Mainstreaming Equality report, published in 2017, the Council has undergone significant change. A new Chief Executive is leading the way with the progressive *We aspire - A Shared Ambition for North Lanarkshire* vision. The associated delivery programme outlines the future direction for North Lanarkshire in terms of a shared ambition, with our community planning partners, for inclusive growth and prosperity for the people and communities of North Lanarkshire to ensure that North Lanarkshire is **the** place to *Live, Learn, Work, Invest, and Visit*.

Equality is at the heart of that shared ambition. Underpinning the One Plan approach for North Lanarkshire sit eight equality outcomes. These outcomes are clearly set out within a Performance Management Framework with measureable targets.

#### 2.2 Reporting and Accountability

A new Council committee structure is now in place. The 25 member Youth, Equalities and Empowerment Committee ensures accountability and scrutiny in equality matters. As was the case with the previous Youth Communities and Equalities Sub-Committee, two NL Youth Council representatives sit on this committee in order that the voice of young people is heard and to encourage and support a constructive dialogue.

All reports submitted to Committee for approval or noting contain a section entitled Equality and Diversity, which sets out a summary of the impact assessments carried out in relation to Equality and the Fairer Scotland Duty.

The Council now webcasts Council meetings. This provides improved access to the democratic process for citizens. This is particularly beneficial to people who may not be able to attend meetings for a variety of reasons including having caring responsibilities, being disabled etc.

For elected members, having the knowledge and skills to be effective advocates and scrutinisers of equality matters is a priority for them. In 2018 a decision was taken at Council that all elected members should undergo equality and diversity training. All members attended one of six (2 hour) sessions in August and September 2018 with an external training provider.

### 2.3 Service Arrangements

A new Council service structure is also now in place driving a wholly integrated approach to delivering on the ambitions of our shared plan across three clearly defined services areas; Education and Families, Enterprise and Communities and Adult Health and Social Care.

A new equalities network group has been formed. Equality matters are considered across the various functions of the Council. Group representatives maintain an overview of how, where and when their respective service can have an impact on the Council's equality duties and act as a conduit for action and sharing information. The group is chaired by Head of Communities.

Service senior management teams are ultimately responsible for ensuring that equality matters, like all other service issues, are considered and appropriately addressed.

### 2.4 Equality and Fairer Scotland Impact Assessments

The Council's impact assessment process has recently been reviewed to include the needs of Fairer Scotland Duty. A bespoke step by step e-learning course has been developed to support managers with this new process. Assessments are published on the Council website.

### 2.5 Communication

To achieve effective communication in respect of both the public and employees, the Council utilise a number of channels to establish optimum reach.

The website is AA accessible and provides up to date information from the latest Council vacancies and current liquor licence applications to the latest tweets. For people whose first language is not English there is a facility to translate page content instantly into a number of languages. Signed BSL clips let BSL users know the different ways in which they can contact the Council.

The Council's Intranet has dedicated equality pages which are accessible from the front page ensuring a high profile. These pages include a wealth of resources and information for employees on all of the protected characteristics, the Law, discrimination, human rights, training opportunities, the Diversity Champions Programme, and much more.

A challenge exists in that approximately two thirds of employees do not have direct access to the Council's computer networks. Many of these employees are also at the front line of service delivery: i.e. home support workers; cleansing workers; community learning and development support employees; and concierges. Services have adopted alternative methods of communicating with employees on equality and other matters.

All of the Council's First Stop Shops have access to Contact Scotland BSL. This allows a Deaf BSL user instant access to an on-line BSL interpreter. The BSL user can then access the services of the First Stop Shop – make an appointment, or report a problem, or to gain information.

Language Line is used to support people whose first language is not English to engage with the Council. This is a 24/7 service and is well utilised in schools and in customer service areas.

Social media – Facebook, Twitter – is heavily used to get important messages across to our followers. People can also sign up for email alerts.

The NLC Local mobile App is a good access point for information as it removes the need to phone or visit. This is of particular benefit to a number of different groups of people including Deaf people.

### **3. EDUCATION**

Over the course of last year it was agreed that children and families' social work and criminal justice social work transferred back to the Council from NL Health and Social Care Partnership to form, along with education, the new Education and Families service. This whole system approach ensures a clear focus on the child or young person in line with Getting it Right for Every Child (GIRFEC) values. This approach places children and their families at the heart of decision making to give everyone the best possible start in life.

Equality is at the heart of all school communities and centres.

All schools handbooks include an equality statement and all schools display the Council's overarching equality statement on their public notice boards. This ensures parents and visitors are confident that they will be treated with dignity and respect. Should they feel that this is not the case, then they are encouraged to share their experience.

In order to ensure progress the Council:-

- monitors attendance, attainment and exclusions of young people with disabilities and/or additional support needs and Gypsy traveller children;
- monitors and sets targets for schools participation in programmes such as the Mentors in Violence Prevention Programme and Rights Respecting Schools, LGBT Chartermark etc;
- provides continuous training and awareness raising opportunities for employees on equality related matters;
- monitors the:
  - % of ASN pupils participating post school
  - % of ASN pupils employed post-school
  - % of applicants, interviewed and appointed to Modern Apprenticeships (MAs) that are disabled
  - % of young people from ASN schools entering MAs and employment directly from school
  - % of girls and young women participating in STEM subjects

Performance against three equality outcomes is carefully assessed so that the Council has an understanding of what is happening for particular groups of people. This then allows any service development activity or corrective action to be taken if necessary.

North Lanarkshire Council's Anti-Bullying Policy and Prevention Guidelines set out how to respond to, record and challenge bullying, including prejudiced based bullying, in addition to outlining training opportunities.

#### **4. NORTH LANARKSHIRE LICENSING BOARD**

The North Lanarkshire Board is responsible for administering the alcohol licensing system together with certain gambling licensing within North Lanarkshire.

The Board monitors complaints to the Licensing Board and reports, through the equality outcomes performance management framework, any which have a bearing on equality matters.

The Licensing Board is a separate body. Its members are NLC elected members who are supported in their role as Board members through Legal and Democratic Services.

With such a close working relationship with the Council, the Board utilises the Council's expertise, knowledge and resources within an equalities context in the following ways:-

- accessing information that informs its equality outcomes, policies and decisions;
- working with key employees across the Council on areas such as training and development, raising awareness of equality issues in general;
- the Clerk to the Licensing Board meets regularly with the Council's Development Officer (Equalities) to keep abreast of any relevant information and issues that could have an impact on the work of the Board;
- liaising with partner organisations such as NHS Lanarkshire, North Lanarkshire Violence against Women Partnership, Guide Dogs Scotland, Police Scotland, etc. on initiatives to raise awareness and promote understanding; and
- using Council premises for its meetings to ensure accessibility at its Hearings.

Throughout 2019, the Council, one of only seven Local Authorities, is participating in the world leading Equally Safe at Work employer accreditation programme pilot. Equally Safe at Work aims to create a framework that addresses gender inequality in the workplace. At its heart, the programme recognises the inextricable link between gender inequality (including in the workplace) and violence against women.

To ensure that the decisions the Council takes are in accordance with the aims of Equally Safe at Work, the Council is giving consideration to its approach to applications to the Licensing Board for an adult entertainment License, that includes all forms of commercial sexual exploitation as defined within the joint Scottish Government and COSLA Equally Safe: Scotland strategy to prevent and eradicate violence against women and girls, should be dealt with.

#### **5. PROMOTING AND PROTECTING HUMAN RIGHTS**

##### **5.1 PANEL Principles**

As a local authority North Lanarkshire Council is obliged to act in accordance with the requirements of the European Convention of Human Rights. This means not only the promotion of human rights but also taking this into account in day to day work. Taking a human rights based approach is about making sure that people's rights are central to all policy and practice.

The PANEL principles, as set out by the Scottish Human Rights Centre, describes what this means in practice. Highlighted below are some examples of ongoing work that the Council is carrying out to promote and protect human rights.

### 5.1.2 **Participation – People should be involved in decisions that affect their rights**

A council priority, as part of We Aspire is to *Improve the ability, participation, and empowerment of our communities.*

North Lanarkshire's Champions Board gives Care Experienced People a platform to ensure their voices are heard and aims to change the care system.

The Housing Co-Production Group is made up of local disabled people. Housing Officers work in partnership with the group to co-produce housing strategy to ensure the housing needs of disabled people are being met.

In Health and Social Care, all of the 12 Locality Planning Groups have carer representation. This is either from a staff member from a carer support organisation (North Lanarkshire Carers Together or Lanarkshire Carers Centre) who are often carers themselves.

### 5.1.3 **Accountability – There should be monitoring of how people's rights are being affected, as well as remedies when things go wrong**

In Social work, where protecting people's human rights is at the heart of service delivery, a substantial training and support programme has been developed for staff as part of the introduction of the new complaints procedure in April 2017. All complaints, together with any associated learning outcomes, are monitored and subject to quarterly reports to committee.

Anyone wishing to make a complaint can also do this through a representative or independent advocate thereby ensuring barriers to making a complaint are minimised.

In schools, the work of advocacy services such as Who Cares? and Your Voice are actively promoted by ASN Schools.

### 5.1.4 **Non-discrimination – All forms of discrimination must be prohibited, prevented and eliminated. People who face the biggest barriers to realising their rights should be prioritised.**

Eliminating discrimination and promoting equality through the work of North Lanarkshire Council to meet the needs of the general equality duty and equality outcomes are a thread which runs through not only this report but also Council service provision.

North Lanarkshire Violence Against Women Strategy and Action Plan and programmes such as *Equally Safe* are indicative of a human rights approach to tackling violence against women, which considers what is required to create a preventative approach to tackling violence against women across North Lanarkshire.

### 5.1.5 **Empowerment – Everyone should understand their rights, and be fully supported to take part in developing policy and practices which affect their lives.**

The partnership agreement between North Lanarkshire Children's Services Partnership and Children and young people in North Lanarkshire was developed using the principles set out in the UN Convention on the Rights of the Child, Article 12.

In North Lanarkshire, briefings on rights, laws and customs for the Syrian refugees were delivered immediately upon arrival day via a short input. Repeat sessions have been delivered at regular intervals and are continuing on subjects such as; immigration status, the right to work, education and children's rights. The Scottish Refugee Council has been engaged to further ensure refugees are supported and their voices articulated.

North Lanarkshire's schools embrace and teach a Rights Based Curriculum. 88 schools have Rights Respecting School status.

#### 5.1.6 **Legality – Approaches should be grounded in the legal rights that are set out in domestic and international laws.**

We see violence against women and girls in its many forms as human rights violations and this sits in accord with a number of international and domestic laws including Human Rights Act 1998 and the Domestic Abuse (Scotland) Act 2018.

The council funds the Ethnic Minority Law Centre to provide access to culturally sensitive legal and complainant services to NL residents, particularly on matters of immigration, human rights and discrimination.

## **6. PROCUREMENT**

### 6.1 Overview

Each year the Council enters into goods, services and works contracts worth many millions of pounds.

A wide range of services are provided to residents and businesses in the local area. In some cases these are provided directly by the Council, in others by contractors and partners. That this purchasing power can be used as a way to advance equality and, where appropriate, achieve wider social benefits, such as creating valuable training or employment opportunities.

The Council has a statutory duty to ensure that public money is spent in a way that ensures value for money and does not lead to unfair discrimination and social exclusion. The promotion of equalities in the procurement process helps the Council to:

- obtain value for money and improve the quality of local authority services;
- ensure that public money is not spent on practices which lead to unfair discrimination;
- create a diverse and integrated workforce;
- deliver more responsive and flexible services in combating social exclusion and building strong and cohesive communities;
- encourage other organisations to practice the Council's public service ethos on equalities;
- deliver services that meet the needs of residents of North Lanarkshire; and
- improve employment conditions.

The Council takes into account in its tender evaluation and contracting processes, a potential contractor's approach to equalities in terms of its employment practices and service delivery. Potential contractors are asked relevant questions. Appropriate provisions in Council contract documents relating to these matters. The response to these questions is evaluated as part of the selection process. The impact of the procurement with regard to the promotion of equalities within service delivery and employment opportunities is also monitored and managed during the duration of each contract.

Equality outcomes often overlap with Community Benefits and Fair Work Practices which are part of the social and economic elements of sustainable procurement. Community Benefits and Fair Work Practices help the Council to deliver its broader strategic objectives, in addition to the core purpose of a contract and value for money.

General policies on applying Community Benefits and Fair Work practices in contracts are also included in the Council's procurement strategy.

## 6.2 The policy on applying community benefit requirements in Council contracts

Council contracts can help realise a wide range of social, economic and environmental benefits, including better employment opportunities. Community benefits delivered by contracts have been shown to contribute to local and national outcomes relating to employability, skills development and local regeneration.

If there is an opportunity to benefit the community, appropriate requirements will be included in contracts in accordance with relevant legislation, statutory guidance and best practice.

If a contract includes a commitment relating to community benefits, the terms of the contract will record what the provider has to deliver. Overseeing delivery is made part of the Council's Contract Management arrangements and a record is kept of the benefits delivered.

## 6.3 The policy on paying the living wage to people involved in delivering our contracts

The Council strongly advocate that fair work practices and paying the Living Wage can have a positive effect on people's lives and can help to create a fairer and more equal society. North Lanarkshire Council was awarded accreditation as a Living Wage employer on 29 August 2017 after successful submission of the license to the Living Wage Foundation.

The Living Wage accreditation also extends to contracted staff where they work on Council premises for two or more hours per week, for eight consecutive weeks in the year. Extensive work was undertaken by the Talent and Organisational Development Team in conjunction with Corporate Procurement and the Poverty Alliance (a membership organisation aimed at addressing poverty and exclusion) to establish all current council contracts which meet this criterion.

Being a Living Wage employer offers a number of business benefits including:-

- enhancing the quality of work and staff;
- improved loyalty and customer service;
- positive impact on the employers reputation;
- reducing sickness absence rates
- improved retention rates and;
- ensuring the Council is an employer of choice.

## 7. EQUALITY OUTCOMES PROGRESS 2017-2019

The Council wants North Lanarkshire to be the best place to Live, Learn, Work, Invest and Visit for all people. In line with this imperative, making a difference to the lives of people experiencing disadvantage is the main aim of the equality outcomes which were developed through an evidence based approach. The following section details how people with protected characteristics who experience disadvantage are faring through our equality outcomes. This is illustrated through the framework **LIVE, LEARN, WORK, INVEST and VISIT**.

### LIVE

North Lanarkshire being the place to live is the aspiration of the Council. The following shows progress we have made in relation to three equality outcomes about life and living in North Lanarkshire

Equality outcome 1	Older people, disabled people and those with other specific needs have improved access to a range of housing options which meets their needs and supports independent living	General Duty 1, 2 & 3
<p>Since 2017</p> <ul style="list-style-type: none"> <li>• construction completed of 231 new homes for Social Rent. All of these are designed to Housing for Varying Needs standards including 36 of which are designated amenity housing and 19 are designed for wheelchair users</li> <li>• 3234 older and disabled people were helped with repairs and maintenance to their homes in the private sector</li> <li>• 3520 adaptations were undertaken across all tenures.</li> <li>• 706 people with long term health conditions were allocated a socially rented home – majority of those to people in significant need.</li> <li>• 2.16% of all allocations went to BME people.</li> </ul>		
<p><b>Housing – Dementia Design: Supporting Healthier and More Inclusive Communities</b></p> <p>North Lanarkshire Council’s Housing Service’s commitment to better meeting the needs of people with dementia has been recognised by an award from the national Chartered Institute of Housing for the best Health and Wellbeing Initiative. A multi-faceted project which involved three key strands: improved design, improved training and awareness and improved processes helped deliver better outcomes for people with dementia, carers and family members. Recognising the importance of the built internal and external environment in helping promote independence and wellbeing amongst people with dementia the first strand of work involved the commissioning of a bespoke design guide for Council sheltered housing complexes to help ensure design enhancements were dementia friendly, providing choice for tenants whilst ensuring an environment which is both enabling and inclusive. The innovative design guide, unique to North Lanarkshire Council will help ensure the sustainability of Council sheltered housing complexes, ‘future proofing’ them to ensure longevity in meeting the changing needs of older people in North Lanarkshire.</p> <p>The other strands extended to the design of Council new build homes, incorporating dementia design elements in the floor plans and specification of all Council new build homes. Much of this involved straight forward design enhancements which were low cost in</p>		

implementation but high saving gain in the longer term. Such changes included; improved lighting, (as dementia can result in reduced visual capacity) and different coloured front doors so people could distinguish their property more easily.

To compliment these design changes, a significant cohort of employees across various teams within housing, health and social care were also trained on the importance of good design in supporting people with dementia. Participants included employees from housing strategy, development, property staff, architects, operational front line staff and occupational therapists amongst others. Feedback from employees highlighted that they felt their awareness of how design can promote wellbeing amongst people with dementia had improved and that they felt confident in applying the knowledge in practice.

Combined, these strands have helped create a housing dementia friendly workforce, equipped with the skills and knowledge to support positive change for people with dementia, carers and families helping create healthier and more supportive communities.

#### **Leading the Way for Better Supporting Gypsy Travellers**

Housing has recently re-established the strategic corporate working group for Gypsy Travellers. Involving membership across all key Council services and external statutory services, this group will provide a forum for better identifying the needs of Gypsy Travellers in North Lanarkshire and ways in which the services can work better together to meet these needs. This group, meeting twice per annum, will be supported by an operational sub group which will help better address some of the operational issues associated with unauthorised encampments in North Lanarkshire.

#### **Building Standards**

Building Standards Service provide an 'outreach and adaptations service' and also a 'fast assessment' service. This means in practice the provision of information to people in their homes (if they are unable to come to the office). This service provides advice on adaptations and also deals with appropriate applications in a fast tracked way. An employee from the outreach and adaptations team also lends support to the NL Disability Access Panel meetings.

#### **Home and Belonging:**

The Home and Belonging project provides permanent housing, with wrap around support, for young people aged 16 – 26 years. It is innovative in design, encompassing a housing first approach for young people to help improve tenancy sustainment and improve health and wellbeing.

The project also offers an opportunity for statutory providers to come together to reshape outcomes, placing young people at the heart of decisions. It provides opportunities for communities to come together to build more resilience and develop stronger relationships and more cohesive communities.

12 permanent homes are identified for 12 young care leavers who require more intensive support to live safely and well independently. The young people are crucial in the co-design of the project and are involved in every aspect of design of their homes and support.

Equality Outcome 6	Our communities and town centres are safe, accessible and inclusive	General Duty 1, 2 & 3
<p>Since 2017</p> <ul style="list-style-type: none"> <li>• % of women who are repeat victims of domestic abuse has reduced from 45% to 15.6%;</li> <li>• 2662 Guide Dogs ‘Top tips for taxi drivers’ leaflets were distributed to taxi and private hire drivers;</li> <li>• 99.9% of cases of anti-social behaviour reported, resolved, and dealt with within locally agreed targets;</li> <li>• Over 400 people have signed up the Council’s Pledge Campaign to eradicate gender based violence;</li> <li>• 88% of tenants satisfied with the management of the neighbourhood they live in;</li> <li>• 7 First Stop Shops underwent a Mystery Shopper visit in partnership with NL Disability Access Panel;</li> <li>• 35 Tenant and Resident Associations operate in communities across North Lanarkshire;</li> <li>• The Licensing Board has requested a further 30 on-sales premises to participate in GBV toilet door sticker campaign making a total of 94 and 40 on-sales premises requested to display Assistance Dogs UK Welcome Here stickers;</li> <li>• A further 15 on-sales premises were requested to participate in GBV toilet door sticker campaign a total of 79;</li> <li>• North Lanarkshire has welcomed 133 Syrian refugees through the Syrian Resettlement Programme and all have settled well across all six localities in the area;</li> <li>• 80 <b>trueCall</b> nuisance and scam telephone call blocking units have been installed free of charge for vulnerable North Lanarkshire</li> </ul>		
<p><b>The Multi Agency Risk Assessment Conference (MARAC)</b></p> <p>MARAC, the process for managing high risk cases of domestic abuse to prevent homicide, continues to be well used in North Lanarkshire. For 2017/2018, <b>393</b> referrals were progressed to MARAC, 376 of these were for women (12 of who were pregnant), and 17 for men. Referrals were received from the following agencies:</p> <ul style="list-style-type: none"> <li>• Police Scotland = 240 referrals;</li> <li>• ASSIST = 65 referrals;</li> <li>• Motherwell and District Women’s Aid = 9 referrals;</li> <li>• Monklands Women’s Aid = 57 referrals;</li> <li>• NHS Lanarkshire Gender Based Violence Service =15 referrals;</li> <li>• North Lanarkshire Health and Social Care Health Visiting = 4 referrals;</li> <li>• Other = 2 referrals; and</li> <li>• MARAC to MARAC referral = 1 referrals.</li> </ul> <p>621 children were associated with the 393 MARAC referrals</p>		

### **Airdrie Independent Youth Group**

The Council's Community Learning and Development team, in partnership with the Airdrie Social Work Locality, worked with young people to establish Airdrie Independent Youth Group (AIYG). The young people involved were at risk of social exclusion since leaving high school. The aim of the group is to help provide an opportunity for young people with additional support needs to access mainstream youth work, gain new skills, work on their confidence and self-esteem as well building and maintaining relationships.

The name "Airdrie Independent Youth Group" was coined by the young members of the group who felt that to become more independent should be the main focus.

The group has been involved in a wide range of youth led projects, including; creating and recording song about Syrian refugees called "Fly the Human Flag", successfully accessing funding from the "Youth Bank" to plan and organise a community event which showcased the song.

The Airdrie Independent Youth Group were also finalists at the national Young Scot Awards in the category of "diversity" as result of their work.

The group worked with DeepFried film to create a short film about mental health issues. The young people organised a community event in partnership with Scottish Association for Mental Health (SAMH) to help raise awareness.

The group are currently working on developing a "AIYG magazine" for which the young people have designed and created articles.

Consultation with young people and their families has highlighted a dramatic increase in confidence and self-esteem in the young people as a result of regularly attending these sessions, the group has provided a vital safe space in which young people have been able to support each

### **Doorstep Crime**

From 1 May to 30 August 2018, the Council partnered with Police Scotland Lanarkshire Division's Operation Doric and South Lanarkshire Council's Trading Standards on a joint working initiative, with the principle focus being the protection of residents from falling victim to doorstep crime. This not only serves to safeguard vulnerable adults in communities but by taking action against the criminal enterprises operating in the property repairs and home maintenance market, the Council is actively reducing unfair competition and enabling legitimate local trade to operate in a more level playing field, allowing them greater opportunity to prosper. A further Police & Trading Standards partnership project took place from October 2018 to January 2019.

Equality Outcome 7	Participation and engagement with under-represented groups is improved	General Duty 1, 2 & 3
<ul style="list-style-type: none"> <li>• 64% of Council Grant awards funding was awarded to groups meeting at least one arm of the general equality duty;</li> <li>• 7.75% of Community Learning &amp; Development (CLD) adult learners are disabled;</li> <li>• 19.05% of Adult Literacy &amp; Numeracy (ALN) learners are BME;</li> <li>• 4% of CLD adult learners are LGBT;</li> <li>• 3 LGBT youth groups have been established within the last year and have joined together to form NL LGBT Youth Network;</li> <li>• Over 100 Deaf and Deafblind BSL users were engaged in the development of the Council's first BSL Plan; and</li> <li>• There have been 490 ESOL learners and 2700 ESOL learning outcomes achieved.</li> </ul>		
<p><b><u>Developing a BSL Plan for Lanarkshire – Community Engagement with Deaf and Deafblind BSL users</u></b></p> <p>Over summer of 2018 a number of community engagement events were held across Lanarkshire with Deaf and Deafblind BSL users to develop <i>A Shared BSL Plan for Lanarkshire</i> that aims to promote the use and understanding of BSL so as people whose first language is BSL can live full, active and healthy lives.</p> <p>The events were organised through a partnership between North Lanarkshire Council, South Lanarkshire Council, NHS Lanarkshire and four local organisations who support and represent Deaf and Deafblind BSL users – Deaf Services Lanarkshire, Lanarkshire Deaf Club, Deafblind Scotland and Deaf Accessibility and Equality Forum (South Lanarkshire). This partnership is now known as Lanarkshire BSL Steering Group.</p> <p>The community engagement discussions highlighted a number of issues that are common for BSL users including:</p> <ul style="list-style-type: none"> <li>• Deaf people are twice as likely to experience mental health issues such as depression and anxiety compared to hearing people;</li> <li>• Deaf people experience greater levels of unemployment and underemployment;</li> <li>• there is an assumption that BSL users can read and understand English when BSL is a completely different language; and</li> <li>• there is a lack of understanding of BSL language and culture makes it difficult for Deaf and Deafblind BSL users to access services.</li> </ul>		
<p>The Local Plan was published in BSL and English in October and the BSL Steering Group continues to monitor progress and ensure there is an ongoing dialogue between the BSL community, the Council and its partners.</p>		
<p><b>Care Day 2019 – Young people with experiences of growing up in care shared their stories at an event held in Motherwell Theatre</b></p> <p>Six care experienced people from the NL Champions Board gave inspiring presentations about their lives to over one hundred council managers and representatives of partner organisations such as Police Scotland, NHS Lanarkshire and the Scottish Ambulance Service. The event marks the fourth annual awareness day to celebrate children and young people with care experience.</p> <p>North Lanarkshire's Champions Board gives Care Experienced People a platform to ensure their voices are heard and aims to change the care system 'Today Not Tomorrow'.</p> <p>One of the members of the board, told the audience: <i>"It's essential that our voices are listened to and that we all work to improve the life chances of care experienced young people. Care is about meeting each individual's needs as no two experiences of care are the same."</i></p>		

**HSCP – Locality Planning Groups (LPG)**

Health and Social Care North Lanarkshire has twelve locality planning groups in total - two in each locality, one for mental health and addictions and another for long term conditions and frailty. The locality planning groups comprised operational representatives across health, social care, housing and the third sector and they plan on a locality basis to meet the needs within their locality.

All of these Locality Planning Groups have carer representation. This is either from a staff member from a carer support organisation (North Lanarkshire Carers Together or Lanarkshire Carers Centre) who are often carers themselves.

North Lanarkshire Carers Together in partnership with Community Learning and Development provide training for carers who express an interest in attending LPG meetings. The training provides an opportunity for carers to learn about the Health and Social Care Strategic structures, current service delivery in relation to carer support and the key requirements and duties set out in the Carers Scotland Act.

Ongoing support to these Carer Reps is provided by North Lanarkshire Carers Together on a regular basis to ensure that they are equipped with the right information to share with LPG members on all issues relating to carers.'

**Partnerships for Living**

**North Lanarkshire Disability Access Panel** provides a forum where disabled people can engage with the Council, public and private developers to improve access for all. The Panel members use and share their lived experiences to ensure that when new buildings , refurbishments or adaptations are being planned that access for disabled people is included at the design stage. The Panel is made up of people who have a broad range of experience covering many physical, mental, sensory and long term impairments and conditions.

Since 2017 the Panel has provided its knowledge and experience to a number of developments including:-

- Drumpellier Visitor Centre
- New schools
- Motherwell train station
- Ravenscaig Civic Park
- New nurseries as part of the Early Years expansion programme
- mystery shopper visits to our First Stop Shops at the request of the Council

**Violence against Women Working Group (VAWWG)**

North Lanarkshire VAWWG is a multi-agency working group set up to tackle the causes and consequences of violence against women. The VAWWG is included in the Public Protection arrangements in North Lanarkshire along with Child Protection, Adult Support and Protection and MAPPA, and reports to North Lanarkshire Chief Officers Public Protection Group.

**Ethnic Minority Law Centre (EMLC)**

The Law Centre has been a Council partner for a number of years providing access to justice and legal advice and support on issues of immigration, human rights, discrimination and employment, amongst others. EMLC have staff who speak languages such as Urdu, French, Punjabi, German, Bemba, Hindi and Arabic. This has greatly assisted callers who find it difficult to communicate in English and provided a point of call for many members of the BME community in North Lanarkshire

In the year 2017-18 the following services were provided by EMLC:-

- 33 outreach surgeries were delivered in North Lanarkshire to 55 clients
- telephone support was provided directly to 76 North Lanarkshire residents.
- 2<sup>nd</sup> tier support was provided to NL CABs and other advice giving services – 28 in total
- A total of 77 casework support has been provided in this year

**EMLC Case study**

A Ghanaian national who is married to a British citizen on a spouse visa, had lodged application for the extension of his leave to remain in the UK before it expired. The individual's employer terminated his employment for failure to provide proof of his residence in the UK. EMLC assisted the individual to challenge the employer's decision as being an unfair dismissal arguing that an immigrant is deemed to be a legal immigrant during the pendency of his application with the Home Office. On the basis of submissions, EMLC's client has been re-engaged by his employer.

Had the individual's termination of employment being sustained by his employer, this would have led to stress and financial strain for the individual and his family.

## LEARN

Three of the Council's equality outcomes are specifically about education and school life.

Equality Outcome 3	The educational attainment for children and young people with disabilities and/ or additional support needs, Gypsy traveller children and young carers is improved	General Duty 1, 2 & 3
<ul style="list-style-type: none"> <li>the attendance rate for Gypsy Traveller primary school pupils dropped from 82.69% in 2016/7 to 78.4% in 2017/18;</li> <li>the attendance rate for disabled primary school pupils dropped slightly from 91.5% to 90.1%;</li> <li>42.1% of visually impaired learners gained national qualifications at Level 3 and above in Maths or English within the SCQF framework in 2018 compared with 54.8% in 2017. This is in sharp contrast to hearing impaired pupils 65.45% who gained in 2018 compared to 24.01% in 2017;</li> <li>51.7% of exclusions were ASN pupils in 2017/18;</li> <li>there were 9095 participants' sessions for extracurricular sport and physical activity in ASN Schools – exceeding the target of 7500;</li> <li>the Council is a member of the Scottish Traveller Education Project (STEP) and education staff attend meetings with the aim of supporting Gypsy Traveller children in education.</li> </ul>		
<p>To meet the needs of learners at risk of exclusion greater use of flexible timetables, flexible and vocational curriculum and altering staffing ratios have been introduced in ASN schools. Targeted use of Pupil Equity Fund (PEF) and Scottish Attainment Challenge (SAC) funding, for nurture based and trauma informed practice, as well as the creative use of third sector and support providers, has helped support vulnerable pupils.</p>		
<p>ASN Schools have worked closely with statutory, private and third sector providers, including Skill Force, Coatbridge Rovers, Glasgow Rocks, Seven Lochs, Active Schools, North Lanarkshire Leisure and mainstream schools to increase opportunities for extracurricular activities</p>		
<p>With the advent of Children and Families discussions are ongoing to strengthen early intervention. New approaches are in place to ensure that disabled young people who are not fully engaged in school are identified as a priority destinations.</p>		

Equality Outcome 4	Our schools, are safe, accessible and inclusive	General Duty 1, 2 & 3
<p>Since 2017</p> <ul style="list-style-type: none"> <li>88 schools teach rights based education as part of the curriculum;</li> <li>14 schools, involving over 200 senior pupils, got involved in raising awareness activities on suicide prevention;</li> <li>110 teachers have undergone gender and LGBT training;</li> <li>there are 16 Moving and Handling Trainers across the authority and 160 staff members trained in moving and handling;</li> </ul>		

- 22 Active School Co-ordinators are now also trained in Moving and Handling;
- the number of school mentors in the Mentors in Violence Prevention (MVP) Programme has reached 133 and over 1500 pupils have received an MVP input;
- 4 Secondary Schools have achieved LGBT Chartermark status;
- 17 Racist incidents have been recorded, monitored and dealt with across our schools estate;
- 4 Primary schools and the Skills Academy enlisted the support of Show Racism the Red Card to deliver anti-racism workshops to pupils; and
- A number of ASN Schools have introduced support spaces such as nurture rooms to provide alternatives to classrooms.
- Pupils in secondary schools are volunteering as Mental Health Ambassadors.

Advocacy services including Who Cares? And Your Voice are promoted by ASN Schools.

### **LGBT Chartermark**

From Aug 2017 – May 2018 outcomes linked to the LGBT Youth Scotland Foundation Charter Mark we delivered. This encompassed the following work:-

- Staff CPD;
- LGBT circulars;
- Purple Friday event;
- Raising staff awareness;
- Celebration Event; and
- Monitoring & evaluation of equality and inclusion, policy updates, promotional materials such as newsletter.

LGBT Youth Scotland Foundation Charter Mark was achieved in July 2018. The next steps are to further develop the work that has been undertaken to raise awareness and to further support schools in undertaking their own LGBT Youth Scotland Charter Mark journeys. In addition, two secondary schools have achieved their LGBT Youth Scotland Charter Mark Bronze award; Bellshill Academy and Clyde Valley High School. Cumbernauld Academy and Brannock High School have both achieved the Silver Award.

### **Action on Sectarianism Week**

Hundreds of pupils from Mossend and Holy Family Primary Schools took part in workshops, presentations, staff training and sports activities led by Nil by Mouth. The activities were aimed at promoting positive community relations and highlighting the negative impact of sectarian attitudes on society. The 'Action on Sectarianism Week' programme was supported by the Scottish Government Community Safety Unit as part of ongoing efforts across the country to support education work which tackles religious bigotry and celebrates the diversity of our society.

In June, the schools were awarded an Excellence and Equity Award by North Lanarkshire Council in recognition of their partnership work challenging sectarianism in recent years. Since 2014 more than 500 pupils from both schools have taken part in the programme which has seen a range of initiatives including workshops, joint visits to museums, sports days, making films and albums and, in January this year, a joint Burns Night Ceilidh.

<b>Equality Outcome 5</b>	<b>Young women and disabled and black and minority ethnic young people are supported and leave school with positive destinations.</b>	<b>General Duty 1, 2 &amp; 3</b>
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- During 2017-18 academic session:-
- 81.82% of ASN pupils were participating post-school;
  - 25.15% presenting at higher physics were female with a 75.25% pass rate in grade A – C. The pass rate the previous year was 81.31%;
  - 12 extended work placements for female pupils as a positive destination (sport) were supported exceeding the target of 5 and there were 5 for ASN pupils;
  - 6% of young people from ASN schools entered MAs and employment directly from school;
  - free sanitary products were distributed within all secondary schools in a bid to end period poverty for pupils.

North Lanarkshire Modern Apprentices

	<b>2017/2018</b>	<b>Scottish Average 2017/18</b>	<b>2019 (Q3)</b>	<b>Scottish Average 2019 (Q3)</b>
Male	62.5%	63.88%	64.21%	63.8%
Female	37.5%	36.12%	35.79%	36.2%
Disabled	6%	11.3%	9.84%	13.7%
BME	0%	1.9%	0.75%	2.1%

**Resilience and Mental Health Strategy across the Education and Families Service.**

Mental health, wellbeing and resilience difficulties are seen to affect young people across all backgrounds but with increased prevalence with particular groups of young people:

- mental health and wellbeing difficulties are associated with higher levels of family deprivation;
- pupils with lower attachment to school are more likely to report issues of mental health and distress;
- young people with a disability or life limiting illness are more likely to be affected by poor mental health;
- Looked After Children are more likely to experience issues of poor mental wellbeing.

Developing the Mental Health Strategy will influence approaches to promoting mental health and wellbeing and building resilience from nursery and early years, through primary and secondary age groups to young adults. In turn, this will have the potential to positively impact on many aspects of young people's lives and contribute towards a strong start for them through their life.

**5 – Young women and disabled and black and minority ethnic young people are supported and leave school with positive destinations****Positive Pathways**

Three Additional Support Needs Schools have been working with New College Lanarkshire to support young people into a broader range of post-school pathways. There has been traditionally, a focus on hospitality and mechanics incorporates horticulture, construction and retail. The drive to strengthen the pathways and the curriculum to ensure that it is geared towards positive post-school destinations.

## WORK

Being the best place to work as well as the employer of choice is the Council's ambition.

Through a difficult period of continued austerity, the Council has made major commitments and investments supporting people into work and at work.

The progress in line with the following two outcomes highlights some key achievements.

Equality Outcome 2	Disabled people, BME people, lone parents and carers are supported to access employment opportunities	General Duty 2&3
<p>Since 2017:-</p> <ul style="list-style-type: none"><li>• NL Industries employs 32 disabled people and provides work tasters, work trails and work experience for our supported employment clients as well as pupils from ASN and mainstream schools;</li><li>• SES has supported 180 people into work within the local community;</li><li>• 65% of people via the SES have kept their jobs for over 2 years;</li><li>• The Prospects programme aims to help unemployed people of all ages from North Lanarkshire into work and since 2017 has supported 136 lone parents into employment exceeding the target of 91 with 105 disabled people; 131 BME people; 262 Lone Parents and 83 Carers registered and supported;</li><li>• pupils and students from ASN schools, Communication and Learning Units within education and Supported Learning Department at New College Lanarkshire have gained from 606 development hours through work tasters via Supported Enterprise Service; and</li><li>• the 1140 Early Learning and Childcare Expansion team has delivered presentations to the Council's Equality Forums, and B.M.E. 'Promoting Pathways' Summits to encourage and support ethnic diversity within the early year's sector; and</li><li>• the 1140 team will continue to work with the Supported Enterprise Service to ensure that people with disabilities are actively encouraged to apply for current and future vacancies.</li></ul>		

### **Supported Enterprise Service Success**

The Supported Enterprise Service (SES) was created in early 2017 joining together the Council's supported business (formerly known as North Lanarkshire Industries), and the Council's supported employment service. The direct aim of the service is to transform the lives of more disabled persons within North Lanarkshire through the power of work and partnership through:-

- creating further training, employment and development opportunities linked directly;
- to wider enterprise and economic growth activity;
- supporting greater equality in employment across sectors;
- facilitating the creation of and access to sustainable employment opportunities and careers across the Council, its partners and the private sector;
- enabling disabled persons and other disadvantaged groups to realise their ambitions and maximise their potential through end to end career pathway development.

The Supported Enterprise Service celebrated a successful year having secured over 100 new jobs, with more businesses recognising the benefits of creating a diversity rich workforce. SES provide vital support for disabled people and those facing challenges to finding employment.

### **Modern Apprenticeships – Promotional Campaign**

A series of posts across social media channels (Facebook, Twitter and LinkedIn) regularly promote Modern Apprenticeship (MA) opportunities. For example, short/engaging posts linked through to the full MA job advert, contain the following text:

If you live in North Lanarkshire, interested in working with people and aged between 16-24 (prior to 31<sup>st</sup> March 2019), or if you are disabled or care experienced and aged between 16-29 years (prior to the 28<sup>th</sup> February 2019), you may be eligible to apply if you meet the rest of the essential criteria. We recognise that disabled people and those who are care experienced can face challenges on their career journey. In care means you are or were formally looked after by a local authority, in the family home (with support from social services or a social worker) or elsewhere, for example, in foster care, residential care or kinship care (with family friends or relatives) and live in North Lanarkshire this opportunity could be for you.

Equality Outcome 8	NLC as an employer is accessible and all employees are valued and supported to work to their full potential	General Duty 1, 2 & 3
<ul style="list-style-type: none"> <li>• North Lanarkshire Council was the first Local Authority to achieve Disability Confident Leader accreditation in 2017. A full programme of work is in place to ensure that NLC maintains and builds on its commitment to being a Disability Confident Leader.</li> <li>• During 2019 the Council has improved its approach to recruitment by offering alternative application methods and a guaranteed interview to individuals who declare a disability;</li> <li>• there are over 120 members of the Council's Employee Equality Forum and the forum is consulted on policy development with a planning group which organises employee events;</li> <li>• Diversity Champions are in place who work to promote equality and challenge prejudice in their own workplaces;</li> <li>• 10 employees recently trained to become Dignity at Work Support Officers;</li> <li>• 8 specially trained Gender Based Violence Support Officers provide support to employees and their line managers;</li> <li>• a protocol for agreeing reasonable adjustments for disabled employees is being rolled out;</li> <li>• the Council's vacancy list is sent out to a number of third sector organisations who support and represent different groups of people to encourage applications and increased diversity in our workforce;</li> <li>• the Council was awarded accreditation as a Living Wage employer on 29 August 2017;</li> <li>• the Council's Talent and Organisational Development Team deliver bespoke training and developing opportunities for employees. Between 1<sup>st</sup> April 2018 and 31<sup>st</sup> March 2019 over 54,000 hours of training has been delivered;</li> <li>• E- learning is available on a wide variety of subjects including:- <ul style="list-style-type: none"> <li>○ Disability equality</li> <li>○ LGBT and Public Services</li> <li>○ Impact assessments</li> <li>○ Religion and belief awareness</li> <li>○ Gender based Violence</li> <li>○ Suicide Prevention</li> </ul> </li> <li>• The Council has achieved liP status across 3 services with full liP accreditation expected by 2020. This includes the recent award of the liP Young People standard. The liP recommendations are incorporated into the Council Workforce for the future strategy and plans.</li> </ul>		

**MySelf**

Since December 2018 extensive consultation has been undertaken by the Workforce Systems and Analytics team and Talent and OD team with frontline employees on the implementation of MySelf. This resulted in bespoke training sessions to frontline employees within Waste Operations, Streetscene and HomeCare Support.

Overall, over 2500 employees and super users have been trained through 121 and group sessions. Over 200 managers have also been trained on MyTeam.

For employees who have learning or literacy difficulties one to one training was provided. Some employees have now put forward their names for additional training others have chosen to take the instructions booklet home to their families for help.

Comments after the sessions included; *'I don't know what I was worried about'* and *'the training has removed the fear factor of using technology'*

**Equally Safe at Work**

The council used 2019 International Women's Day theme of 'balance for better' to launch its participation in the Equally Safe at Work employer accreditation scheme. The scheme aims to create a framework that supports gender equality in the workplace. At its heart, the accreditation programme recognises the inextricable link between workplace gender inequality and violence against women and how taking steps to address the imbalance can help to end consequent disparities in the workplace, as well as in society.

The programme will see a range of activity throughout the year, starting with a council-wide staff survey which will help to identify how the council can improve work practices and create a more inclusive workplace culture that promotes gender equality.

**NL LIFE**

NL life is the new go to digital space to access all the benefits & support available to NLC employees, It is a digital one stop shop that has been created to provide employees with quick and easy access to information, including:

- job and training opportunities;
- rewards and recognition;
- health and wellbeing;
- financial support and advice;
- MySelf; and
- We Aspire newsletter.

**Partnerships for working**

**Project Search** is a place and train concept operating in partnership with NLC, New College Lanarkshire and NHS. Each academic year 16 students are provided with placements in University Hospital Wishaw and Monklands General Hospital, Throughout the year the students rotate within 4 placements and have a mentor within each department. The students also have a job coach and college lecture onsite to provide in work support. Since 2017/18 16 students have graduated, 10 are currently in employment, 4 actively seeking employment and 2 decided to go onto further education

**Project Ability** – This project which began in autumn 2018, and in its early stages. The project consists of a 52 week ‘place and train’ concept for people with disabilities to gain valuable work experience and skills within NLC and its ALEO partners. There are currently 4 people on placements. Throughout the programme the person is supported by a job coach to actively seek and apply for employment opportunities within the Local Authority or externally with local employers. During the programme the candidates also gain an employability award.

**Family Firm** – The project is a 52 week place and train concept for care experienced young people as part of our Corporate Parenting Responsibility. The placements are with the Local Authority and its ALEO Partners. The project started in summer 2018 and is currently supporting 15 individuals, 5 of which are in work. During the yearlong paid placement the individuals will also work towards an employability award.

## INVEST

Equality Outcome 2	Disabled people, BME people, lone parents and carers are supported to access employment opportunities	General Duty 2&3
<p>Since 2017</p> <ul style="list-style-type: none"> <li>through the Business Gateway contract and the Business Transformation Fund we have supported 27 business owners with a disability and 44 BME individuals; and</li> <li>the number of business starts by women, disabled people and Black and Minority Ethnic people has increased dramatically – 202 women (exceeding the target of 165), 14 disabled and 21 BME in 2017-18.</li> </ul>		
<p><b>The Business Gateway Contract</b> provides free support and advice to start up and growth businesses. The Business Transformation Fund provides grants to businesses to help them grow, by increasing their turnover, increasing their employment levels and exporting. Each business has the support of a dedicated Business Gateway Advisor who operates as a single point of contact for Business Gateway services. Where needed, Advisors can offer to carry out a Business Development Review (BDRs) on any business they support. BDRs help businesses to identify, structure and progress their growth plans. BDRs were slightly behind the 13 month annual target with 184 (92%) newly created businesses and 290 (87%) businesses who are already trading receiving a BDR. The performance in these lines improved as we progressed throughout year as staffing was realigned to improve the performance.</p>		
<p><b>Community Benefits</b></p> <p>For the fifth consecutive year, MEARS, the social housing maintenance firm, has invited elderly and isolated guests from across Lanarkshire and Glasgow to enjoy a traditional three-course festive meal at the New College Lanarkshire training restaurant. The annual event aims to combat social isolation and engage with members of the community who might otherwise be alone at that time of the year.</p> <p>As of now, Mears Scotland currently have 52 apprentices in total, with 11 just starting in 2018 and 23 to finish their 4 years in 2019. Aiming to combat gender stereotyping in the workplace by encouraging young people into non-traditional roles, MEARS currently has one female apprentice plumber. In recent times there have been 2 female electricians and 1 female painter.</p> <p>Following a successful work placement the Council's ALEO, Amey:-</p> <ul style="list-style-type: none"> <li>employed a Care Experienced Young Person on its Apprentice programme;</li> <li>assisted in NLC's 'Get Ready for Work' programme by participating in mock interviews of S4/S5 pupils; and</li> <li>signed up to the Braidhurst High School Employer Partnership Agreement as part of their Developing the Young Workforce Programme.</li> </ul>		

## VISIT

Whilst no specific measurable targets within our equality outcomes which relate to the theme of **Visit** the Council has many initiatives to support visitors who have protected characteristics, some of which are detailed below.

Equality Outcome 6	Our communities and town centres are safe, accessible and inclusive	General Duty 1 2 & 3
<p>NL Disability Access Panel has provided its knowledge and experience to ensure our town centres, buildings and parks are accessible for all. Working with developers (public and private) across North Lanarkshire. Recently the Panel has been consulted on:</p> <ul style="list-style-type: none"> <li>• Drumpellier Park Visitor Centre;</li> <li>• Ravenscraig Civic Park;</li> <li>• Town Centre Audits; and</li> <li>• Motherwell and Blairhill train stations.</li> </ul>		
<p>Council has a contract with Disabled Go – the online access guide that allows disabled visitors to check out the access to the places they want to visit before they go. At the end of 2017 there were 964 premises listed.</p>		
<p>Strathclyde Country Park got involved in celebrating LGBT History Month on 28 February – Purple Friday: by lighting up the rowing tower purple after dark, wearing purple, baking a rainbow cake, and giving out freebies and information to visitors. Visitors from Edinburgh University Rowing Club ate the cake and sent out messages on social media of the event. Coincidentally (or not) the Pride Charity contacted the Park the next day to book the park for Pride 2019 which attracts 10,000+ participants.</p>		
<p><b>Partnerships</b>  <b>Visit Lanarkshire</b> - Council is currently exploring how it can enter into a joint contract with Visit Lanarkshire in relation to Disabled Go – now known as AccessAble</p>		

## 8. NEXT STEPS

Over the course of the coming months the Council's Equality Strategy will be subject to a review. This review will consider how the Council can build on and strengthen our approaches to advancing and mainstreaming equality particularly in relation to how we:-

- gather information and engage with service users, communities and employees to ensure people's needs are being met;
- train and raise awareness of equality issues for employees and elected members and ensure such opportunities are effective and accessible;
- ensure equality considerations are embedded into policy development and review as well as into the implementation of any future budget savings; and
- work with others and build partnerships to ensure the best use of resources, resulting in the best services and outcomes for people and communities.

Whilst some excellent progress is being made, as highlighted within the mainstreaming report, the Council cannot be complacent as there is still much work to be done. There requires to be a clear focus on addressing:-

- the disproportionately low employment rates for disabled people within mainstream employment as part of the Disability Confident Leader review;
- the disproportionately high exclusion and low attainment rates for ASN children and young people within the ASN review; and
- the gender pay gap and occupational segregation as part of our participation in the Equally Safe at Work employer accreditation programme.

The Council's Equalities Network Group will provide the focus and co-ordination to ensure progress continues.