

Working together to improve
the quality of life for all in
South Lanarkshire

Community Plan for South Lanarkshire 2017–2027

print



Annual Outcome
Improvement Report
2019–20



South Lanarkshire Council
Can Do Community

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Introduction to Community Planning in South Lanarkshire

Preface

This document is for the people who live and work in South Lanarkshire. It shows the progress of the South Lanarkshire Community Planning Partnership during 2019-20 and gives examples of the work that we are doing to make a difference and how this has impacted on local people and communities.

What are we?

All of our Community Planning Partners are working together to make South Lanarkshire a better place to live and work. We work with each other and with communities to provide the best possible services that local people want and need. Further information can be found on the Community Planning Partnership website www.southlanarkshirecommunityplanning.org

Who are we?

Our partnership includes a wide range of national and local organisations. Some of these organisations you will know well.

What are we trying to achieve?

Our aim is to work with communities to deliver better services targeted at reducing poverty and tackling inequalities and deprivation across South Lanarkshire.

How do I get involved?

There are many ways to get involved in your local community and influence the work of the partnership, for example, through volunteering, joining a local action group or making a participation request. More information can be found in the section "Working with Communities".



Overarching Aim

The main purpose of the Community Planning Partnership (CPP) is to reduce poverty, deprivation and inequality.

Tackling poverty, deprivation and inequalities is not a new area of work for the partners in South Lanarkshire. From the start, the Community Planning Partnership has recognised the challenges for people experiencing disadvantage, in particular closing the opportunity gap for those communities that are the most deprived. Partners have further strengthened their commitment to this work by agreeing a single objective in the Community Plan (2017-2027) which is to "tackle poverty, deprivation and inequality".

In delivering this objective, the work of the partnership is informed by national research carried out by the Joseph Rowntree Foundation see www.jrf.org.uk for more information. This is an independent social change organisation which is working to solve poverty. Partners work together on a range of actions under the following eight key themes.

- Inclusive Growth;
- Financial Inclusion;
- Supporting Parental Employment and Childcare;
- Improving Housing;
- Education, Skills and Development;
- Health Inequalities;
- Safeguarding from Risk or Harm; and
- Improving the Local Environment and Communities.

To complement this work, plans have also been developed to improve the prospects and outcomes for our residents in relation to Children and Young People, Health and Social Care, Community Safety and Sustainable Economic Growth. For more information see

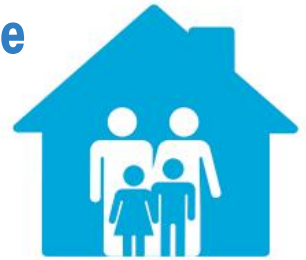
www.southlanarkshirecommunityplanning.org/plans



Children in low income families (before housing costs)

South Lanarkshire
17.2%

Scotland 18.1%
(2018-19)



Percentage of working age residents who are employment deprived

South Lanarkshire
9.7%

Scotland 9.3%
(2020)



South Lanarkshire 11.9% **Scotland 10.8%** (2016)

Percentage of residents who are income deprived

South Lanarkshire
12.8%

Scotland 12.1%
(2020)



South Lanarkshire 13.2% **Scotland 12.3%** (2016)

Community Plan Performance Highlights



Reduce the percentage of households in fuel poverty

3 year target – reduce fuel poverty levels

South Lanarkshire / Scotland

Year 1	Year 2	Year 3
25%	23%	20%
31%	27%	25%
(2014-16)	(2015-17)	(2016-18)

There is a significant amount of work being undertaken by the partnership across South Lanarkshire to reduce poverty, deprivation and inequality. Community Planning Partnerships are required to show what will be different for communities at years one, three and ten of their improvement plan. This report and the linked documents consider how well the partnership has done in meeting the targets that were set for year three of the plan. The following gives examples of our performance where we have met the three year target in relation to some of the key areas of work that we are progressing.

Increase the number of domestic abuse incidents reported to the Police by **10%**

8.3% increase achieved at year 3



Year 1	Year 2	Year 3
3,303	3,492	3,601
(2017-18)	(2018-19)	(2019-20)

Working age people employed

**3 year target –
to be higher than the figure for Scotland**



South Lanarkshire / Scotland

Year 1	Year 2	Year 3
74.7%	76.4%	76.6%
74.2%	74.1%	74.8%
(2017)	(2018)	(2019)

Completed new affordable homes

284 (2019-20)



Home+ Programme

South Lanarkshire Council delivered

507 affordable homes

Registered Social Landlords delivered

835 affordable homes (from 2016-17)

Households with home access to the Internet

3 year target – increase

Year 1	Year 2	Year 3
85%	81%	91%
(2016)	(2017)	(2018)



Care experienced young people moving into work or further education

3 year target – 90%

South Lanarkshire / Scotland

Year 1	Year 2	Year 3
87.8%	90%	91.5%
76.4%	80.4%	82.2%
(2016-17)	(2017-18)	(2018-19)



Community Plan Overall Performance at a glance

Status of priority measures



The following provides a summary of our performance against our priority measures. These are:-

- Children and families
- Community Safety
- Fair Work and Enterprise
- Health and Care
- Tackling Poverty, Deprivation and Inequality

The full Community Planning Partnership performance report can be accessed using the following link

[*www.southlanarkshirecommunityplanning.org/cppperformance*](http://www.southlanarkshirecommunityplanning.org/cppperformance) (*a new link to the CPP performance report – to follow (at CPP Board on 9/9/20*)

Status	Definition
Blue	The action to achieve change has been completed
Green	On course to achieve the target or complete the action as planned/the timescale or target has been met as per expectations
Amber	There has been minor slippage against timescale or minor shortfall against target
Red	There has been major slippage against timescale or major shortfall against target
To be reported later	For some measures, the statistics are not yet available to allow us to say whether the target has been reached or not. These will be reported when available
Contextual	A small number of measures are included for "information only", to set performance information in context

Most improved measures

Ensure the delivery of the Early Learning and Childcare Strategy

Reduce the proportion of working age residents who are employment deprived across South Lanarkshire and reduce the Gap between the 20% most deprived communities and South Lanarkshire

Improved financial wellbeing of low income families and vulnerable service users

Review provision and take up of food and crisis aid to identify gaps and opportunities for development/improvement. Ensure effective cross referral processes are in place between specialist advice and aid services

Communities are supported to fully participate in the development and delivery of Neighbourhood Plans

Least improved measures

Promote Credit Unions and monitor the number of adults involved

Put Women's Plans in place for pregnant women/new mothers substance misusing

Tackling Poverty, Deprivation and Inequalities:

how we are making a difference





Inclusive Growth

Why is this important?

Inclusive growth is ensuring economic growth benefits everyone and reduces inequalities, particularly income inequality. In order to address inequalities, improve standards of living and life choices for our communities, we support South Lanarkshire businesses to grow and create employment. In turn, we encourage our businesses to employ local people thereby giving something back to the communities within which these businesses are based. This support has ensured South Lanarkshire has maintained high business start-up and survival rates, positive destinations for young people, and increased levels of investment.

Support for Business How are we doing?

South Lanarkshire has almost 10,000 registered businesses employing over 88,000 people. Together, they generate a combined turnover (this means the total value of all sales of all businesses in South Lanarkshire) of over £13 billion. Since 2013, the number of businesses has grown by 15% and employment and turnover have grown by 3% and 8% respectively.

Nine out of ten of our businesses are small enterprises, but they contribute around 40% of our employment and 25% of total turnover. Since 2013, small businesses have created the largest number of jobs in the area, cumulatively creating over 3,000 and the biggest increase in turnover through £470 million of growth.

In addition, South Lanarkshire is home to 455 large businesses which account for around half of total turnover and employment. We have 250 internationally owned businesses. These include global consumer brands such as Coca Cola, Schweppes and Deep Heat as well as iconic Scottish brands such as Tunnock's and Burns Stewart Distillers. Large businesses employ over 14,000 people, up by 2,000 since 2013, with turnover over £4 billion, an increase of nearly 50% since 2013.



The COVID-19 pandemic represents an unprecedented challenge to our economy - locally, nationally and across every sector. For many, it will accelerate changes around home working, travelling and it will impact on our town centres. In many cases, those impacts will be felt by those most vulnerable within the labour market.

To support our businesses during this time, partners have delivered:

- 3,732 Coronavirus Business Support Grants;
- Approximately 300 hardship grants to newly self-employed who were unable to receive Government grants delivered by HMRC;
- Total value of grants approximately £42.5million to help sustain businesses through lockdown;
- 62 Pivotal Enterprise Resilience Fund grants to help safeguard some of the regions' strategic employers;
- 56 Creative Industry and Tourism Hardship Grants supporting local employers; and
- Providing support through the Early Stage Growth Challenge Fund.

Next Steps

The partnership is developing a comprehensive economic recovery plan. At its core we will be ensuring we promote inclusive growth, enabling businesses to maintain their competitiveness, creating and safeguarding employment and ensuring we continue to maximise the opportunities presented by the emerging low carbon economy.

Further information

Business Support

<https://findbusinesssupport.gov.scot/>

Support for Businesses

www.southlanarkshire.gov.uk/businesssupport

Business Gateway Support

www.bgateway.com/local-offices/lanarkshire/local-support



Financial Inclusion

Why is this important?

Financial wellbeing impacts on all aspects of our lives including our general health and wellbeing and on our quality of life. It can affect the choices and opportunities we have and our aim is to improve financial wellbeing for those who are struggling or failing to get by or are financially vulnerable.

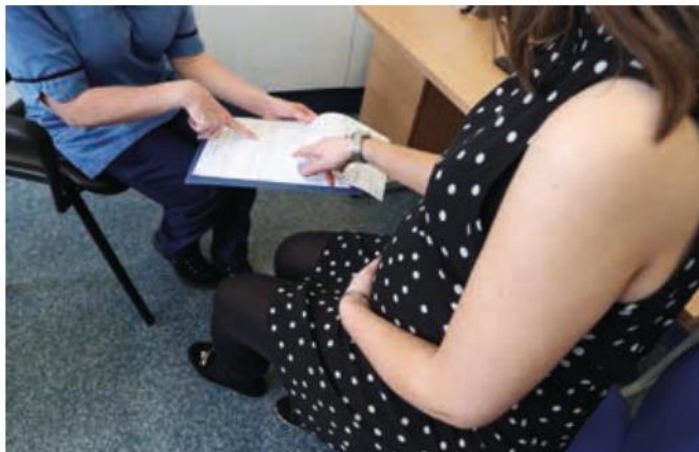
Our focus is on low income households through awareness and uptake of welfare benefits and entitlements; tackling debt and promoting Credit Union saving and affordable borrowing options; reducing costs including fuel bills; and supporting financial know-how from school onwards.

Maximising Income

How are we doing?

Midwives, Health Visitors and Family Nurses work with families to help identify any money worries and make referrals into money advice services. During April 2019 and March 2020 there were 811 referrals to the Money Matters Telephone Advice Line for pregnant women and families with young children. 77.3% of families engaged with the service and as a result there has been substantial financial improvement for many families, with an average increase in household income of £2,569 per year. Good feedback has been received from parents around the supportive, personal contact by both services and the option of further assistance by Money Matters Advice Services.

This work is based on Midwives, Health Visitors and Family Nurses sensitively identifying families in need of financial support and working in partnership with the Telephone Advice Line, to receive expert money advice services either by phone, face to face contact or joint visits with health staff. Asking pregnant women and young families about money worries is now part of the job that Midwives, Health Visitors and Family Nurses do.



Kim's Story*

Kim lives on her own and is due her first baby. She also has mental health issues and has been referred by her midwife for support. She is not working and is already receiving some benefits including Universal Credit. Kim was advised of the benefits that she may be entitled to and got help to fill in the forms. She was told that she could apply for a Leisure Concession Card. Kim had most of the things that she needed for her baby however she needed some help to get her house and garden ready. The Community Payback Team were able to help with this and she was delighted with what they did. As a result of contacting the telephone advice line Kim received the following:-

- A baby box worth £160.00;
- Child Benefit of £21.05 per week;
- A Best Start grant of £600 (one off payment);
- Best Start Foods - £4.25 per week;
- Better off by £54.42 per week through Universal Credit;
- Applications for Maternity Allowance and Personal Independence Payment both pending; and
- Ongoing support from the Money Matters Team and Midwife and once the baby is born this will continue.

Kim continues to receive ongoing support from the Money Matters Team and her Midwife.

**Name has been changed*

Priority Next Steps

- Agree format for reporting information about the telephone advice line to partners regularly
- Disseminate the NHS Education for Scotland web print national prompts to Midwives, Health Visitors and Family Nurses
- Explore new ways of reaching families during the COVID-19 pandemic

Further information

Advice Line for Pregnant Women and Young Families

Email: telephoneadvice@southlanarkshire.gov.uk

Phone: **01698 453154** or **01698 453180**

Opening hours:

Monday to Thursday 8.45am to 4.45pm;

Friday 8.45am to 4.15pm

(outwith these times you can leave a message)

Managing Your Money

www.southlanarkshire.gov.uk/managing_your_money

Financial Inclusion within Maternity and Health Visiting Services

www.youtube.com/watch?v=bM7V9S3vKzs#action=share

Best Start Grant and Best Start Foods

www.southlanarkshire.gov.uk/best_start

When Money is Tight Booklet

www.southlanarkshire.gov.uk/money-is-tight

Citizen's Advice Scotland

www.cas.org.uk/

Community Payback Team

www.southlanarkshire.gov.uk/community_payback



Supporting Parental Employment and Childcare

Why is this important?

The early years of a child's life are important in shaping the best outcomes for them and funding Early Learning and Childcare Services help provide the basis for positive future outcomes for children and families, including reducing poverty and improving chances of getting a job. We know that helping low income families towards, into and within work through the provision of affordable and accessible childcare has the greatest potential to impact on child poverty. We also know that children who receive high quality childcare, enter school with better language and social skills, providing a child with a good start to do well in school and in life.

In supporting parental employment, the partnership helps those in receipt of benefits to get a job and through learning new skills to progress further within their job. We know that barriers to increasing pay can be even greater for those with family responsibilities. Caring for children can often limit the number of hours people can work and the distance they can travel for work.

Increasing choice and the number of funded Nursery Places

How are we doing?

We are working to deliver a plan that provides more childcare options for families in line with the Scottish Government's commitment to increase the funded entitlement of Early Learning and Childcare for all 3-4 year olds and eligible 2 year olds from 600 hours a year to 1140 hours a year. Part of this plan has been to increase the number of staff such as Nursery Managers, Team Leaders and Early Years Workers. We have continued to develop opportunities for Modern Apprenticeships in Early

Learning and Childcare to develop our own future staff. Seven Modern Apprentices have successfully completed their qualification and a further 43 are still working towards this. 20 staff are fully qualified and have been employed in our nurseries. Training for both existing and new staff has also been a priority.

We are also building new/adapting existing buildings to support additional nursery class requirements. For example there will be a new nursery class in Canberra Primary School in East Kilbride. We have also increased the number of nurseries providing funded places from 70 to 102.

This means that we are able to increase the range of nursery places that we offer to suit families' needs. Examples of the part-time and full-time places that we can provide are: 8.00am - 12.35pm over 52 weeks, where children are provided with brunch; 1.00pm - 5.35pm where children are provided with afternoon tea; and 8.00am - 6.00pm over 52 weeks or term time where children are provided with a hot lunch.

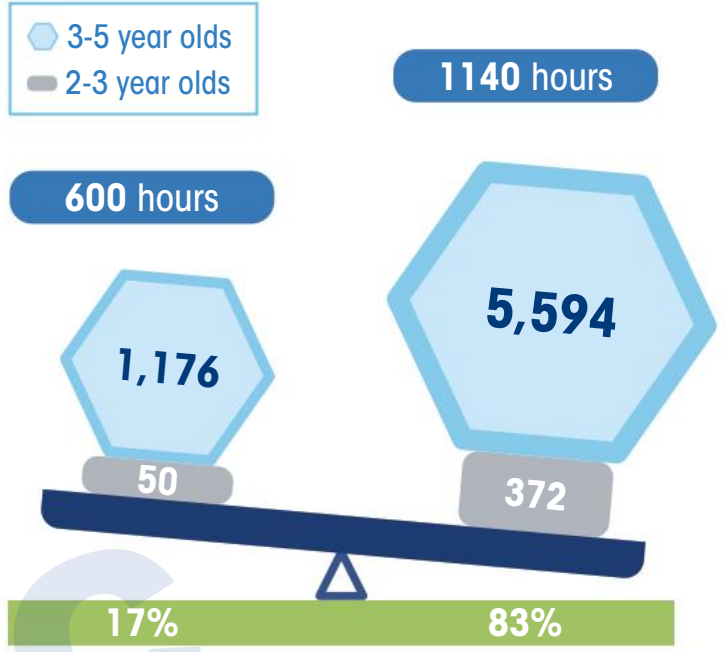
We have been engaging with parents in the planning and development of our childcare provision and parents have told us that they enjoy giving feedback through Twitter and Facebook on surveys and for receiving information and getting support for home learning.

“Thanks to getting a place in nursery when my daughter was two, I was able to go to college and build my confidence and experience of being back in a workplace environment. I gained a qualification that led me to getting back into work after eight years. I have gained so much confidence and I'm proud to be a positive role model to my daughter. This has led to increased income and gives us more options as a family. We can now afford to try different activities with our daughter that were unaffordable before.”

South Lanarkshire Parent



How many funded hours will our children receive in 2020/21?



“I was so pleased when my son was given full days in nursery. It has had a big impact on my ability to work and my son has made massive progress in all aspects of his development; something us working parents would struggle to achieve without help.”

South Lanarkshire Parent

“I would like to say how impressed I am with the flexibility of the hours to choose from. This has allowed me to get back to work for more hours than I had planned.”

South Lanarkshire Parent



Priority Next Steps

We are continuing to prepare for the full implementation of the 1140 hours commitment however we are working in changing circumstances. Due to the COVID-19 pandemic, the Scottish Government has relaxed the current guidance for councils and childcare partners which means that the current entitlement has remained at 600 hours.

There are nine new nursery centres for the two to five years age range being developed. One in the Hamilton area; three in the East Kilbride and Strathaven area; three in the Cambuslang and Rutherglen area; and two in the Clydesdale area. One nursery will also support children with Additional Support Needs.



Further Information

Early Learning and Childcare
www.southlanarkshire.gov.uk/early-learning-childcare



Improving Housing

Why is this important?

Providing good quality housing that meets people's differing needs now and in the future and which they can afford, is vital to ensuring the health and wellbeing of communities across South Lanarkshire.

South Lanarkshire Council works closely with local people within communities and a range of other partners to improve the supply and condition of housing in South Lanarkshire and reduce levels of fuel poverty. We make sure that existing council homes are maintained to the required standards and new homes meet modern standards in relation to ease of access, space and energy efficiency.

As well as providing good quality affordable homes for rent that are suitable to people's needs, we also work with housing partners to deliver a range of other services aimed at improving the lives of people in South Lanarkshire.

An area of particular focus is working with people who are homeless or at risk of homelessness, including those most vulnerable within the community. Our aim is to provide advice, information and assistance to help prevent homelessness.



Kirkton Street, Carluke Development

Prevent and reduce the impact of homelessness

How are we doing?

There are many reasons why people find themselves at risk of homelessness. Identifying those who are at risk at the earliest stage is key to helping prevent homelessness occurring and to reducing the impact of homelessness. The council and its partners work together to provide a range of advice, information, assistance and support to people who are homeless or are at risk of homelessness through the delivery of services including: Housing Options; Mediation; Rent Deposit Support; and Money Advice Services.

In South Lanarkshire, there is a long and well established track record of partnership working aimed at preventing and reducing homelessness. Over the last 20 years, key Community Planning Partners and other partners, such as Housing Associations, Women's Aid Lanarkshire, YPeople and the Third Sector have a shared commitment to work together to identify and implement new ways of addressing homelessness.

During this time significant progress has been made, however homelessness remains an issue and an ongoing challenge, both here in South Lanarkshire and across Scotland.

In 2019, the council, working closely with key partners developed the first South Lanarkshire Rapid Rehousing Transition Plan (RRTP) 2019-24. 'Rapid Rehousing' is defined as a housing-led approach for people experiencing homelessness, with a focus on making sure they reach a settled home as quickly as possible, whilst limiting the amount of time spent in temporary accommodation.

Our aim is that 'Homelessness in South Lanarkshire is significantly reduced, with homeless households moving to a settled home as quickly as possible'.

2019-20 saw the first full year of the implementation of the plan. During the year a wide range of work has been undertaken by services and partner organisations to help address homelessness and improve the lives of some of the most vulnerable people within our communities.



Key achievements include:-

- The council and its' Housing Association partners continued to work together to meet the needs of homeless households in South Lanarkshire. In 2019-20, the council let 51.4% of its' vacant properties to homeless households while Housing Association partners collectively let 36.9%. This is an improvement on the previous year when the council let 49.2% and Housing Associations let 29.4%.
- 26 homeless households living in temporary tenancies were able to be permanently housed within the properties, avoiding the need for further moves.
- Continued development of the Integrated Housing Options model, by increasing resources dedicated to early detection of housing risk factors and interventions to help prevent homelessness. This has led to an increase in the Housing Options caseload from 753 cases during 2017-18 to 933 in 2019-20.
- Two new approaches were established to assist homelessness prevention by providing financial assistance to council tenants and tenants in the private rented sector.
- Expansion of the South Lanarkshire Rent Deposit Scheme to facilitate an increase in the number of homeless households whose housing needs are met in the private rented sector and deliver support to sustain private sector tenancies.
- The HomeStart team was established to provide support and assistance to all new tenants, including those who may be at most risk of homelessness. Since full roll out in September 2019, the HomeStart team have assisted 649 new tenants and provided 247 starter packs.

Priority Next Steps

Following a review of the first year of the implementation of the RRTP and the progress made, priorities for year two have been identified and agreed with partners.

Year two of the RRTP will continue to build on the successful outcomes achieved during year one and the good work that has been progressed by the council and its partners.

Further information

South Lanarkshire's Local Housing Strategy 2017-22
www.southlanarkshire.gov.uk/housing-strategy

South Lanarkshire Rapid Rehousing Transition Plan 2019-2024
www.southlanarkshire.gov.uk/RRTP

South Lanarkshire Rapid Rehousing Transition Plan 2019-2024 – Annual Review

****document to be approved at HTR Committee in September – link to be provided once approved****

Quotes from tenants whose temporary tenancy was made permanent

“I was over the moon”
South Lanarkshire Tenant

“My son has autism so I was pleased to receive the temporary accommodation as a permanent offer so my son did not have to move again”
South Lanarkshire Tenant



Education, Skills and Development

Why is this important?

The world around us is changing. Such is the pace and scale of change that even our idea of work and skills will be very different in future years. An added challenge is the economic and social impacts of the COVID-19 pandemic.

Delivering bespoke support to young people, most at risk of poverty and experiencing inequality is a key priority. As a partnership we work closely to ensure targeted support is in place, particularly at the key transition stage from school to the world of work to ensure young people achieve and sustain a positive destination post school. Closing the inequalities gap between the least deprived and most deprived communities is essential. Research shows that being unemployed when young can impact on society for decades. Youth unemployment leads to a higher likelihood of long-term impacts in later life such as lower pay, higher unemployment and reduced life chances.

We offer a range of youth employability programmes, with support available for young people who need help moving on from school to training, college or a job. Our focus is on ensuring that those young people who live in our most deprived areas have the same opportunities to progress into further education and work as those from the least deprived areas.

Aspire Programme

How are we doing?

South Lanarkshire continues to have a strong 'Opportunities for All' partnership group which works together to ensure that all school leavers are supported into learning or employment and when this can't happen that other supports are put in place to meet the needs of the young person, through a bespoke programme including referrals to other key agencies such as mental health and addiction services.

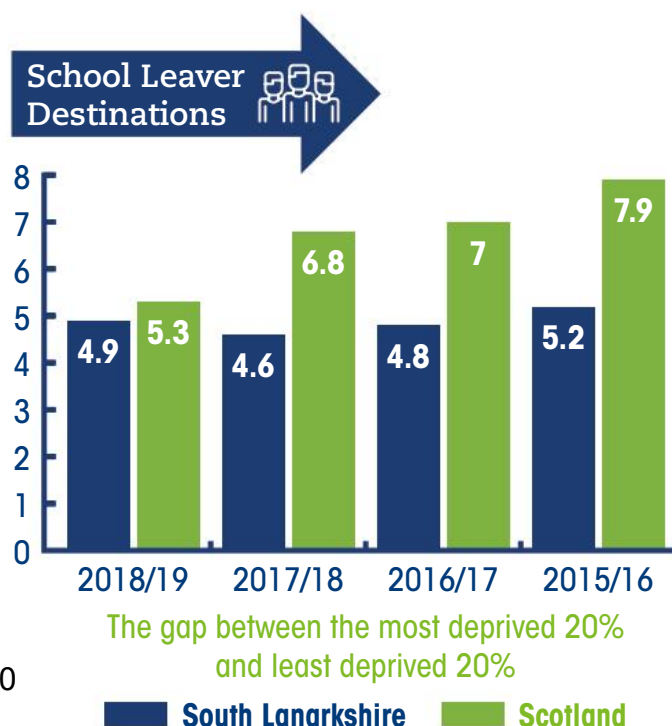
One of the areas of targeted support is for Care Experienced young people.

There is a Care Experienced employability tracking group, where key partners work together to track and support all Care Experienced young people. During 2019, a pilot programme to support Care Experienced young people into employment within the council took place. This had positive outcomes and will be rolled out across the wider partnership. The recent external inspection of services for children in need of care and protection highlighted the work and outcomes of this group and the ASPIRE services as an example of good practice.

Aspire, Youth Employability Service, continues to offer bespoke support and aftercare to young people who are identified as being unable to achieve or sustain a positive post school destination. It also supports all school leavers until their 19th birthday and 26th birthday for Care Experienced young people.

591 young people were supported last year and 75.2% of these young people moved to a positive destination. Any young people who did not achieve a positive destination were offered ongoing support or assisted to make referrals to the key partner agencies for support to meet their specific needs.

The work of the ASPIRE Team has impacted on the national outcome of closing the poverty gap. ASPIRE provision has been particularly targeted to young people from the 20% most deprived areas and the rural areas over the last three years and we are starting to see some strong progress with closing the gap in terms of school leavers destinations.



*Dawn's Story

Dawn is 19 years of age, and is accommodated in one of South Lanarkshire Children's Houses. She has agreed to share her journey to help other young people, her ambition was to work with older people in a care setting. To help Dawn get into work, a range of supports were put in place. She had a dedicated Key Worker and received a training allowance during a trial placement. With this support, she completed 14 weeks of training at a South Lanarkshire Council Day Care Unit for which she was paid £150 per week. Having completed her training, Dawn was successful in getting a job as a Modern Apprentice in Social Care with the council's Day Care Services and is now paid the living wage. When she first started she had some difficulties, however, her employers were aware of her complex journey and worked with Dawn to get through some initial difficulties. Dawn will receive ongoing Aftercare Support for as long as required.

**Name has been changed*

Alexander's Story

Alexander was referred to Aspire when he left school. He wanted to try to become a mechanic, but he didn't know where to start. He got help to draw up an action plan that included exploring work experience and getting ready for work. His Aspire worker secured him work experience in a local garage and Alexander attended three days per week for 6 weeks, he worked hard and flourished at the placement. During the COVID-19 pandemic lockdown, Alexander with support from his ASPIRE worker successfully applied to New College Lanarkshire for a course in Light Vehicle Maintenance.



The provision of vocational learning opportunities during the senior phase, is one of the key developments to support young people into employment. In 2019-20 we provided 1,273 vocational learning opportunities for our young people; this is substantially more than the 812 offered the previous year. The vocational opportunities are provided through a number of different models of learning in the Senior Phase including, Gradu8, Training for Trades and Foundation Apprenticeships.

Learning opportunities

provided to

1,273

young people



Modern Apprentices

provided to

2,601

young people



Gradu8

(college based learning for work):

845

young people



Careers advice

21,362 sessions with

11,312 school pupils



92.6% of 16-19-year olds participating in **Education, Employment and Training/Personal Development** (Scotland 91.5%)

Priority Next Steps

- Revise the Opportunities for All action plan to take full account of the immediate and long term impact of the COVID-19 pandemic.
- We will continue to expand our partnership working, one example is the move to a more locality based tracking and support system for all school leavers.
- The outcomes for the Gradu8 programme have been positive and this coming year we are expanding the types of vocational learning as well as the capacity of provision and plan to offer 1,000 Gradu8 vocational learning opportunities for pupils returning in August 2020.

Further information

www.facebook.com/mybrighterfutureslc

My Brighter Future Youth Employability Brochure 2020-21

www.southlanarkshire.gov.uk/my-brighter-future-brochure

Health Inequalities

Why is this important?

Health inequalities remains one of the highest priorities for all Community Planning Partners. Many factors combine together to affect the health of individuals and communities. Factors such as where we live, our genes, income, education, gender, relationships with others such as family and friends and access to health services all have considerable impacts on health and whether people are healthy or not.

The partnership is committed to actions such as improving health in the early years of life, reducing the impact of substance misuse, promotion of good mental health and supporting carers. An area of focus is physical inactivity, which is one of the leading causes of early death in Scotland. Evidence shows that even small increases in activity can help to prevent and treat long-term illness and improve the quality of our life.

How are we doing?

Working with South Lanarkshire Health and Social Care Partnership (HSCP), South Lanarkshire Leisure and Culture (SLLC) develop and deliver a variety of physical activity, health and wellbeing programmes for South Lanarkshire residents. These include the long term conditions programme 'Active Health'; Physical Activity Prescription referrals; and a free adult weight management programme known as 'Weigh to Go'. The 'Physical Activity Prescription' (PAP) referral process enables doctors, nurses, physiotherapists, etc. to refer patients who would benefit both physically and mentally from being more physically active. During 2019-20, mental health has been the number one reason for referral, with residents living in the most deprived areas making up 52% of all referrals.

Success stories Weigh to Go customers at Eastfield Lifestyles

Marion has lost over 4 stone since starting the classes in May 2018. Marion said "I was referred to the classes by my GP through the physical activity prescription, I will be honest after my initial phone call it took me a few weeks to build up the courage to attend and once I made it to the class I haven't looked back. I now have the confidence to attend other classes like aquafit and aqua Zumba. Having Paul encourage us every week has really helped me stay focused and my aim is to continue to lose weight for my son's wedding next year."

Jean is 78 years old and has lost 2.5 stone since starting in April 2019. Jean said "I come to the classes because I like the exercise, the camaraderie of the class and having Paul motivating us every week really helps. I am working towards my granddaughter's wedding this year so I will be continuing to go to the classes and having a weekly focus really helps me."

Ada is 79 years old and has maintained and kept a healthy weight through attending the classes. She has a number of health problems but manages to make the class every week thanks to Jean and is the life and soul of the class. Ada says "I love coming to the class, everyone is so supportive and Paul makes the classes motivating and I respect his honesty but I also really like the exercises and his music! I am looking forward to try and conquer my fear of swimming and explore kickboxing!"



Health Programme Stats 2019-20

Total usage from all 4 locations:

Weigh to Go

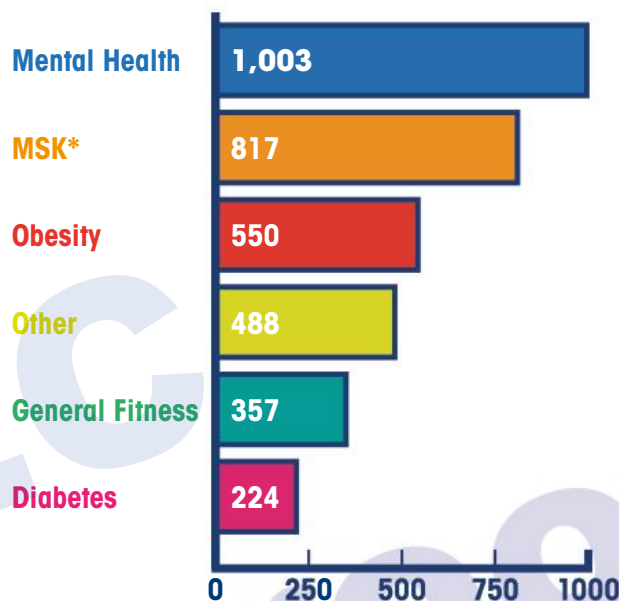


Active Health



Physical Activity Prescriptions (PAP) Stats 2019-20

Reasons for Referral



Physical Activity
Prescriptions (PAP)



Priority Next Steps

SLLC and South Lanarkshire Health and Social Care Partnership will continue to develop this work to improve the health of people through being more physically active.

*Musculoskeletal conditions which affect muscles, bones and joints

Further information

Sport and physical activity -
South Lanarkshire Leisure and Culture
www.slleisureandculture.co.uk/spa

Weigh to Go
www.slleisureandculture.co.uk/w2g

Safeguarding from Risk or Harm

Why is this important?

Public protection involves working with both victims and offenders to reduce the risk of harm from abuse, exploitation and neglect to children, adults and the public. Public protection needs agencies in South Lanarkshire to work together to raise awareness and understanding, and co-ordinate an effective response that provides people at risk with the support needed to reduce the risk in their lives. In South Lanarkshire, this work is overseen by a dedicated Public Protection Team which promotes effective partnership working between the Adult and Child Protection Committees, Multi-Agency Public Protection Arrangements (MAPPA) and the Gender Based Violence Partnership. One area of focus is preventing young people from engaging in drug misuse. We are working together to prevent drug misuse through educating young people, particularly secondary school pupils to prevent future drug experimentation and use. This work aligns with the Scottish Government's strategy, Rights, Respect and Recovery. www.gov.scot/publications/rights-respect-recovery/.



Drug Education Workshops

How are we doing?

The Drug Education Workshop provides information and raises awareness amongst 11 to 15 year olds of the dangers, effects, and consequences of drug use. It provides young people with knowledge relating to drugs and New Psychoactive Substances (NPS). Through attending this workshop pupils have an increased knowledge of the dangers and consequences of drug misuse, including health, safety, and the wider social and criminal consequences.

Last year we said that we would assess the 2018-19 workshops. Feedback from the workshop survey shows that a growing number of pupils have stated they have an increased awareness of controlled drugs and are less likely to take drugs after attending a session. The survey also showed that pupils were more likely to report any concerns around drugs to an adult. During 2019-20, participation levels rose by 16% with 1,156 pupils participating in the workshops across four schools.

We also said that we would deliver workshops in areas where pupils are assessed to be at higher risk of taking drugs and we identified five secondary schools where there is a general high NPS occurrence of drug related crime and drug related deaths.

Priority Next Steps

- To continue to ensure the initiative is delivered in areas where pupils are assessed to be at higher risk. Five more secondary schools in South Lanarkshire have been identified for workshops during the 2020-21 school year and there is ongoing discussion with those schools to secure participation.

“I didn’t really know how dangerous drugs can be.”

South Lanarkshire participant

Further information

Police Scotland: Keep your child safe from substance misuse

www.scotland.police.uk/keep-safe/young-people/supporting-children-and-young-people/keep-your-childsafe-from-substance-misuse

Talk to Frank

www.talktofrank.com

Young Scot: Choices for Life

<https://young.scot/campaigns/national/choices-for-life>

Know the Score

<https://knowthescore.info>

“It made me think a lot and I definitely wouldn’t want to try them.”

South Lanarkshire participant

7% increase in drug crime over the last 5 years:



South Lanarkshire 64.94 crimes

Scotland 65.32 crimes

Increase in drug related deaths:

South Lanarkshire 18%

(72 deaths)

Scotland 27%

(1,187 deaths)

(2019)



Increased numbers of drug-related new patient hospital admissions:

South Lanarkshire 94 to 103

Scotland 85 to 90

(2019)

Rate per 100,000 population



Improving the Local Environment and Communities

Why is this important?

The quality of the environment in which we live and our ability to take part in community life and influence what happens in our communities is key to addressing inequalities and tackling poverty. Within this theme we are working in partnership to build community participation and involvement and produce local plans to address poor outcomes; become more sustainable; tackle digital exclusion; and improve transport to ensure people can access the services and opportunities they require.

Neighbourhood Planning How are we doing?

Neighbourhood Planning activity commonly known as Our Place, Our Plan is now well established in the three test areas and there is much to celebrate in terms of increased community engagement, participation and local decision making. These areas are: Hillhouse, Udston and Burnbank; Strutherhill and Birkenshaw, Larkhall; and Springhall and Whitlawburn, Rutherglen. Following on from the success of the work that has been done in the first Neighbourhood Planning areas, this has now been rolled out to three new areas: Burnhill, Rutherglen; Fairhill, Hamilton; and Halfway, Cambuslang. Local plans have also been developed by the communities in Blantyre, Larkhall and Westwood, East Kilbride. If you live in one of these areas and would like more information/want to get involved in improving outcomes for your area and the people who live there please phone 0303 123 1017 or email us at communities@southlanarkshire.gov.uk.

This work aims to reduce the inequalities that exist in our most disadvantaged communities and improve outcomes for residents. Key to this is supporting communities to drive the process and work alongside other organisations and service providers. Together they build a shared understanding of local needs and priorities and respond to these making the most of our shared resources.

From the start, local people have been involved in shaping the engagement process, determining the content of a survey, what the plan should look like and identifying the best ways to involve as many people in their community to take part.

Each 10 year plan sets out the actions that are important to the community. Local community action groups (supported by service providers) oversee the delivery of their plans. Communities have also created working groups which focus on one key area of their plan such as community safety. These groups meet regularly and drive improvement to deliver the actions in their plan. Work is also being undertaken to ensure that more people in the community are involved in delivering the actions in the plan.

Having regular conversations with communities and building relationships is a very important part of this work. We achieve this by:-

- Placing communities at the centre of Neighbourhood Planning;
- Maximising opportunities to promote local decision making and setting priority actions;
- Mobilising the interests of people and communities around local shared priorities and actions;
- Building the trust, confidence and on the strengths of local people so that they are driving forward the changes and improvements they want to see;
- Creating local structures such as community groups to support the delivery of the neighbourhood plans; and
- Strengthening and building on relationships between communities and service providers.

“I joined the local OPOP Community Group firstly out of curiosity to see what it was all about expecting it to be full of the stuffy old guard complaining about the youngsters of the area and their lack of respect. I was surprised that the meeting was made up of ordinary members of the public, police officers, youth workers, council officials and others sitting as one, around the table for one aim.... the good of the community”

Davy, OPOP Member

“I would urge anyone who has any issues good or bad to come along to the OPOP meetings and get the issues out there so it can be addressed sooner rather than later with the help of every agency available”

South Lanarkshire participant

Further information

Neighbourhood Plans

www.southlanarkshirecommunityplanning.org/plans

“As a voluntary organisation OPOP introduced us to partners who were also working in the Burnbank and Hillhouse areas. We were able to coordinate our services to provide a more comprehensive approach and improve the resources and opportunities for young people”

Joanne, Terminal 1



“Halfway Community Council were delighted to hear that South Lanarkshire Council’s Community Engagement Team are targeting Cambuslang East as a new Neighbourhood Planning initiative. We are very happy to support grass roots community consultation and to work in partnership with SLC and other local groups and charities to ensure those plans and much needed positive interventions bring around sustained changes in local neighbourhoods to make our places a better place.”

**Lisa
(Halfway Community Council)**



Community Participation and Engagement

Why is this important?

Our work as a partnership is intended to improve outcomes for people who live in South Lanarkshire and there is much evidence that when people are involved in decisions about services which affect them, outcomes are improved. As a partnership, we want to find ways to speak to communities and encourage them to take action themselves and to have an influence on service delivery in their locality.

The Community Empowerment Act 2015 (www.gov.scot/publications/community-empowerment-scotland-act-summary/) means that legally the partnership has to place communities at the centre of its process, and work alongside them to produce locality plans which we call Neighbourhood Plans in areas which face the greatest inequalities. In South Lanarkshire we are ambitious to extend this beyond the legal requirements and listen to



and involve communities in a real and meaningful way. The Act also sets out other requirements for public bodies such as Community Asset Transfers and Participation Requests.

During the year, many consultation and engagement activities were carried out by partners with communities in the South Lanarkshire area. The following sections highlight some areas of this work.



Having Community Conversations that Matter!

How are we doing?

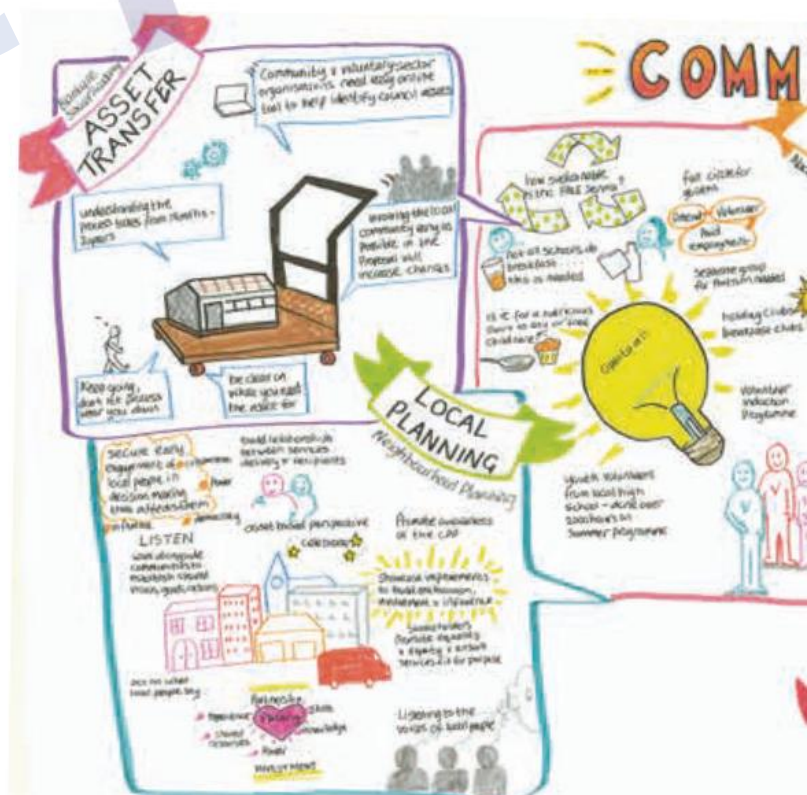
In December 2019, senior officers of the Community Planning Partnership Board and 100 people representing 47 community organisations attended an event to talk about how we can better connect communities and get people involved in the things that matter most to them by having community conversations that matter.

During the event, people from local community groups shared with everyone the work that they were doing in the places that matter most to them; and talked about how their work supports/improves their local community.

These talks included the work of Blantyre Soccer Academy and their experience of taking over a council building through the Asset Transfer process; the Community Planning Partnership's work with communities to produce local plans which contain a set of agreed actions to improve local communities and commonly known as 'Our Place, Our Plan'; the work that the Machan Trust does with families and children who live in poverty; how the people of Coalburn get involved in improving their community; the work that the Hamilton Churches Drop-in Centre is doing to support homeless people; how the Cambuslang Community Council led on Town Centre Planning; and how the Autism Resources Co-ordination Hub (ARCH) supports the Health and Social Care Partnerships' Building and Celebrating Communities work.

These were followed by a discussion on having community conversations that matter. The community participation diagram provides a record of the many rich conversations that people had on the day in relation to: the Asset Transfer process; Local Planning; Neighbourhood Planning; Innovation in Poverty; Involving People; Sustainability; and Building and Celebrating Communities. Some of the key messages were as follows:-

- Have clear boundaries of where the council/community responsibilities lie;
- Provide clear and transparent information;
- Conversations must be tied to real resources;
- Real commitment to inclusion (age, gender, disability, race);
- Real commitment to engagement;
- Recognise barriers to residents' participation and act on them;
- Work with people already working in the community;
- Engagement should be properly resourced and supported by staff; and
- Officers should have more face to face conversations with a wider range of stakeholders.





Based on the feedback from the event, actions have been developed around the following themes:-

- Secure early engagement of local people in decision making that affects them;
- The community should be invited to be part of the Community Planning Partnership;
- Make the Community Asset Transfer process easier to understand;
- Use a variety of communication methods; and
- Invest in volunteer training.

Priority Next Steps

- Feedback from the event will be used to inform a new Participation and Engagement Strategy
- We will start the process of implementing the actions that were set out in the action plan

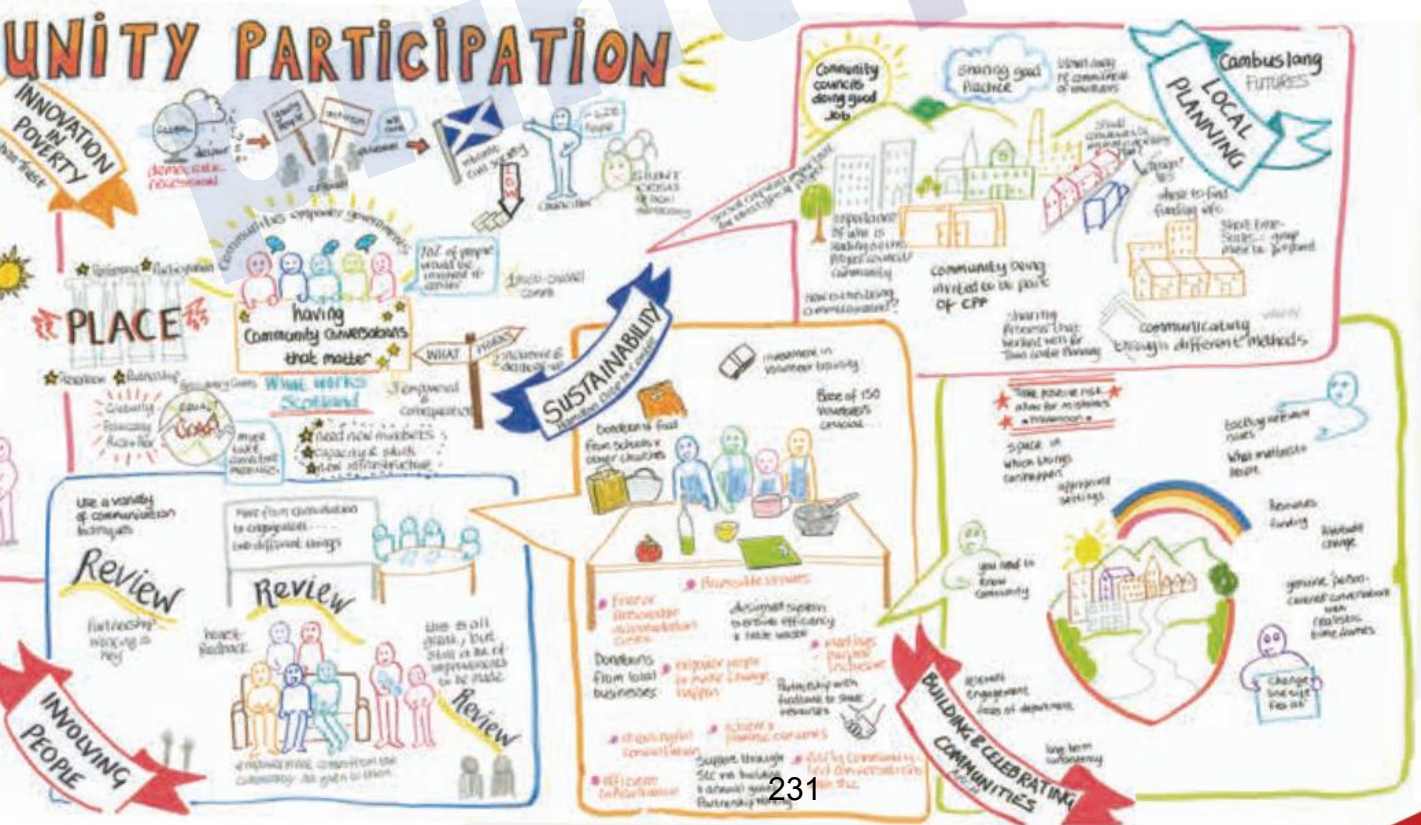
Further information

Community Planning Conference
www.southlanarkshire.gov.uk/cp/info/5/community_engagement_and_consultation

“Nice to see lots of committed people in the same room sharing the same goals”

“Enjoyed the conference and learned a lot about various groups”

“Enjoyed the opening presentation – food for thought!”



Participatory Budgeting

How are we doing?

Participatory Budgeting (often known as PB) is a way for people to be involved in deciding about how money is spent in their local area. During the year, communities involved in Neighbourhood Planning took part in PB exercises to decide which local projects they wanted to see delivered in their community.

Community Decision Making Days have been held in Neighbourhood Planning areas since 2018 and we have seen a large increase in the number of local people taking part in 2019.

Our Place, Our Plan "Pop Up" events were held in the areas of Hillhouse, Udston and Burnbank; Strutherhill and Birkenshaw; and Springhall and Whitlawburn. The purpose of these events was to increase awareness and involvement in Neighbourhood Planning and to engage local people in prioritising their actions for year 2 of the Neighbourhood Plans.

£40,000 was made available for PB and has enabled the development and delivery of the following projects which will begin to address some of the early actions within the local plans. Community and volunteer investment, partnership support and in-kind contributions has meant that much more has been achieved than was expected.

Projects approved for delivery by local communities included:-

- A Homework Club for young people to come straight from school and have a healthy meal and complete any homework while accessing internet and IT equipment;
- A residential weekend for a number of young people to experience outdoor education and take part in activities they wouldn't normally have the chance to;
- Running costs for a family group;
- A shopping bus picking residents up from their houses and taking them to the local supermarket and bringing them back home as bus service times aren't suitable;
- A community sports facility;
- A youth project funded a qualified Youth Worker to run activities for young people in the area;
- Community and seasonal events;

- Equipment for dance classes;
- Development of outdoor learning space for the whole community to enjoy learning new skills and socialising outdoors;
- Chance to Shine is a health and wellbeing project delivered in the Springhall and Whitlawburn area which offers individuals the opportunity to access a range of free and easy access treatments and complimentary therapies;
- A family learning programme hosted by the Youth Family and Community Learning staff is being offered to pupils from Loch and St Anthony's Primary Schools in Rutherglen and is aimed at encouraging children and adult family members to play and learn together. Activities focus on literacy, health and wellbeing and arts and crafts;
- Running costs for a parent and toddler group;
- Community clean ups and backcourt improvements;
- Production of a community safety card; and
- Start-up costs for a community café and hubs.

The Our Place Our Plan Stakeholder Groups and Working Groups continue to work together to take forward their Neighbourhood Plans and develop areas for action. Activities in development include a Community Shed in the Strutherhill and Birkenshaw areas of Larkhall; Friday night drop-in activity where local youth service providers work together and with young people to ensure that services and support are targeted and meet the needs of young people; and aimed at improving the physical environmental including action to address fly tipping, litter dropping and making the best use of open spaces.

Development of Outdoor Space

OPOP funds were requested by Supporting Our Community (SOC) to develop a community garden and outdoor learning space in the grounds of their premises in Hillhouse. SOC are a community based organisation who support people experiencing isolation, loneliness and mental ill health. They understand the value of the physical environment and the benefits of people being able to enjoy the outdoors in the company of others. The open space will provide a place for leisure, learning community growing and play to be enjoyed by the group and wider community.

Shopping Bus

The shopping bus in Larkhall is a joint venture between Larkhall and District Volunteer Group (LDVG) and the Our Place Our Plan Strutherhill and Birkenshaw Community Group (OPOP).

The shopping bus was created after an OPOP consultation which highlighted travel as a priority issue for the community. The initial bus service runs to Asda and the Retail Park every Wednesday, picking residents up from their doors and dropping them off again.

The bus has now received a certificate from Age Scotland to celebrate partnership working and the delivery of a project aimed at reducing social isolation.

Sandra McRory from LDVG said: "We will be looking to enhance the service over the next few months, with an increase in the number of shops we go to as well as looking at other areas where we will be able to pick people up. The aim of this funding is to reduce single-occupancy car journeys by encouraging people to travel together. The LDVG and the OPOP Community Group will use this time to secure further funding and sponsorship for this much valued service".



How can you get involved?

For details on how communities can be involved and who to contact for further information please email: communities@southlanarkshire.gov.uk or phone: **0303 123 1017**

"Thank you so much for this amazing experience - for the opportunity to be involved in Our Place Our Plan I have loved being part of this process. I didn't realise I could help make changes happen in my neighbourhood"

**Springhall and Whitlawburn
OPOP member**

"I enjoy working alongside the others in helping shape my area. It's where my young kids will grow up and hopefully get the maximum benefits from our decisions. Get involved in your own community's decision making"

Strutherhill Resident

"I am delighted to be a part of Our Place Our Plan, working in partnership to bring about real positive change in the Burnhill community. Once other residents see some changes happening I hope more people will get involved"

**Lizzie, Resident,
Local Volunteer and member of
Our Place Our Plan Stakeholders Group**

**Percentage increase in
the number of people taking part in
Participatory Budgeting events:**

Strutherhill and Birkenshaw – 56%

Hillhouse, Udston and Burnbank – 50%

Springhall and Whitlawburn – 23%

(as compared to 2018-19 attendance rates)



Further information

For more information on what Participatory Budgeting is and how it works see:

www.southlanarkshire.gov.uk/get-involved-budget

Volunteering

Why is this important?

Thousands of people across South Lanarkshire choose to volunteer their time, energy and skills to help others. These unmeasurable acts of kindness and commitment from volunteers shape the landscape of our local communities. Volunteering supports existing services and offers much needed additional services, knitting communities together and providing wellbeing for all.

How are we doing?

As the Third Sector Interface (TSI) for South Lanarkshire, VASLan is committed to supporting volunteering in South Lanarkshire by improving engagement with volunteers; promoting good practice in volunteer management; and involving voluntary organisations in consultations, events, partnerships and collaborations that help shape local and national volunteering policy.

Working with partners within the East Kilbride Volunteering Collaborative, funding was secured for a Development Officer role to develop a Volunteering Passport Scheme. The scheme will revolutionise recruitment and training opportunities for member organisations sharing resources and knowledge while offering Volunteer Passport holders a central repository to find volunteering opportunities and store or share their data.

We have continued to support volunteers throughout their volunteering journey whilst also engaging with an unprecedented amount of people who offered help and support in response to the COVID-19 pandemic. The reshaping of our in-house system and automated processes offered us the flexibility to quickly register approximately 1,600 potential volunteers, capture the detail of support they offered and effectively communicate volunteering opportunities on behalf of community response groups to potential volunteers.

Saltire Awards are Scottish Government endorsed certificates recognising and rewarding the commitment, contribution and volunteering achievements of young people aged 12–25 years old. VASLan strongly advocates the benefits of volunteering for young people and our work in partnership with the Scottish Government, Scottish Council for Voluntary Organisations (SCVO) and other

TSI colleagues has transformed the National Saltire Awards scheme, streamlining certificate approval and distribution and encouraging more voluntary organisations to recognise the achievements of young people within a consistent framework across Scotland.

The following are some of the highlights of 2019-20:-

- 3 Third Sector Organisations achieved a Volunteer Friendly Award with a further 4 working towards this standard;
- 168 volunteering opportunities advertised monthly on behalf of the Third Sector;
- 571 new volunteers were registered;
- 1,587 community response volunteers registered and managed;
- 1,066 volunteering placements were arranged;
- 738 saltire certificates were issued to South Lanarkshire young people;
- 544 young people registered for a Saltire award; and
- 55,447 hours' worth of Saltire certificates were claimed.

Please Note: Saltire figures affected by COVID-19 school closures.

“Thank you for the information about volunteering and I have applied via the Chest, Heart and Stroke Scotland website as you suggested.”

“I just wanted to say a big 'thank you' to you and your colleagues who are working so hard behind the scenes. You're doing a great job - keep up the good work.”



Lewis Watt

Sensational seven-year-old beats veteran volunteers to land award

Kind-hearted Lewis Watt won Voluntary Action South Lanarkshire's (VASLan's) Outstanding Contribution to Volunteering Award – despite being only seven years old!

From litter picks to setting up tables and chairs at events, Lewis is regularly found assisting as a member of Blantyre Community Committee.

His near-celebrity status locally even extends to the pet-owning community.

Lewis said: "I was worried about the cats and dogs coming to Blantyre Gala Day because it was so hot, and thought we should put water and food out for them."

Blantyre Community Committee Secretary Paul Veverka said: "Lewis is our youngest committee member but age is irrelevant considering his effort, dedication and commitment."

"He has such infectious motivation and enthusiasm, and is a rising star who helps make all our public events run more smoothly."

Lewis revealed helping others is in his DNA. He said: "My grandma was a volunteer and my Daddy started DJing when he was a wee boy at Terminal One youth events, and he still volunteers at Radio Lanarkshire."

Lewis also helps his Dad at the radio station by checking mics and sound levels and even helping him interview guests.

VASLan's Third Sector Awards recognise those who go the extra mile to help others.

Gordon Bennie, Chief Executive of VASLan, said: "Lewis's thoughtfulness and caring nature stood out amid tough and worthy competition, and his contribution to community-life has been incredible."

Val de Souza, Chief Officer for South Lanarkshire Health and Social Care Partnership, key partners of VASLan, said: "Lewis is an example of the spirit in our communities that we are committed to cultivating through our Building and Celebrating Communities programme. His inspirational efforts bode well for a bright future."



Community Asset Transfer

Why is this important?

Local councils, the Scottish Government and other public authorities, own or rent lots of land and buildings, like schools, hospitals, parks and forests. The Community Empowerment Act gives community organisations a right to ask to take over control of land or a building. If the community organisation's plan is better for people, they will be allowed to buy, rent or have the use of it. This is called Community Asset Transfer. The Act sets out specific criteria that needs to be met by community organisations. The ownership or control of community assets is a powerful tool for communities to drive change and achieve their own goals.

How are we doing?

In 2019-20 South Lanarkshire Council (SLC) was the only Community Planning Partner that dealt with Community Asset Transfer requests. The council worked with 19 organisations who were at various stages of the process and one organisation, Larkhall Christians Together went onto achieve a full asset transfer for the Lighthouse facility in Larkhall. Other organisations are continuing to work towards their own aims with the support of council staff to do so.

How can you get involved?

Community organisations are welcomed and encouraged to consider Community Asset Transfer for their communities. Organisations can view South Lanarkshire Council assets at www.southlanarkshire.gov.uk/corporate-asset-management and requests can be made at communityassets@southlanarkshire.gov.uk. Scottish Government guidance can be viewed at www.gov.scot/policies/community-empowerment/asset-transfer/

Lease Extension of The Lighthouse

Larkhall Christians Together (LCT) is a Scottish Registered Charity and is a collection of all of the churches in the Larkhall area.

In 2017, LCT took on a 1 year trial lease from South Lanarkshire Council for the former public toilets and small office/community space when another voluntary organisation was unable to continue. The building became known as the Lighthouse and the aim of the project was to: promote, enable and develop activities to improve the health and wellbeing of local people; provide information relating to the local area; and to help engage more people in community life. Going from success to success, LCT extended the lease for a further 2 years and continued to develop the facility as a successful community space, meeting space, gallery and much needed public toilet!

In the first full year of operation (2018), there were 6,079 visits to the Lighthouse. 1,172 of these were for the purpose of attending organised activities and events and 4,907 were to get information, use the Listening Service or make use of the toilet facilities. LCT applied for a full 10 year lease of the facility and the lease extension was approved on 5 February 2020. It should also be noted that the Lighthouse has been central to the support of the Larkhall community during the COVID-19 pandemic as a key referral and food distribution point and as an invaluable resource to the Larkhall Rainbow Group who were established from a range of local community organisations to respond to the crisis. At the time the lease was extended Nancy Barr of LCT said "The opening of the Lighthouse has been appreciated by both local people and visitors from further afield and we are pleased to be able to continue to provide services that support life in our community. We are delighted to have an extended lease through the Community Asset Transfer process".



Larkhall Community Group

Participation Requests

How are we doing?

Participation requests are a formal way for community bodies to request to be involved in decisions and put forward their ideas on how services could be changed to improve outcomes for the community. Requests can be made to a range of public bodies including South Lanarkshire Council, NHS Lanarkshire, Police Scotland, Scottish Fire and Rescue Service, etc.

During 2019-20 none of the Community Planning Partners received a participation request.

To make a participation request, your group must meet some requirements including having a membership open to your community and working for community benefit. Your first step should be getting in touch with the public body you would like to work with for assistance in getting started.

This can identify if they are the right public body to contact and they can also help you to get advice and information about any existing consultations or decision making processes that you could be involved in without requiring to make a formal participation request.

Further information

Participation Requests.

www.gov.scot/policies/community-empowerment/participation-requests/



COVID-19 Pandemic Community Response



As per the saying "saving the best for last" we cannot conclude a report on the year without highlighting the fantastic work of our communities in responding to the COVID-19 pandemic.

The local community response to the pandemic in South Lanarkshire was phenomenal and the speed at which communities came together to support local people was commendable. In addition to this we were inundated with kind offers of help. An incredible, 1,587 people living in South Lanarkshire volunteered to help. Many local businesses offered their workforce, services, vehicles, equipment and donations of food and money to help with the response to the pandemic.

Community responders have worked tirelessly to ensure that the people living in their communities received the support that they needed. Many of the smaller rural communities were able to respond to the needs of their community and the community responders in the larger towns supported the work of the Community Wellbeing Helpline. This helpline was created to support the people of South Lanarkshire through the pandemic lockdown. South Lanarkshire Council's Community Engagement Team and VASLan (the Third Sector Interface), worked together to support community and third sector partnerships and link those needing assistance from the Wellbeing Helpline with the help available in their community. Examples of the support provided by local community responders includes

the delivery of food parcels, collection and delivery of prescriptions and a friendly phone call. Other examples in support of this work includes council drivers becoming food delivery drivers and Scottish Fire and Rescues' Community Action Team delivering prescriptions.

Local networks have been established in each of the four main South Lanarkshire areas: Clydesdale; Cambuslang/Rutherglen; East Kilbride and Hamilton/Blantyre/Larkhall. These networks include local authority community development staff; staff from VASLan, and a range of local voluntary and community sector organisations. The make-up of each partnership differs according to the area, but include food banks, CABs, Community Anchor Organisations and other groups such as churches and other voluntary organisations. These partnerships are also supported by smaller neighbourhood partnerships involving organisations and groups which work within smaller communities or towns within South Lanarkshire. This has helped to make sure people's needs are met holistically, including appropriate employment and financial advice and support with other areas of life such as mental wellbeing and feeling connected.

There have been many benefits from this work, in developing stronger links with community groups, increasing the number of volunteers within the area, and creating locality partnerships and networks where organisations are working together to address local need. Communities have mobilised themselves to take action to address the needs within them and the response to the pandemic has highlighted the many strengths within our communities.





Further information

Work of the local food banks

www.southlanarkshirereview.scot/news/article/599/working_together_to_deliver_food_and_supplies_across_south_lanarkshire

Work of the Scottish Fire and Rescue Service

www.southlanarkshirereview.scot/news/article/605/a_first_class_response_from_scottish_fire_and_rescue

COVID how to get help

www.southlanarkshire.gov.uk/covid19-help

Priority Next Steps

- Consult with local community responders to record learning and good practice from the pandemic response
- Support newly formed organisations to become constituted and make applications to register as charitable organisations
- Continue to support existing Third Sector Organisations who are adapting how they deliver their services to meet the changing needs of their communities.

Funding

£1,129,250

of funding secured by community organisations (1st round of funding)



Community Support

3,696

requests for food parcels, mostly passed to local groups



205

requests for help with shopping

126

support with utilities

39

hearing aid batteries

1,380

prescription uplifts

1,716

sanitary provision

1,064

other requests (befriending, pet food, etc).

Karen's Story

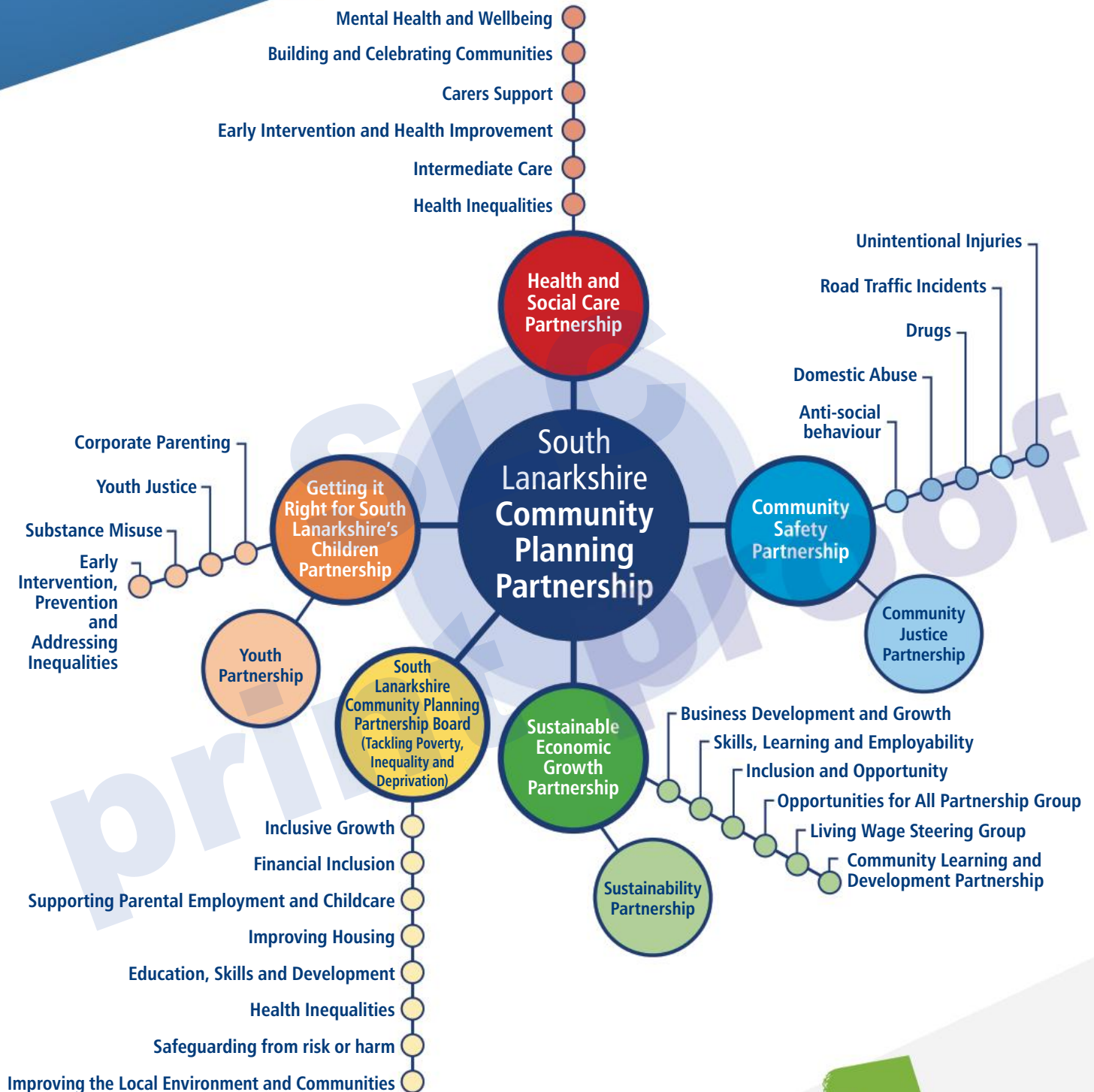
At the beginning of the pandemic myself and my dad both received shielding letters from the Scottish Government, however when we text the number on the letter we were told we weren't on the list so I called the Wellbeing Line. We got through to a lovely team and after I explained our situation they were able to get the local foodbank to deliver groceries to us every week. I also needed my prescription collected and one of the team gave me their direct number so that I could text when it needed collected and this was all delivered through local volunteers. Without this service I really don't know what we would have done, they really go above and beyond to help. I wish there was a hundred people like them at the end of a phone who could help people. I would like to say a huge thank you to a very special team.



Links to the National Performance Framework and UN Sustainable Development Goals



Community Planning Partnership Structure





Printed on eco-friendly
paper – please recycle

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 Email: equalities@southlanarkshire.gov.uk

www.southlanarkshire.gov.uk

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Tackling Poverty, Deprivation and Inequality

Partnership priority	Community Plan Ref	Statistical/ Intervention Indicator	Date	2017-18 Indicator	New Indicator	Comments
Reducing Child Poverty in South Lanarkshire	Priority Outcome 1	Statistical	06/06/19	Reduce the proportion of children who live in families with material deprivation only	Reduce the proportion of children who live in families that are unable to afford the basic necessities	The Scottish Government has redefined this indicator due to a change in the methodology used to calculate the number/percentage of children who live in material deprivation over the past year. The baseline figure and medium and long term targets have been amended to reflect this change.

Partnership priority	Community Plan Ref	Statistical/ Intervention Indicator	Date	2017-18 Indicator	New Indicator	Comments
Education, Skills and Development	N/A	Intervention	02/04/19	Increase percentage of care experienced young people achieving a positive destination at initial survey	Provide annual reports on the progress and needs of care experienced young people and employment outcomes	This was revised in the Children's Services Plan and updated within the Community Plan to maintain linkages across the plans.
Health Inequalities	N/A	Intervention	13/05/19	Improve joint working across the partnership to tackle substance misuse issues for those at risk of child protection registration	N/A	This intervention was deleted from the Community Plan as this is no longer within the Children's Services Plan/GIRFSLC PIP.

Partnership Improvement Plan Indicators which have been amended over the life of the Community Plan

Partnership priority	Community Plan Ref	Statistical/ Intervention Indicator	Date	2017-18 Indicator	New Indicator	Comments
Health and Social Care Partnership (PIP)	Priority Outcome 1	Statistical	17/05/19	Maintain the percentage of clients waiting no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery	N/A	Target changed to 90% in line with the national target. The South Lanarkshire Alcohol and Drug Partnership (ADP) are required to report quarterly to the Scottish Government which is 90% of referrals to alcohol and drug services are seen within three weeks of referral.
Sustainable and Inclusive Economic Growth (PIP)	Priority Outcome 1	Statistical	14/06/19	Increase Gross Value Added (GVA)	N/A	The measure was revised to reflect a new baseline sourced using the new 'balanced' GVA figures from 3.82% in 2015, up to 4.02% in 2017.
	Priority Outcome 1	Statistical	14/06/19	Increase Business spending on Research and Development	N/A	The medium and long term targets have been amended to 'Maintain level of business support, including spending on R&D and innovation'. The reason for the change in the wording is to avoid confusion in terms of how the targets should be read. E.g. to clarify to the reader that the performance status of the measure should be assessed against the level of business support and spending as it was in the baseline year (2015), and not be gauged on the basis of increasing spending incrementally, each year, based on the previous year's figures.

Partnership priority	PIP Ref	Statistical/ Intervention Indicator	Date	2017-18 Indicator	New Indicator	Comments
Getting It Right for South Lanarkshire's Children (PIP)	Priority Outcome 1	Intervention	11/02/19	Deliver a range of supports and tracking systems to identify those who require additional help early and offer the required multi-agency support to young people and their families	Continue to work to close the gap in outcomes for the young people in the most deprived 20% data zones and their peers in the least deprived 20% data zones	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 1	Intervention	11/02/19	Further develop communication and direct contact with eligible families to highlight and support the take up of nursery places for 2 year olds	Workers in contact with families in early childhood and highlight the opportunity of 2 year old nursery places	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 1	Intervention	11/02/19	Work in partnership with the Financial Inclusion Sector to deliver Welfare Advice Services to pregnant women and low income families	Health Visiting Teams and Social Work Family Support Teams will work in partnership with the Financial Inclusion Sector to roll out successful work to support the financial wellbeing of pregnant women and low income families	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 1	Intervention	11/02/19	Roll out use of the Lanarkshire Money Worries App	Roll out use of the Lanarkshire Money Worries App across partners	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 1	Intervention	24/7/20	Increase percentage of children within SIMD1 who will have successfully achieved Curriculum for Excellence first level literacy by P4	N/A	The medium and long term targets for this indicator have been amended from 77% and 78% to 57% and 58% respectively within the Children's Services Plan. These targets have been updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 2	Intervention	11/02/19	Deliver attachment based programmes (early years fair	Deliver attachment based programmes	This was revised in the Children's Services Plan and updated within the

Partnership priority	PIP Ref	Statistical/ Intervention Indicator	Date	2017-18 Indicator	New Indicator	Comments
Getting It Right for South Lanarkshire's Children (PIP)				mellow parenting) to parents of children affected by substance misuse, domestic abuse and those at risk of children on child protection register	(Early Years Framework of Assessment and Intervention for Attachment and Resilience, (Solihull and Mellow Parenting) in all localities to parents with an intensive level of need including children affected by substance misuse, domestic abuse and those at risk of child protection registration	Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 2	Intervention	11/02/19	Deliver an attachment strategy to inform the implementation of training on attachment informed practice across Children's Services	Establish an Attachment Strategy Implementation Group	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 2	Intervention	11/02/19	Work together to increase participation in South Lanarkshire Leisure Early Years activities	Launch a bespoke pre-school membership across SLLC Services with an integrated Tiny ACE across all four localities	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 2	Intervention	11/02/19	Implement alcohol brief interventions with young people identified as having a difficulty as a way of addressing and reducing alcohol	Provide alcohol/drugs education to young people and the staff who work with them	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 3	Statistical	03/07/18	Reduce number of pre-birth registrations for babies affected by substance misuse	N/A	The short, medium and long term targets for this indicator have been amended from 34, 32 and 30 to 22, 21 and 20 respectively within the Children's Services Plan. These targets have been updated within the Community Plan/PIP to maintain linkages across the plans.

Partnership priority	PIP Ref	Statistical/ Intervention Indicator	Date	2017-18 Indicator	New Indicator	Comments
Getting It Right for South Lanarkshire's Children (PIP)	Priority Outcome 3	Statistical	11/02/19	Reduce percentage of referrals to Reporter on offence grounds	Reduce number of repeat referrals to Reporter on offence grounds	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 3	Intervention	11/02/19	Establish a care plan for those pupils looked after at home who require support to improve attendance	Establish a child's plan for those pupils looked after at home who require support to improve attendance	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 3	Intervention	11/02/19	Refresh the multi-agency tracking group to include NHS Lanarkshire	Continue to ensure that the Multi-Agency Tracking Group supports Care Experienced young people with post school destinations	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.
	Priority Outcome 3	Intervention	11/02/19	Widen the tracking group remit to include all Care Experienced young people and those in the Youth Justice System	Work to streamline the referral pathway and ensure bespoke packages of employability support is available for all Care Experienced young people and those in the Youth Justice System	This was revised in the Children's Services Plan and updated within the Community Plan/PIP to maintain linkages across the plans.

Report

Report to:	Partnership Board
Date of Meeting:	9 September 2020
Report by:	Executive Director (Finance and Corporate Resources) South Lanarkshire Council

Subject:	Role of Community Planning Partnership during the COVID-19 Pandemic
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Provide the Partnership Board with the updated feedback of partner experiences during the COVID-19 pandemic and an update on the work of the group who are considering this feedback to identify partnership actions for recovery and renewal.

2. Recommendation(s)

2.1. The Partnership Board is asked to approve the following recommendation:-

- (1) that the newly added feedback provided on the experiences of VASLan and the Scottish Fire and Rescue Service, be noted; and
- (2) that the update from the working group tasked with the development of an action plan be noted.

3. Background

3.1. Questions on the experiences of Community Planning Partners during the COVID-19 outbreak and the next steps being taken were provided by the Scottish Government and circulated to the Partnership Board for their comments.

3.2. The purpose of the Scottish Government consultation is to learn from partners and information provided will be helpful in harnessing recent energy and momentum towards longer-term ambitions and will advise on the role the Scottish Government should take across a range of policy themes as well as community planning.

3.3. On the 1 July 2020, a report was submitted detailing the feedback received from most of the Community Planning Partners and noting that VASLan and the Scottish Fire and Rescue Service were working on their submission. At that meeting, the Board also agreed to task the Community Planning Progress Group with identifying key actions and producing a Partnership Action Plan for movement through the Recovery and Renewal phases of the pandemic together with finalising the COVID-19 Pandemic Risk card.

3.4. At their meeting on 21 July 2020, the Community Planning Progress Group agreed to establish a small partnership working group which held their first meeting on 12 August 2020.

4. Partner experiences

4.1. Information provided by VASLan and the Scottish Fire and Rescue Service in relation to their experiences of the COVID-19 pandemic has been added to Appendix 1. This now provides a complete picture. The working group has reviewed this additional information and updated the key themes emerging across the partnership to reflect this. These are as follows:-

<p>Reflections</p>	<ul style="list-style-type: none"> • Local partners have adapted and responded quickly and appropriately, but this has been challenging due to the pace of change re new and revised policies and guidance. • National and local approaches have not always complimented each other and this has caused some difficulties, for example volunteering streams. • Communication between partners has been strong, however this sometimes came from multiple sources and not all messages received were accurate. • Communities have mobilised themselves effectively and efficiently to provide local responses. • Negative economic effects will be substantial and have an ongoing impact on the demand for services • Partnership working both planned and spontaneous has been a positive. • National reporting requirements have been challenging. • Mental and physical health impacts can already be evidenced and will continue long term. • Technology is an important part of the recovery and renewal phases as well as the response. • Digital exclusion remains a real issue. • Sharing information particularly at a local level has been constrained by GDPR. • Approximately 1,500 volunteers came forward however many were unallocated as there wasn't sufficient volunteering opportunities.
<p>Looking Ahead</p>	<ul style="list-style-type: none"> • Particular consideration will need to be given to the long-term poverty related impact of the pandemic and the response needed to address the issues from this. • It is important to harness and develop the community contribution and the strong relationships that have been developed. • Community responders could provide support with other emerging issues in their communities such as severe weather, loss of power, etc. • The financial impact upon partners requires clarification. • We need to consider how services can be delivered differently, including the demand as suspended services are restored and the increased demand from financial and health pressures. • Digital connectivity should be an area of focus and needs more investment. • Engage in appropriate community conversations to identify priorities. • Planning for potential long term events with communities. • Strong partnership approach to recovery and renewal.

4.2. At their next meeting, the working group will agree the themes and actions for recovery and renewal and report this to the Board at their meeting on 21 October 2020.

5. Employee Implications

5.1. There are no employee implications associated with this report.

6. Financial Implications

6.1. There are no financial implications associated with this report.

7. Climate Change, Sustainability and Environmental Implications

7.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

8. Other Implications

8.1. There are no risk issues associated with this report.

9. Equality Impact Assessment and Consultation Arrangements

9.1. This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and therefore no impact assessment is required.

Paul Manning

**Executive Director (Finance and Corporate Resources)
South Lanarkshire Council**

12 August 2020

Contact for Further Information

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COVID-19 Pandemic – Experiences and Next Steps

Partner Responses – Key points

Reflections

Question	SLC	NHSL	SPT	SFRS	Police Scotland	HSCP	VASLan	SDS
How has the response to Covid-19 felt for local partners?	<p>The local resilience and mutual aid structures has stood up to the challenge and both communication and mobilisation of the necessary responses have operated effectively although at times stretched to capacity.</p> <p>This is a different type of incident response given the scale and the longevity and it has required the complete redirection of a large level of partner resource to ensure that the pressure has been taken off critical parts of the public sector (e.g. NHS Acute) and that those affected by lockdown restrictions have been supported appropriately.</p> <p>The pace of change and policy announcements has been difficult to react to and it has felt at times that local partnerships are the recipients of announcements rather than partners in the response and recovery phases.</p> <p>The response has mobilised an enormous amount of capacity at a local level within communities who have stepped up and been at the front face of the support model.</p> <p>National phonelines for volunteering have however cut across these arrangements unnecessarily leading to a sense of unused volunteer capacity which may impact on the sustainability of such support going forward.</p> <p>The response in terms of duration and range of actions taken by partners to mitigate</p>	<p>There has been the need to radically change how we deliver services. We have had to stand down services.</p> <p>The collaboration between local partners has been very good and this is reflected in arenas such as Shielding and Test and Protect.</p> <p>A major challenge for us all has been dealing with a range of Scottish Government directives and enquiries and the focus on Care Homes has reduced our capacity to focus on other aspects of the COVID-19 response.</p>	<p>SPT has been working in close partnership with the Scottish Government and its agency transport to help deliver a safe and viable public transport network for essential workers primarily on the bus and subway network as well as at critical transport hubs and bus stations. This crucially has to balance capacity, demand and the need for social isolation on all forms of public transport. As we move into Phase 2 of Lockdown, service levels across public transport modes are being increased to release safe capacity onto the network to meet the travel needs of essential workers and those re-entering the economy.</p> <p>One specific concern for the public transport industry has been the message around “only use public transport for essential travel” which is of course appropriate during the lockdown but may have the longer term effect of discouraging people from using public transport and instead promoting more unsustainable private car travel. As we emerge into the ‘new normal’ it will be essential to recognise the critical role that public transport will do and will continue to play in achieving our wider goals to tackle emissions, reduce inequalities and support inclusive growth. SPT is, however, encouraged by the publication of the Scottish Government’s Route Plan and Transport</p>	<p>The priority for the SFRS was to maintain and protect service delivery for our communities. Very quickly the Service implemented the appropriate governance and structural arrangements. In addition, a daily common recognised information picture was produced, this provided a situational overview which included current information (spread/impact/probability/timescales), and SFRS issues (people, fire appliances availability and workplaces).</p> <p>To protect our service delivery, all engagement activities were suspended and task cards were produced to provide guidance to operational crews for a variety of incidents whilst working in the communities. The task cards proved to be invaluable as they provided confidence and reassurance to our crews in that the appropriate PPE was worn and additional control measures implemented.</p> <p>The vast majority of support staff were directed to work from home, an issue with</p>	<p>The response has been challenging but it has genuinely felt like partners have pulled together to address some of the challenges. It has undoubtedly increased communication and the use of ICT has helped to reduce the amount of unnecessary travel to meetings with increased confidence in the use of AV based meetings.</p>	<p>The pace was fast – and a lot accomplished in a short space of time – what enabled this to happen and do we want to hold on to.</p> <p>The response has, in the main been overwhelming and a huge effort with a lot achieved in a short space of time. However, and from a health and social care perspective it has been very challenging as much of the support provided has been in dealing with vulnerable and unwell members of communities directly affected by COVID-19.</p>	<p>Adapting to new working methods and mobilising existing staff and capacity to support delivery to wider communities and organisational partnerships has been a steep learning curve for many partners within the local Third Sector. The speedy response from community and Third Sector was for the most part achieved through coordinated and successful partnership working. As a result, these partnerships were better able to take advantage of existing skills/resources in the community (including volunteers, community groups and local businesses) and avoid any duplication.</p> <p>South Lanarkshire’s Third Sector has shown a determination and drive to adapt service provision ensuring local communities remained engaged and</p>	<p>Joined up/good communications</p>

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	immediate health, social and economic impacts has been unprecedented. Many medium and longer-term impacts are assumed but are yet to be fully evaluated, COVID-19 will only compound challenges faced by communities in general and further expose existing vulnerabilities.		Scotland's Transport Transition Plan which provide a clear framework for emerging from Lockdown while supporting and sustaining our transport network.	this was the availability of portable IT equipment. This has been slowly resolved with the hiring and purchasing the appropriate equipment required.			supported although challenging has been exemplary.	
What impacts are partners seeing locally as a result of COVID-19, for communities and the local economy?	<p>The impact on the local economy is likely to be devastating and long term depending on sectors. The furlough scheme has reduced the anticipated rise in unemployment and benefits reliance only temporarily and once the scheme comes to an end we will see the full impact of the anticipated recession.</p> <p>Opinions are divided on how quickly the economy will bounce back but earlier predictions of a sharp "V" shaped recover appear overly optimistic at present and there may be large scale structural impacts (such as the Rolls Royce decision to cut 750 jobs in a single plant in Inchinnan). The vast majority of employers in the area will be small to medium sized enterprises and many will not survive the lockdown or may find on resuming their operations that their customer base has eroded or that they are no longer competitive given the restrictions applied to their business.</p> <p>The area has a large proportion of public sector employment and the fragility to the future funding for local government and other public bodies is considerable. The costs of care services are likely to increase substantially and this will apply further pressure to the public purse. Large scale reductions in public sector posts will exacerbate the position</p>	<p>We are anticipating that there will be a very negative impact on our local economy and on inequalities.</p> <ul style="list-style-type: none"> - We are seeing some excellent examples of community cohesion in terms of willingness to support and volunteer. - We are concerned about the mental health impacts of lockdown on many members of our communities. 	<p>As stated above the message on essential travel remains during lockdown. As we approach Phase 2 there will be more call on public transport as the wider economy opens up. SPT has been working with Transport Scotland, local authorities and public transport operators to help ensure public transport services meet essential need and that we emerge from lockdown in a way that reflects growing demand for public transport. We welcome the Scottish Government's commitment to supporting the public transport industry during this time and this is reflected in the support that SPT, with local authority support, has provided to the bus industry to ensure its sustainability. We also welcome the investment by the Scottish Government walking and cycling which will be an important and growing part of the transport mix going forward. In addition, investment in appropriate road reallocation measures is welcome to ensure people can walk and cycle and can access the shops and services they need to safely. This is a positive approach given the damaging physical and mental health impacts for many people in our communities as a result of lockdown.</p>	<p>The impact COVID-19 has had on the communities has been evident, the Fire Service has saw a significant increase in fire fatalities across Scotland, as people are spending more time in their homes. With the lack of engagement activities with home fire safety visits being suspended there was a request through the Community Planning Progress Group and Local Resilience Partnerships to promote general fire safety advice.</p> <p>Furthermore, we have also noticed an increase in suicide threats/attempts, this would also suggest the impact COVID-19 has on people's mental health.</p>		<p>The impact has been significant and will leave us with a huge challenge as we move into a phase of balancing the need to continue to suppress the virus, whilst initiating a progressive recovery. Already we are seeing increased demand for services such as Money Matters as a result of reduced income or rising unemployment.</p>	<p>Recent virtual conversations with a range of Third Sector partners identify that there are a number of concerns over impact to local communities and the local economy. The examples cited include a response to a survey of Third Sector organisations which highlighted that 39% of respondents commented that their financial position is likely to worsen post October 2020. It has been noted over the period of lockdown that the withdrawal of face to face services is having a negative impact on service beneficiaries. This has heightened the awareness of the value of the services provided by community and Third Sector organisations by individuals and partnership agencies. Without the ongoing provision of these</p>	<p>Increasing volumes of redundancies/increased levels of anxiety in YP in particular</p>

Question	SLC	NHSL	SPT	SFRS	Police Scotland	HSCP	VASLan	SDS
	<p>created by private industry job losses.</p> <p>The loss of earnings in communities will impact on households experiencing poverty and children living in poverty. The links between poverty and health, education, justice and economic opportunity outcomes are well established and will present enormous challenges over a lengthy recovery period.</p> <p>Economic support measures introduced by Government such as the furlough scheme and business support grants have helped bridge a gap, the wider issue is whether or not businesses remain viable after these measures are withdrawn. Upset in local employment has domino effect on local economy and other businesses in for example retail and hospitality.</p> <p>Loss of income for councils, businesses and voluntary sector organisations is a concern.</p>						community led support services there will be a potentially devastating impact on our communities.	
How well are distinctive needs of particular communities being identified and met?	<p>Needs are readily identified however responding to them given the scale and nature of the challenges is another issue. Partners are currently incurring significant additional costs and loss of income as a result of responding to COVID-19 however at this stage there is no clarity on whether this scale of financial exposure will be covered. The exposure is serious and multi annual and if left unaddressed will potentially contribute to significant reductions in public services to communities and large scale job losses.</p> <p>Temporary economic measures, as noted above, are in place to support employment.</p>	<p>This has been really challenging as focus has been on the response to COVID-19 and therefore there has been extremely limited capacity to focus on the needs of particular communities.</p> <p>- We are concerned about vulnerable communities i.e. the homeless and those who misuse substances.</p> <p>- We are also concerned about the impact on our children, who have not been able to benefit from formal education.</p>	<p>SPT remains critically aware of the need for essential workers to travel and increasingly the requirement to enable the economies of the area to emerge from lockdown but will only do so in a considered and safe manner – guided by medical advice and supported by the Scottish Government. We recognise that rural communities and people who are isolated, including older people, face particular challenges and that is why we have continued to provide a network of supported bus services during lockdown since these are critical to keeping people connected to essential employment,</p>	<p>South Lanarkshire Council establish a Wellbeing Support & Helpline which the community action team and staff on modified duties supported. This was to carry out a variety of tasks for vulnerable individuals who were shielding or had little or no support. The tasks included the delivery of prescriptions and food parcels, leaflet drops to promote such campaigns and the removal of cardboard waste materials due to the reduction in waste management services. A safe</p>		<p>Identify any risks for you, your team, your service area over this period of time.</p> <p>Within health and social care, we have had to prioritise services to those who are in most need, for example those with substantial and critical health and wellbeing needs.</p>	<p>Many of the services provided by communities and Third Sector had a pre-existing need, the challenge was adapting methods of delivery to enable service provision to continue. Service users were known to the sector prior to lockdown and have been receiving continuous support in order to help maintain health and wellbeing and reduce their level of isolation.</p>	<p>PACE support for redundant workers/Careers Adviser support to vulnerable pupils/SDS Helpline created, in partnership with LAs to support redundant workers/others impacted by COVID/furlough.</p>

Question	SLC	NHSL	SPT	SFRS	Police Scotland	HSCP	VASLan	SDS
	Social support measures have been put in place through the Shielding Programme and more generally through the council's Wellbeing Programme supported by local partners.		healthcare, shopping and other public services.	system of work was identified and implemented for carrying out these tasks. The community action team were ready to assist as they had access to PPE, vehicles and all of them were PVG checked.			Approximately 30% of new clients have come forward, particularly in relation to shielding, food poverty and crisis situations. The partnerships developed during the crisis have pulled their resources together and have been able to provide wider ranging supports to individuals and family units in a concerted response to need.	
What learning can we draw from this experience – e.g. what has worked well and less well?	<p>Many positive examples of planned and spontaneous partnership working across private, public and third sector with Lanarkshire Local Resilience Partnership being a good example.</p> <p>Further positive is the local voluntary sector knowledge of vulnerable individuals.</p> <p>Negatives include lack of notice or engagement around significant policy decisions by the Scottish Government prior to their public announcement in press briefings and rapid and continuous changes in sectoral guidance. Lack of clarity around funding raises further concern.</p> <p>Starting up a national volunteer helpline generated a large volume of volunteers but this was not connected to local communities and structures.</p> <p>Many positive examples of planned and spontaneous partnership working across private, public and third sector with Lanarkshire Local Resilience Partnership being a good example.</p>	The CPP in Lanarkshire have once again demonstrated willingness to work together for the benefit of our communities. What has worked less well is the amount of information that the Scottish Government has sought from local systems.	<p>SPT has worked closely with our local authority partners, Transport Scotland and transport operators to help deliver essential travel and this partnership working has worked well.</p> <p>Social distancing at key transport hubs has, in the vast majority of cases, been well observed although face covering has been intermittent and we welcome the decision to make this mandatory on public transport.</p>	<p>Very quickly adapted to the use of IT/ conferencing facilities to enable critical communications.</p> <p>Quickly redeployed Fire Service resources to aid the community effort i.e. prescriptions etc. Systems and protocols to support this i.e. Risk assessments, PVG disclosed personnel and high safety awareness training were all either in place or rapidly developed.</p> <p>Fire Service maintained critical services throughout and quickly adapted response protocols as required as the situation developed.</p>		<p>How have you / your teams managed to hold your resilience – if not what did /do you need.</p> <p>The key elements of learning are that we have had to change (very quickly) how we have historically delivered services. The increased use of technology and how the workforce has embraced this to deliver services remotely has been a real example of service change that has worked – and within a very short space of time. So, the clear message is that everything should not just revert to normal and the opportunity needs to be taken to continue to look at new ways of delivering services and supports. The way in which local people in communities have come together to work collectively to support and protect their local people has also been exceptional. It is important that this continues as it promotes communities</p>	<p>The rapid and dynamic response from communities and Third Sector organisations in responding to local need from the start of the COVID-19 crisis. This includes new voluntary groups being formed and a very positive approach to coordinated partnership working across the sector. A lesson would be to embrace the new energised community spirit to support and protect vulnerable groups and to change how support is delivered.</p> <p>An area that didn't work so well was communications, items of</p>	<p>Working with partners works well/level of non face to face engagement may not provide all necessary support required. Digital exclusion concerns and those with additional support needs</p>

Question	SLC	NHSL	SPT	SFRS	Police Scotland	HSCP	VASLan	SDS
						doing for themselves as opposed to being done to.	communication both nationally and locally have been numerous, however, it has been noted across South Lanarkshire's Third Sector that misinformation and a degree of inconsistency of communication has caused confusion, as the TSI we have highlighted this to the Community Engagement Team and via the LRP.	
Can you provide any positive and productive examples of local partnership working?	<p>Some examples include:</p> <ul style="list-style-type: none"> • SLLC staff redeployed into NHS roles to support the acute sector; • As above, for care at home services; • Establishment of the Wellbeing Line to make outward bound contacts to the shielded population 2 weeks ahead of the national helpline; and • Local community group response to requests for support from the above line. <p>Engagement with partners through the Local Resilience Partnership structure.</p> <p>Role performed by voluntary and third sector organisations in supporting communities and emergency responders.</p> <p>Flexibility of partners and individuals to transfer skills and resources to different tasks.</p>	The response to Shielding has illustrated how the NHS, Local Authorities and other members of the partnership have supported each other and supported communities. We have focused on the needs of Care Homes from the early stages and established a multi-agency group to support our care homes.	<p>The establishment of Transport Transition Plan City Region groups has enabled closer partnership working across Transport Scotland, local authorities and Regional Transport Partnerships. The groups have been established to share knowledge on transport planning activity to safely increase capacity across the transport system as lockdown measures are changed.</p> <p>In addition, the Spaces for People fund has enabled the re-allocation of road space from car to walking and cycling and to ensure safe social distancing can be maintained near shops and other hubs. SPT has been working closely with its partner Local Authorities as they take forward their bids and roll out their projects.</p>	<p>A variety of productive examples from our community action team –</p> <ul style="list-style-type: none"> • South Lanarkshire Wellbeing & Support Helpline – Prescriptions deliveries; • Pan Lanarkshire Veterans, (Craigneuk Veterans Hub) - Delivering food parcels; • NHS Hairmyres Hospital, East Kilbride (Oncology) - Prescriptions; • LEAP (Third Sector Partners) - Leaflet drop within Hamilton, East Kilbride, Cambuslang and Rutherglen area; • St Columbkilles Rutherglen Foodbank – Cardboard uplift and disposal at Smurfit Recycling Centre; • Particip8, Cambuslang Foodbank – Cardboard uplift and disposal at Smurfit Recycling Centre. 	<p>A strong example of the partnership working was around the approach to the restrictions around businesses and the general public. Lanarkshire Division were the first to develop the joint protocol with Environmental Services and Trading Standards, which has now been adopted nationally, to respond collaboratively to demand from the public around business premises, clearly defining responsibilities between police / partners to spread demand.</p> <p>Additionally, the work of the Drug Death Prevention Group has been positive, and it increased meeting frequencies and public health surveillance given concerns about increased drug related deaths and/or other</p>	<p>There are positives and shortfalls in remote working – discuss.</p> <p>A number of examples of supports established very quickly through partnership has been:</p> <ul style="list-style-type: none"> • Remote consultations with service users and patients; • Establishing a Personal Protective Equipment Hub in a short space of time to support workers, unpaid carers and personal assistants to continue to deliver services; • Staff continuing to work, but within much different roles than their normal day jobs to support the effort; and • The establishment of a COVID-19 Assessment Hub in a very short space of time. <p>The attached links below give some further and useful examples of the work done on this agenda</p>	<p>During the crisis there has been considerable collaboration between Third Sector organisations within South Lanarkshire, some very formal at a locality level and others mainly concentrating on their local area. The following are some examples that highlight the level of collaborations between established anchor organisation, faith groups, community councils, elected members and smaller community groups. Note this is a small selection of the collaborative activity underway in South Lanarkshire.</p>	<p>PACE, Helpline, good virtual working relationships with Education Dept/ Schools and Colleges</p>

Question	SLC	NHSL	SPT	SFRS	Police Scotland	HSCP	VASLan	SDS
					<p>criminal behaviour in the new landscape. This informed significant activity including engagement with the 144 pharmacies across Lanarkshire, offering advice on personal safety, supported by increased policing presence. This group drew on an already established 'lived experience' group to inform the needs and wants of this particular community.</p> <p>Police in Lanarkshire regularly engage with elected members, leaders of the councils and the Chief Executives across Lanarkshire. However, as part of the response they scheduled fortnightly informal meetings, to "catch up" and discuss any emerging issues. This has been a real success, helping to share information and building on already strong relationships. This will be reduced from fortnightly to four-weekly but it will be sustained going forward.</p>	<p>https://www.slhscp.org.uk/info/11/valand039s_blog</p> <p>https://www.slhscp.org.uk/downloads/file/224/vals_blog_spring_2020</p> <p>https://www.slhscp.org.uk/news/article/130/commitment_that_would_move_montains</p>	<p>The CamGlen Covid Support group which consists of all local politicians and community organisations, this is the website and portal to support and enable a coherent and coordinated community response to the Covid-19 crisis across Rutherglen and Cambuslang. The statement below was agreed by and captures the spirit and intent. https://camglencovid.gaapdigital.co.uk/</p> <p>Avondale Community Support They will collect/deliver prescriptions, mail, do shopping and offer mental health support. They can also help people unable to afford to buy food in partnership with local Community Councils and the Evangelical Church. There are 3 main ways to contact the service: through the online form (http://bit.ly/ResilienceSupportRequest), Biggar Coronavirus Community Action Group The group provides shopping and prescription/medi</p>	

Question	SLC	NHSL	SPT	SFRS	Police Scotland	HSCP	VASLan	SDS
							<p>cine collection via a team of local volunteers to anyone living in isolation in Biggar who has no local support.</p> <p>Clydesdale Community COVID Response Team Coordinated by Healthy Valleys and in partnership with a range of organisations, Clydesdale Community COVID Response Team is providing support to vulnerable individuals, families and older people throughout Clydesdale. Support includes delivery of pre-prepared meals, providing 'Listening Ear' calls, counselling/ CBT via telephone and delivery of family well-being packs (activity packs/sanitary products etc.).</p> <p>COVID 19 RAINBOW LARKHALL As a direct result of the crisis, local groups, organisations and community members have quickly established a partnership to respond to the emergency needs of those</p>	

Question	SLC	NHSL	SPT	SFRS	Police Scotland	HSCP	VASLan	SDS
							<p>adversely affected by the changes forced on them. Meeting regularly, electronically, many initiatives and support activities have been organised and are.</p> <p>The tasks and activities being undertaken and delivered by the group involve the following: Deliveries - Food packs, Shopping, Prescriptions, Hearing aid batteries, Pet food, NHS multivitamins for specific groups. Call line - checking up on how some of the most vulnerable people are doing and requests for information or just a chat. Hot meals, Activity Packs for children and families, Resources on Facebook page for kids, families and seniors. Competitions are held on social media. Growing packs including seeds, pots, compost with instructions are being pulled together ready for distribution. Publicity decals created for car windows.</p>	

Looking ahead

Question	SLC	NHSL	SPT	SFRS	Police Scotland	HSCP	VASLan	SDS
What does learning from recent experience tell us about what needs to be done (or not done) next?	<ul style="list-style-type: none"> Accelerate the modernisation of care models to move away from traditional residential and nursing care homes towards progressive care living units; Change to acute admission protocols (if we can minimise acute admissions during COVID then we can do it in a steady state); We need a focus on business renewal and growth; and We need a focus local supply chains and domestic procurement. <p>Need to build on the strengths demonstrated by communities and individuals during this crisis to establish community resilience.</p> <p>Scottish Government needs to be more attuned and responsive to the needs of local communities tailoring bespoke solutions.</p>	There needs to be a much more focused strategic approach to addressing COVID-19, for example, we have repeatedly asked for an overall testing strategy and still await this. There is a real need for an overarching strategy and plan to take this through the next 18 months.	While partnership across agencies on transport has been a strong feature of the Covid-19 response, given the longer term challenges around recovery and the wider outcomes already mentioned around tackling emissions, reducing inequality and promoting inclusive growth, partnership working will need to be further enhanced. SPT will seek to maximise the strategic opportunities emerging from the crisis, including in relation to bus partnerships, active travel, and reducing and managing the demand for travel. Focusing on the bus market, the long term effects of the crisis remains to be seen, but any recovery is likely to prove challenging without a fundamental shift in and renewed focus on partnership working, potentially through the various provisions afforded by the Transport (Scotland) Act 2019.	<p>Build resilience around communications system i.e. if we didn't have remote Comms facilities, or they went down during this pandemic, I'm not sure we'd have coped so well.</p> <p>Use opportunity to really cut through silo working and develop a more integrated whole system approach across community safety/health issues, cutting across multi agencies / services, i.e. it's not our part of the plan, it's our plan.</p> <p>Leaders resist the temptation to revert back to previous ways of working and collectively drive forward a new model, cutting through or obliterating bureaucracy.</p>		<p>We need to harness the contribution that communities have made to supporting their local people and embrace the innovation in service delivery that has taken place, for example the use of technology to provide services to the public remotely. Not to mention the positive impact this has on the climate change agenda.</p> <p>As this was a new virus, we also need to bank the lesson learned from this and apply the elements that have worked well, should something of this nature occur again.</p>	There's a very tangible desire to build on the excellent work developed and delivered by the TSI and the Community and Third Sector and the energised wider community to protect and support vulnerable groups. While national organisational support is well recognised, a strong value in local support is to the fore with many noting the unique value local groups bring with local knowledge and local connections developed through building relationships with the local community. Consideration as to how this happens must though also give cognisance to financial support/investment to ensure sustainability.	Need improved partner relationships with all employability partners, particularly when we are looking into significant youth and adult redundancies
As we plan for recovery and renewal, what strengths and opportunities can we draw upon? How do we capture and build on recent momentum?	<p>As individual organisations, as well as partnerships, we have good, well thought through plans in place to meet our objectives. Although these will need to be reviewed/reset they will still provide a good baseline to work forward from.</p> <p>These plans are backed up with good collaborative working arrangements that are in place across our partnerships. Inter-agency</p>	Effectively, we can continue to build upon the effective relationships that we have within the Community Planning Partnership. The challenge for us all will be to restart all our services and to meet the demand that has been created by suspending services, as well as, the	As lockdown eases, attention is now turning to the long-term impacts of the crisis and how to address them. The economy (and the scale of any predicted recession and job losses), the climate emergency, and heightened social inequality are some of the key matters of concern, and issues such as increased working from home, increased active travel, reduced use of public	To capture and build on the momentum achieved so far, the Fire Service is producing a route map to support our recovery. This is further supported by the establishment of a dedicated team solely responsible for COVID-19. As we move through the Scottish Government		As above, embrace the use of technology, continue to recognize the value, contribution and flexibility of our workforce and promote the role that local citizens can play in supporting their own communities.	An exemplary success has been the unprecedented levels of support by members of the community and Third Sector/Voluntary groups working collectively alongside the Statutory Agencies to	Some positive lessons to be learned from online delivery/working from home, especially for partnership meetings—more frequent and focused

	<p>working and communication has been a key strength. The well established relationships and structures that we have in place at a local level have been vital in managing aspects of our response to the issues faced and this will carry through now into the recovery phase.</p> <p>Having had to either stand down or reduce some service provision due to factors such as physical distancing and also to enable us to focus on delivery of priority, and sometimes new, services we now have the opportunity to assess if and how we stand these back up again.</p> <p>When developing our recovery plans we will need to consider how we might look to deliver services differently to meet the needs of our communities and residents whilst at the same time delivering efficiencies for ourselves and partner organisations.</p> <p>Willingness and initiative of individuals to help their communities. That willingness and initiative needs to be recognised.</p> <p>Communities need to be consulted on what they are prepared to do in the future and what if any resource they require to achieve that.</p>	<p>normal day to day demands.</p>	<p>transport, more internet shopping, more cashless transactions, and many others are all gaining an increased focus of attention. Not least, the public transport industry must try and rebuild following a period where advice has been to avoid using its services and private car use seems certain to rise.</p> <p>As a regional local authority partnership whose Board comprises elected members across the west of Scotland and given its remit to prepare and take forward a statutory Regional Transport Strategy, SPT is well placed to reflect the regional and local transport priorities going forward. We are currently preparing a new Regional Transport Strategy and this comes at a good time following on from the passing of the Transport (Scotland) Act 2019 and the publication this year of the National Transport Strategy and current work to prepare a refreshed Strategic Transport Projects Review (STPR2). We are working closely with our partner local authorities to ensure that their transport priorities and the outcomes of their Local Outcome Plans are met, including challenges arising from COVID-19.</p>	<p>phases, the SFRS are reviewing all aspects of activities that have been suspended and re-introducing them with slight variations or amendments to meet current guidelines. All requests for community assistance whether through the Community Planning Partnerships or Local Resilience Partnerships have been captured by the SFRS, and we are currently undertaking an evaluation process to capture and learn as we move forward.</p>			<p>ensure support for the wider community. The scale of engagement over an extended period has been phenomenal, more so in protecting the community and nurturing community networks that have the potential to add incredible value moving forward.</p>	
<p>Where are the key local challenges and sticking points? How are local partners trying to address these?</p>	<p>A number of our local challenges stemmed from a lack of notice or engagement around policy announcements that required a local authority or LRP response. Having to mobilise a response from a standing start has been challenging.</p> <p>In some cases the continuous changes in policy decisions around initiatives like business grants eligibility could have</p>	<p>We are extremely concerned about the impact of winter on our ability to deliver services, particularly as we are having to reduce the capacity of estate as we introduce physical safe guarding measures. We are obviously very concerned about finance and our ability to fund services.</p>	<p>A major challenge will be to ensure sustained funding for local bus services both those provided by commercial bus operators and those services supported by SPT with local authority funding. SPT is working very closely with Transport Scotland, and our Local Authority partners to ensure a sustainable way forward that maintains and improves local bus services</p>	<p>The matter of real information sharing across agencies, are still not as systematic as they could and should be. Partners are working well to try to resolve however they are being constraint by GDPR legislation.</p> <p>Engagement moving forward is key, as a</p>		<p>The biggest issue will be how we recover from this in a financial context as this will have consequences for developmental and modernisation agendas in the future.</p>	<p>As a result of the Covid-19 restrictions put in place there has been significant change to the way services are being delivered, organisations feel that it is important not to lose this new-found flexibility through the recovery</p>	<p>Training infrastructure under pressure now and going forward, particularly in areas where challenging to deliver remotely and in particular for YP leaving school and college. Lack of opportunities for</p>

<p>been avoided with some prior, albeit short engagement, with local authority teams. This would have assisted in reducing wasted time/effort.</p> <p>We also had instances where decisions were being made by agencies without understanding the full impact of these on other agencies e.g. NHS securing hotel accommodation as a contingency for key workers adversely affected the Councils ability to secure accommodation to help meet increasing homelessness demands. This challenge was increased further through the acceleration of the Unsuitable Accommodation implementation date.</p> <p>Access to key resources such as PPE and the lack of clarity around its use led to significant confusion and unnecessary employee relations issues. Announcements on PPE and application to other sectors (unpaid carers, P.A.'s etc) before confirmation that sufficient wholesale supplies were available created unnecessary tensions in the system.</p> <p>As noted above though we have good collaborative working arrangements and structures in place across our partnerships and our inter-agency working and communication is strong. This assisted in solutions being developed for the challenges we faced locally although this wasn't without an element of some wasted time and effort in many cases.</p> <p>Challenge has been volume of need and scale of response.</p> <p>Being addressed through shared awareness and resource.</p>		<p>which are essential for the economic, environmental and social wellbeing of our communities including through the developing programmes, strategy and legislation mentioned above. Community Planning Partnerships will be a key part of the response to the challenges we face and to shaping our future response.</p>	<p>partnership we have utilised digital technologies/platforms to great effect. Innovative approaches must be taken to engage with the local communities. SFRS engagement with the business community in relation to auditing premises had been significantly impacted by the pandemic. A variety of initiatives were carried out across the country, feedback was gathered and a remote audit process has been developed and implemented. This satisfies the needs of the business community and allows the SFRS to achieve its legal requirements.</p>			<p>process and beyond.</p> <p>Technology has and will play an important aspect of the work undertaken by the Third Sector across South Lanarkshire, there is however a recognition of inequalities in relation to access to technology enabled devices and internet connection throughout the area.</p> <p>There is also a recognised issue that within the population there are those who fear or do not have the skills to use technology. In line with the work being undertaken by NHSL the TSI has engaged with the NHS TEC board to establish where mutual support can be gained in building the skills and use around technology.</p>	<p>young people in particular and those ASN YP</p>
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	Impact on Education and employment opportunities are significant.							
What else would help to get over these (including action by the Scottish Government – policy specific and/or relationship-based (e.g. via National Islands Plan, Local Governance Review))?	<ul style="list-style-type: none"> Note the three freedoms in the LGR; Real partnership working where policy is jointly developed, costed and implemented; and Principle of subsidiarity. 	We need a sustained PH focus on intervention and prevention of the spread of this virus. If we seek to control, contain and minimize the impact of the virus on our communities then it will enable us to stand up services more quickly. Effectively we need to seek out this virus and destroy it. We require significant support from Scottish Government both financially and in terms of policy to enable us to achieve this aspiration.	As per above, it will be essential to maximise partnership working with the Scottish Government, Transport Scotland, Local Authorities, Community Planning Partners, transport operators and local communities to develop and roll out effective Local, Regional and National transport strategies. These should reflect the specific challenges emerging from COVID-19 but recognise that there is a strong policy framework on which to build. As noted, we must continue to focus on our ambitious national, regional and local goals to tackle emissions, reduce inequality and promote inclusive growth.	Cost/Affordability – The cost of the pandemic will impact on public service budgets, it's more imperative than ever that true partnership working comes to fruition and deliver for our communities.		Affordability. There is probably no quick fix, but the critical part of this is working with the Scottish Government to agree the big public messages regarding and choices regarding what we want our public services to look like and provide in the future. This will help to secure public buy-in which sees fewer things done better, rather than everything being spread thinly.	Improved levels of local communications to TSI's by Scottish Government The National 'call' for volunteers by Scottish Government' was not well coordinated and was disjointed. Locally in South Lanarkshire the TSI had to pull together 3 different systems in order to ensure potential volunteers were presented with a standardised approach to their offer of volunteering. Many local Third Sector organisations utilised their own local and existing volunteers to meet immediate need.	Galvanise national and local partners to focus on evidenced based economic recovery and joined up responses
What broader lessons, if any, are there for future public service delivery and community empowerment?	<p>The reaction of community and voluntary organisations to the pandemic and their willingness to provide a leadership role, engaging with the council to assist support for local residents, especially the vulnerable, has been a positive.</p> <p>There have been many strong relationships developed through this joint work, and these will help further partnership activity during the recovery period and indeed beyond.</p> <p>Going forward we will continue to provide capacity building support to local networks, including helping them with</p>	We need to embrace the innovative approaches to delivery of care that have been introduced as a result of COVID-19. A substantial element of this will be driven by technology however, we cannot lose sight of the fact there will be some people in our communities who will require personal contact and support. We will also rely on communities adhering to social distancing measures.	While it has obviously been necessary in tackling the pandemic to take decisive national action to protect our communities, moving forward the importance of community empowerment, strong engagement with local communities and partnership working will become more important than ever. This will be all the more important given the likely severe financial, socio-economic health, and community wellbeing challenges we will face. To tackle these challenges it will be essential both to understand the needs of and engage with local communities in taking	In the early stages masses of volunteers came forward but were essentially not used. Opportunity to harness this human capital (even for the future) wasn't exploited. Community resilience groups have organically emerged from this pandemic, these groups should be recognised, supported and maintained so they can assist their communities during other emerging emergencies. (severe weather, loss of power/services), etc.		Need for almost complete redesign in different financial envelope. Much of this has been touched on above. The key issue here is recognizing what the formal partners need to do vis a vis what communities can do for themselves.	We need to ensure that local Third Sector is protected. Greater recognition of what's available within the Local Authority area and the opportunities that surrounds this vibrant and innovative sector. Local versus nationals. Local organisations, local knowledge, local connections, years of experience and understanding	N/A

	<p>longer-term planning and participation outwith the pandemic response.</p> <p>Over the past three months we've all had to embrace the use of technology more e.g. the use of digital platforms for meetings/communication and we will look to explore new ways to engage with communities – how to make effective (but not exclusive) use of online methods to encourage dialogue.</p>		forward solutions that reflect their needs and priorities.				how communities work.	
<p>What would partners see as a good result for their communities, economy and environment – and in what timescales?</p>	<p>A return to a “new normal” in a short a timeframe as possible which will be dependent on how lockdown rules are lifted and the availability of finances to support this.</p> <p>Going forward we will need to continue to assess the impact of the effect of the pandemic both in terms of health and the economy and what this means for all of our residents, communities and businesses. Contact/conversations will be needed to determine what assistance can be provided by partners to mitigate/address these impacts.</p> <p>Particular consideration will need to be given to the long-term poverty related impact of the pandemic and the response needed to address the issues from this.</p> <p>Good result would be early end to the pandemic and access to sufficient funds to preserve employment and create new opportunities in local communities through an interest in locally sourced goods and services, an enhanced ability and appetite to work from home utilising IT. Development/enhanced resilience in local IT infrastructure, incentives to invest in new technologies.</p>	<p>Not only do we need to get back to where we were pre-COVID-19, we need further action to address inequalities which will worsen as a result of COVID-19. Many of the powers needed to achieve these measures reside within Scottish Government.</p>	<p>Ultimately, SPT, working closely with all constituent councils, is committed to achieving a more integrated, accessible, environmentally sustainable and responsive transport network that supports the economy, health and wellbeing of our communities. This will require significant commitment both in terms of funding and close partnership working. As noted SPT is working with its local authority partners, Transport Scotland and other stakeholders on the preparation of a new Regional Transport Strategy and this will set the vision and outcomes for sustainable transport over the next ten to fifteen years. However, support for the transport network to support its recovery from COVID-19 will need to be sustained over several years to ensure we remain on track to meet our national, regional and local goals for emission reduction, tackling poverty and supporting inclusive growth.</p>	<p>Ultimately, the aim for the communities/ economy/environment is to emerge stronger, healthier, wealthier, safer/stronger and greener. This pandemic has given us all the opportunity to create a new normal and going back to what has been done before is not an option. This is evident and driven by a variety of reasons such as inequalities and poverty that exist in our communities and that have subsequently increased during this pandemic. The timescales will be determined by how we proceed through the Scottish Government phases to eradicate the pandemic and the finances available to support the changes required.</p>	<p>The work of the LRP is great however it might benefit from more routine testing and exercising as an LRP. Having worked across a number of parts of Scotland, some of the strongest LRPs are ones which have sites which naturally draw them together i.e. national infrastructure, COMAH sites etc. This means they fall into natural patterns which will have supported them better during the crisis. There would be benefit in building the strengths.</p> <p>I would like to see these partnership strengths utilised to improve outcomes for communities going forward, ensuring we are able to respond more efficiently and recover more effectively.</p>	<p>Comms – how do we bring the politician and public along with us in next steps.</p> <p>As above.</p>	<p>An investment and sustainability strategy for community and Third Sector groups– there is a real need to protect local Third Sector organisations that have responded to local demand during the crisis. The uniqueness of the small Voluntary organisations, as opposed to national organisations, is their ability to respond appropriately and innovatively. Opportunity – for longer term core investment to ensure sustainability, protect the local economy, and support those communities worst affected by this crisis. Longer term investment would enable local organisations to have the confidence to plan on a longer term basis, continue to</p>	<p>Rejuvenation of sectors important for SL— construction/tourism/ Hospitality — within 1 year</p>

							<p>deliver services without the pressure of continually securing funds which detracts from day to day service delivery.</p> <p>Timescales for this to be considered by both Scottish Government, Local Authorities and wider funding partners would ideally start now bearing in mind the 39% who stated that their financial position is likely to worsen post October.</p>	
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Report

Report to:	Partnership Board
Date of Meeting:	9 September 2020
Report by:	Director, Health and Social Care, South Lanarkshire

Subject:	South Lanarkshire Child Protection Committee Annual Report 2019/2020 and Business Plan 2020/2021
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Provide the Partnership Board with an update on the forthcoming publication of the South Lanarkshire Child Protection Committee (SLCPC) Annual Report 2019/2020 and Business Plan 2020/2021.

2. Recommendation(s)

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

- (1) that the content of the draft SLCPC Annual Report and Business Plan ahead of approval by the Chief Officers Group Public Protection be noted; and
- (2) that the work of South Lanarkshire Child Protection Committee in continuing to progress its actions based on local and national activity, be supported.

3. Background

3.1. As noted in the National Guidance for Child Protection in Scotland (2014), the National Child Protection Improvement Programme (2017) and the recently published Protecting Children and Young People: Child Protection Committee and Chief Officer Responsibilities (2019). Child Protection Committees are required to publish a report for Chief Officers to *“agree the CPC Annual Report and Improvement / Business Plan and ensure the allocation of resources to the CPC”*.

3.2. During August – December 2019 we experienced a significant Inspection of Services for Children and Young People in need of Care and Protection, and also active involvement in significantly enhanced national and local public protection arrangements and reporting during the COVID-19 Outbreak from March 2020. The implications of both are reflected in the draft report attached. The Inspection noted:

“Children and young people at immediate risk of harm were being kept safe in the majority of cases. Most staff were confident that local child protection arrangements enabled them to respond in an effective and timely way to these concerns. This was supported by our reading of children’s records and in our engagement with frontline staff and frontline managers”.

- 3.3. Continuous improvement remains the focus of all our work. With a robust Self-Evaluation Strategy (2017 to 2021) in place, we routinely review and update multi-agency policies, procedures, guidance and information for children, young people, families and communities. In line with our business plan we continue to support practitioners and managers across the multi-agency workforce to carry out best practice in child protection work including learning and development opportunities and multi-agency briefings from Initial and Significant Case Reviews. Our consistent approach to high level self-evaluation activity assists us identify areas for improvement ensuring key outcomes are met or further developed. Information about our outcomes measures are described in the SLPC Business Plan (2020/2021) (Appendix 1)
- 3.4. We offer this report to reflect activity for the Child Protection Committee in the specified period for your consideration. The report outlines our key achievements in relation to the protection of children and young people in the previous year and our areas for improvement. It identifies how priorities and planned developments are being taken forward to ensure that the needs of children and young people at risk of harm, abuse, neglect or exploitation in South Lanarkshire are met.

4. Employee Implications

- 4.1. There are no employee implications associated with this report.

5. Financial Implications

- 5.1. There are no financial implications associated with this report.

6. Climate Change, Sustainability and Environmental Implications

- 6.1. There are no implications for climate change, sustainability or the environment in terms of the information contained in this report.

7. Other Implications

- 7.1. The impact of COVID-19 on the work of South Lanarkshire Child Protection Committee has been effectively addressed. There are no risk issues associated with this report.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. There are no Equality Impact Assessment or consultation arrangement implications associated with this report.

Val de Souza

Director, Health and Social Care, South Lanarkshire Health and Social Care Partnership

25 August 2020

Contact for Further Information:

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South Lanarkshire Child Protection Committee



Annual Report 2019-2020 and Business Plan 2020-2021

Keeping Children & Young People Safe

www.childprotectionsouthlanarkshire.org.uk

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OREWORD – THE CHAIR OF SOUTH LANARKSHIRE CHILD PROTECTION COMMITTEE

As Independent Chair of South Lanarkshire Child Protection Committee (SLCPC), I am pleased to present, our Annual Report (2019-2020) and associated Business Plan (2020- 2021) that mark the work of the Child Protection Committee through one of our most challenging times.

During August – December 2019 we experienced a significant Inspection of Services for Children and Young People in need of Care and Protection and also active involvement in significantly enhanced national and local public protection arrangements and reporting during the COVID-19 Outbreak from March 2020.

We offer this report to reflect activity for the Child Protection Committee for your consideration. The report outlines our key achievements in relation to the protection of children and young people in the previous year and our areas for improvement. It identifies how priorities and planned developments are being taken forward to ensure that the needs of children and young people at risk of harm, abuse, neglect or exploitation in South Lanarkshire are met.

Child Protection is a complex and often challenging area of business. The strong commitment, leadership and direction of the Chief Officers (Public Protection) Group, the support of members of SLCPC and the associated multi-agency SLCPC Sub Groups ensure we continue to keep children and young people safe.

Continuous improvement remains the focus of all our work. We routinely review and update multi-agency policies, procedures and guidance and continue to support practitioners and managers across the multi-agency workforce to carry out best practice in child protection work including learning from Initial and Significant Case Reviews. Our consistent approach to high level self-evaluation activity assists us identify areas for improvement ensuring key outcomes are met or further developed. Information about our outcomes measures are described in the SLCPC Business Plan for 2020 – 2021 (Appendix 1)

We welcomed the announcement of the National [Child Protection Improvement Programme](#) for Scotland in March 2017, and publication of two key reports to help strengthen child protection across Scotland. Continued areas of focus in South Lanarkshire include Leadership, Neglect, Child Sexual Exploitation, Online Safety, SMART Outcomes, Mental Health, Parental Substance Misuse, Practice Improvement and preparation for the implementation of the new National Shared Data Set for Child Protection Committees.

Our Chief Officers (Public Protection) Group give a continued commitment and support to the work of the SLCPC, and acknowledge the challenges facing us all within the context of an ever changing child protection legislative and policy landscape. All our work reflects the Care Inspectorate's [Quality Framework for Children & Young People in need of Care and Protection \(2019\)](#) as we strive to actively reduce risk and work together to achieve outcomes for children and young people in need of care and protection.

Published in June (delayed from April 2020) the [Joint Inspection Report - South Lanarkshire](#) told us children and young people at immediate risk were being kept safe in the majority of cases. In recognising and responding to concerns they said;

“Children and young people at immediate risk of harm were being kept safe in the majority of cases. Most staff were confident that local child protection arrangements enabled them to respond in an effective and timely way to these concerns. This was supported by our reading of children’s records and in our engagement with frontline staff and frontline managers”.

The Care Inspectorate also noted a number of strengths (below) and priority areas for improvement referred to later in the SLCPC Business Plan.

Inspectors told us our key child protection strengths were;

- Effective child protection arrangements were supporting most children and young people to remain safe.
- Nurturing, caring and trusting relationships between staff and parents were impacting positively on outcomes for many children and young people.
- Staff showed a high degree of support for senior leaders and benefitted from a culture of learning and a comprehensive range of training, development and support opportunities

As Chair, the professionalism, sensitivity, dedication and diligence of partners in keeping children safe in South Lanarkshire has to be commended, particularly so during a global public health emergency.

Safaa Baxter

Independent Chair
South Lanarkshire Child Protection Committee

1. THE WORK OF SOUTH LANARKSHIRE CHILD PROTECTION COMMITTEE

1.1 Background

The South Lanarkshire Child Protection Committee (SLCPC) is the local strategic planning partnership responsible for developing and implementing child protection policy and strategy across and between agencies as described in the [National Guidance for Child Protection in Scotland \(2014\)](#)

The SLCPC performs a number of functions in South Lanarkshire including the development of policies, procedures and protocols in ensuring the effectiveness and quality of local child protection services. It provides high quality learning and development opportunities for a range of professionals, practitioners and managers.

The core business function of South Lanarkshire Child Protection Committee is linked to continuous improvement in the context of a set of quality indicators, based around Five Key Questions set by the Care Inspectorate and provides a framework for evaluation across the partnership.

South Lanarkshire Committee (SLCPC) members meet quarterly at core meetings and within associated sub groups to consider local and national child protection matters and make collective decisions on how to keep children and young people at the centre of our work. We routinely report to the Chief Officers Group (Public Protection), the Integrated Joint Board (IJB), Children's Planning Partnership (CPP) and GIRFEC Partnership Board to ensure outcomes are being achieved and Article 12 (UN Convention on the Rights of the Child, 1989) is applied in all our work by;

- Working collaboratively to ensure the safety and wellbeing of children and young people in South Lanarkshire
- Working SMARTⁱ in developing and implementing plans focussed on improving outcomes for children, young people and families.
- Working together in reviewing, evaluating, monitoring and publishing multi-agency protocols, procedures and guidance relating to child protection and public protection.
- Working in partnership to ensure oversight of data (qualitative and quantitative) about child protection to inform improvements.
- Working to promote key messages about protecting children, young people and families in our communities; and
- Working together to develop and deliver high quality training, learning and development opportunities for the multi-agency child protection workforce.

1.2 Continuous Improvement

The SLCPC Quality Assurance & Management Information Sub Group maintains an overview of single and multi-agency audit and evaluation activity and monitors local data and child

protection activity including the early identification of risk. It coordinates a range of multi agency child protection audit and evaluation activities based on issues of local and national concern and implements findings, actions and outcome measures. It seeks new ways of evaluating its work and measures impact and outcomes whilst ensuring principles of [GIRFEC](#) are embedded across the partnership. From August 2020 we will see the implementation of the National Shared Data Set for CPC's which acts a streamlined way of collecting national data at local level, offering improved consistency in our recording of indicators of concern

Continuous improvement activity is varied and includes routine audit of multi-agency case files that take the views of children and young people into account and considers how we respond to and support those children affected by abuse, harm, exploitation or neglect. Our SLPC Self Evaluation Strategy and Activity Programme (2017 – 2021) is a fluid document that allows opportunity to develop and progress both qualitative and quantitative findings as they occur. It makes a significant contribution to the development and monitoring of improvement plans on a number of areas.

As a reflective process the SLPC and strategic planning groups for children and young people in South Lanarkshire understand self-evaluation helps us to know how well we are doing and identifies the best way to improve services.

1.3 Policies, Procedures and Protocols

The SLPC designs, develops, publishes, distributes, disseminates, implements and regularly reviews and evaluates clear and robust multi-agency child protection policies, procedures, protocols and guidance. We develop public protection guidance across child and adult protection including Transitions, Trafficking, Forced Marriage, Chronologies and Gender-Based Violence. We ensure that child protection policies, procedures, protocols and guidance are developed around national and local work, fit with legislative frameworks and reflect the principles of GIRFEC alongside existing and emerging key issues that inform our practice at local level.

The work of the SLPC is supported by sub committees; SLPC Quality Assurance and Management Information Sub Group, the Joint Adult & Child Protection Learning & Development Sub Group, the SLPC Child Sexual Exploitation & Online Safety Sub Group, the Joint Adult & Child Protection Information and Community Engagement Sub Group; the Joint Adult & Child Protection Exploitation and Harmful Practices Sub Group as well as the Joint Public Protection Strategic Significant Case Review (SSCR) Sub Group. Each group is subject to regular scrutiny and has a set of priorities embedded in its work. Action plans are reported quarterly to the SLPC and to Chief Officers (Public Protection). The SLPC and Children's Services have recently developed a joint sub group to specifically tackle the issue of Neglect.

The multi-agency workforce are encouraged to use their own CP procedures and to also refer to the [West of Scotland Online Child Protection Procedures](#) in carrying out the multi-agency child protection task.

1.4 Promoting Good Practice

The South Lanarkshire Child Protection Committee has a responsibility to identify and promote good, evidence-based policy and practice developments, encourage learning from effective publications and to identify areas that need to be strengthened. The SLPCPC has:

- Identified networks, mechanisms and opportunities to share lessons across South Lanarkshire and more widely across services and agencies and to other Child Protection Committees across Scotland. For example: The Chair of SLPCPC contributes to the work of the National Neglect Sub Group, and the SLPCPC Lead Officer is the current Chair of the National Child Protection Lead Officers Group.
- Ensured robust mechanisms are in place for the identification, consideration and undertaking of Initial Case Reviews (ICR), Significant Case Reviews (SCR) and Reflective Learning Reviews on behalf of the Chief Officers Group Public Protection. Overseen by the SLPCPC Strategic SCR Group, these include a rigorous evaluation and follow-up processes in relation to actions or findings resulting from Independent Reviews. The Lead Officer Child Protection is an active member of the National Working Group currently re-drafting National Case Review Guidance where good practice will be highlighted and shared across Scotland after every Review.
- In place, a number of processes to identify good practice and disseminate lessons learned from past and current practice, including learning from significant case reviews, inspection reports, case file audits, consultation events and other self-evaluation activity and inquiry reports both at local and national level.
- Celebrates success and use it to strengthen partnership working at every opportunity.
- Works jointly across public protection wherever possible, including the Annual Public Protection event where in 2019 we focussed on Leadership and Assessing Strategic Partnerships.

1.5 Learning and Development

- We have quadrupled our delivery of learning and development opportunities in the last three years and can evidence we are making a difference. Alongside its multi-agency SLPCPC Learning & Development Programme (2019-2020), SLPCPC are core tutors for a number of agencies including Police Scotland, offering bespoke training to meet individual agency needs. We have worked to develop webinars and conduct training on a number of platforms during the pandemic.
- The importance of professional judgement in dealing with the risk and uncertainty of child protection situations means that training, learning and development opportunities are a core consideration. It is an essential component in building common understanding and fostering good working relationships, which are vital to effective child protection.
- The SLPCPC has a dedicated Child Protection Learning & Development Worker who alongside members of the Joint Adult & Child Protection Learning and Development Sub Group, evaluates, develops and delivers high quality training as described in the SLPCPC Annual Child Protection Learning & Development Programme (available on our website).

Attendance is maintained at very good levels and quality assurance results are high in terms of course choices, availability and learning outcomes.

- We can evidence that as a result of learning with us, staff and managers tell us it has a direct impact on outcomes for children and young people. Competence and confidence is improved. For example we invested heavily in re-training staff in Risk Assessment to include the Resilience Matrix while ensuring robust contingency plans for children, young people and professionals were in place from the outset. Subsequent audits have told us that the improved confidence of staff carrying out risk assessments shows that much clearer decision making at an earlier stage in the child protection process is more effective in achieving outcomes than ever before.

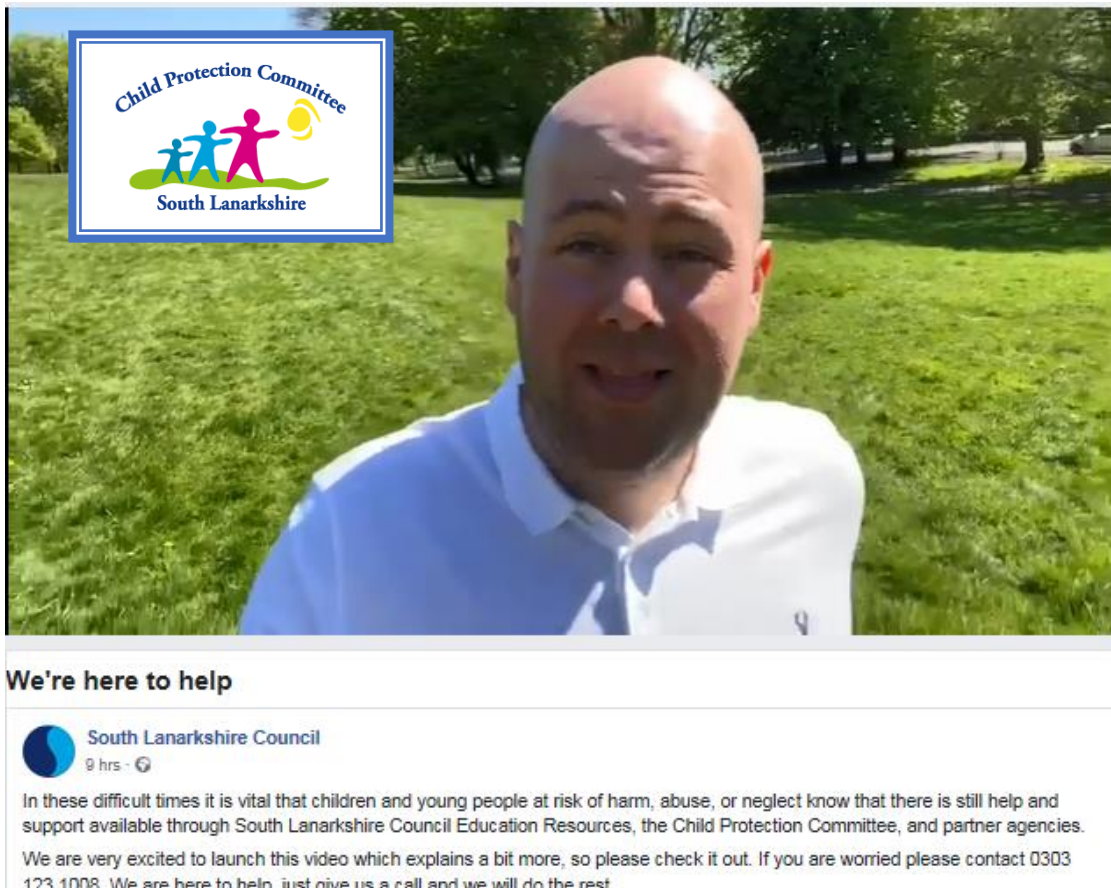
1.6 Public Information and Communication

(a) Raising Public Awareness

The SLCPC routinely works to improve levels of public awareness, understanding and knowledge of, and confidence in child protection systems. In 2019 we promoted our work in each of the four localities and engaged with communities around the theme of "Keeping Children Safe". We consulted with 1400 children and young people about online safety and exploitation and distributed over 2000 leaflets to shops, licensed premises, hotel and taxi companies about the risks of child exploitation for children and young people. We created a suite of information for children, young people and families about keeping safe on social media platforms.

We listen to children, young people, families, communities and our workforce to produce public information about protecting children and young people. In 2019 we celebrated the success of our young people in creating and designing "safe" information as part of a large scale media campaign in relation to Child Sexual Exploitation and Internet Safety. In June 2020 we launched the [SLCPC - Here to Help Campaign](#) with the support of Education, asking children and young people to contact us to tell us if they are worried about harm, abuse or neglect.





The SLPC continues to design, develop, publish, distribute, disseminate, implement and regularly review its work. We take time to connect with communities, children and young people and take cognisance of their views in making a difference.

The current review of our website www.childprotectionsouthlanarkshire.org.uk aims to further improve how we keep the public informed and children and young people safe.

(b) Involving Children, Young People and their Families

The SLPC ensures that the views of children, young people and their families are clearly evidenced in its work from 0-16+yrs. In accordance with GIRFEC principles, we strive to demonstrate that our processes are informed by the perspectives of children and young people, including the most vulnerable and those with direct experience of child protection services. We have strengthened our processes over time to ensure we uphold the rights of children and young people including the introduction of the *Mind of My Own* App, already offering outstanding results. An exciting large scale consultation took place in late 2019 with all school pupils (s1 – s6) to gain their views on matters of risk, abuse and harm in communities.

We involve children and young people in the design, development and implementation of SLPC communications to ensure that information is accessible and that children's experiences and perspectives are properly reflected.

1.7 Community Engagement

In order to ensure that South Lanarkshire's children and young people have access to a range of information to help keep them safe, the new joint (Adult & Child Protection) Public Information and Community Engagement Sub Group creates materials for our communities.

Aimed at children, young people, friends and families; the South Lanarkshire Child Protection Committee website hosts all local information as well as links to national publications and other social media sites of interest. We use Twitter, Facebook and other platforms to share public information and host consultation events to help us create appropriate information to assist the public when concerned. We aim to strengthen how communities manage, respond, understand and report when a child or young person may be at risk of, or has suffered significant harm. We listen to our communities and take effective action based on what they tell us.

1.8 Getting it Right for Every Child in South Lanarkshire (GIRFEC)

By applying the principles of GIRFEC, we want children and young people in South Lanarkshire to be safe, healthy, achieving, nurtured, active, respected, responsible and included. By doing so children and young people can realise their potential, achieve their aspirations and make a positive contribution to society. We work with partners to ensure that children and young people are supported to have their wellbeing needs met.

We routinely audit the child's plan as part of our review of child protection investigation reports when a child protection event has occurred, and seek evidence of SMART processes being applied throughout. We are making considerable effort to promote and evidence a shift from routine reporting of outputs to clear evidence of impact and desired outcomes being met throughout multi-agency frontline practice. Sources of evidence we consider are multi-agency chronologies, risk assessments, the views of children and families, core group activity, initial referral discussions and contingency planning across the partnership.

1.9 Our Vision - Keeping our Children Safe

The SLCPC supports national outcomes and the GIRFEC approach to wellbeing to ensure that we improve the life chances for children, young people and families at risk. We aim to ensure that we are achieving our shared vision in a number of creative ways:

All children and young people in South Lanarkshire have the right to be cared for and be protected from abuse and harm in a safe environment where their rights are respected. All agencies work together in a collaborative way to promote the safety and wellbeing of children and young people in South Lanarkshire.

2. PUBLIC PROTECTION

2.1 Public Protection

The contribution of South Lanarkshire Child Protection Committee to strategic planning falls into the following two broad categories:

(a) Making and Maintaining Links with other Planning Forums

SLCPC forms part of the Public Protection Team in South Lanarkshire and has established key links with other bodies to ensure that plans and priorities are clearly linked to other national and local priorities. We work together to ensure our policy agendas are connected and that children, young people and families are provided with the right help from the right people at the right time.

Our annual Public Protection event with partners from Adult Protection, Gender-Based Violence, Alcohol and Drug Partnership and MAPPA to reinforce its importance. We further developed our Public Protection Strategy and in late 2019 held an event for Leaders to measure how effective the public protection function called *Assessing Strategic Partnerships*. Our Leaders identified 6 key priorities to take forward across the partnership.



(b) Communication, collaboration and co-operation

Effective communication, collaboration and co-operation, both within and between practitioners, managers and senior officers across all services and agencies, remain essential for the protection of children and families as described in our Communications Strategy. The Committee will continue to raise awareness of Child Protection and its links to Public Protection. It has reported progress to a number of key forums including:

- Community Planning Partnership
- Social Work Committee
- Integrated Joint Board
- Elected Member Briefings
- Public Protection Events
- GIRSLC Partnership Board

3. OUR ACHEIVEMENTS

3.1 Achieving Outcomes – Our Activities (2019-2020)

Reflecting on the previous SLCPC Business Plan we completed a number of self-evaluation tasks and developed further how we deliver child protection support to children, young people and their families including

Examples of how we met the quality indicators set in out in Care Inspectorate Framework for Children in Need of Care and Protection (2019)

Children & young people are listened to, understood and respected. Our revised child protection assessments ensure that all children and young people's voices were included throughout the child protection process and within the child's plan, this includes non-verbal cues from younger children and babies. We found increasing evidence through multi-agency case file audits that from birth, we are improving how we actively listen and take into account what they tell us about their world. This included a revision of our Participation and Engagement Strategy.

The recent Joint Inspection of Services for Children in Need of Care and Protection told us.....

"The new child protection committee's participation and engagement strategy had the potential to direct more meaningful engagement, promote better understanding of children's and young people's rights and embed the seeking of their views at key points in the child protection process"

We found many best practice examples through our quality assurance work including a significant increase in both the qualitative and quantitative information gathered by the multi-agency workforce at the time a child protection event occurs. We found evidence that through the period of child protection intervention, the multi-agency chronology was present in almost all cases with more demonstrating they are "fit for purpose" overall. We saw evidence of the appropriate use of the [National Risk Framework to Support the Assessment of Children & Young People \(2012\)](#) and its application in reflecting risk factors including the use of the Resilience Matrix after significant investment in refresher training for the workforce. More and more multi-agency assessments demonstrate improved intervention methods with children, young people and families fully engaged in the process, and the use of contingency plans. The child protection workforce demonstrate a strengthening picture around outcomes planning and work SMART to ensure they can demonstrable evidence of the impact of intervention.

After consulting with young people in 2018, we introduced an App called **Mind of My Own** from www.mindofmyown.org.uk in 2019. The App helps young people with a child's plan to communicate their views using a mobile phone. Young people create their own account to ensure they have their say around plans, meetings and issues that affect them. Looked After young people in the community or living away from home, those on the Child Protection Register use the App regularly. A further part of the App assists children with a disability and

younger children to have their say too. In the first year of its implementation South Lanarkshire were delighted to receive five awards including that of "Mind of My Own Champion" in the period 2018 / 2019. Awe continue to implement across every locality for looked after children and those on the Child Protection Register.

We continued to implement the expected actions of the [Child Protection Improvement Programme](#) (Since 2017) and improved our strategies to minimise harm. We established an Initial Referral Discussion (IRD) Audit Sub Group to ensure that all those referred into the IRD system benefited from early and effective intervention, based on collective decision making when child protection was a feature. Our evaluation process has informed the partnership what areas are developing well and where more focus is required. Next steps, include a strengthened Joint IRD Guidance for use across Lanarkshire and an opportunity to evaluate those cases that do not proceed to IRD. We will focus on assisting staff understand thresholds more consistently and increase confidence in doing so.

We supported professionals to work SMART and have developed training to support the SLCPC - SMART Outcomes in Child Protection & Child's Plan Guidance in 2019. We see more direct examples of its application and a stronger understanding on how to apply its principles to the child's plan. Work on outcomes will continue in the year ahead.

We strengthened, reviewed and trained the workforce in many areas including Child Protection Awareness, Child Protection for Managers, Trafficking (Children), Transitions (Child & Adult Protection), Child Protection Orders, Child Sexual Exploitation, Female Genital Mutilation, Internet Safety, Forced Marriage, Abusive Head Trauma, Parental Substance Misuse, Mental Health and Significant Injuries in Children and many more. We developed our knowledge around those placing themselves at risk, particularly where self-harm was a feature and began work in understanding the impact of bullying in the context of child protection.

We restructured our Initial and Significant Case Review process and updated leaders and managers about changes to managing Significant Case Reviews in South Lanarkshire. We established a new Strategic Significant Case Review Sub Group and have begun to develop our own SCR Guidance based on the current National Model (under review).

Our practitioners across the multi-agency workforce were supported to work together in making children safe at the earliest opportunity. We helped improve how partners worked together in ensuring our Initial Referral Discussion (IRD) processes were effective and that children could be heard at the earliest opportunity. We ensured multi-agency chronologies were made available at key meetings for every child subject to child protection investigation and registration. We ensured children, young people, parents and caregivers were clear on their role in improving outcomes We routinely audited child protection IRD reports to ensure improving practice was seen as a priority area. We listened to what children and young people told us about involvement and participation and improved how we evidenced their views

were taken into account and reflected in the Child's Plan.

The [National Risk Framework](#) was revisited and used by key services working with families when assessing concerns about children and young people. This framework provided a consistent approach that contributed to improvement plans in the joint assessment of risk and need.

We began and then paused our pilot of a Neglect Toolkit for the multi-agency workforce (delayed due to COVID-19), other work continues in the interim.

Frontline practitioners took part in a pilot of the new Joint Investigative Interviews (JII) as highlighted in the recently published Evidence & Procedure Review (2017) to improve how we give young people the opportunity to tell us about their experiences of harm or abuse. We successfully negotiated funding to improve facilities for the interviewing of children in Lanarkshire.

Routine quality assurance of the multi-agency response to child protection was significant throughout the year supported the SLCPC Self Evaluation and Activity Programme (2017 – 2021). We share our findings and agree outcomes measures and action plans after each activity.

4. SELF EVALUATION & QUALITY ASSURANCE

4.1 SLCPC Outcomes Model

In 2019 / 2020 we further strengthened our outcomes model and:

- Focussed on routine quality assurance, measuring impact and improving outcomes.
- Published findings from audit activities outlined in our Self Evaluation Strategy and Activity Programme (2017 – 2021)
- Improved child protection monitoring systems that included the identification of key strengths and areas for improvement in every multi-agency child protection report.
- Developed a strengthened, streamlined approach to managing Initial and Significant Case Reviews
- Delivered on the early expectation of the joint Child Protection and Children's Services Neglect Sub Group, developed a Joint Public Protection Information and Community Sub Group and a Joint Public Protection Learning and Development Sub Group.

Alongside Care Inspectorate Quality Indicators / Improvement Framework, the aim of the South Lanarkshire Child Protection Committee Outcomes Model is to consider, in all activity if: we have;

INPUTS:	We have all resources needed to carry out the agreed Child Protection activities required to protect the child were available during the child protection investigative process.
ACTIVITIES:	The subsequent actions that people took across agencies created safe outputs, outcomes and achieved protective aims during the child protection process.
OUTPUTS:	We could evidence that service involvement and / or any actions resulting from individual or collective service activities made the child or young person safe or safer.
OUTCOMES:	Records clearly show that the changes, benefits and effects are evident as a result from what protective services provide.
IMPACT:	The broader effects of child protection service outputs, outcomes and activities made a difference in the longer term.

4.2 Joint Self Evaluation & Activity Programme 2017 – 2021

The quality indicators set within the Care Inspectorate's – Joint Inspection of Children in Need of Care and Protection Framework (2019) is designed to support our work and:

- Encourages partners to scrutinise and reflect upon practice and identify strengths and areas for improvement
- Recognises the work partners are doing which has a positive impact on the lives of vulnerable children, young people and their families and where there might be gaps
- Assists us identify where quality needs to be maintained, where improvement is needed and where our partners should be working towards achieving excellence
- Allowing partners to inform stakeholders about the quality of services for children, young people and families.

After undertaking self-evaluation, the next stage of activity is making an action plan based on what is required for change and improvement which will lead to improved outcomes for children, young people and families. Our self-evaluation processes also help partnerships to focus on their areas of expertise and good practice and use the learning to help staff continue to develop services and celebrate success.

The SLCPC has in place an ambitious programme of multi-agency audit and self evaluation activity that takes cognisance of national priorities and local requirements including Quality Indicators and emerging issues from the National Child Protection Improvement Programme.

We created a new self-evaluation activity process designed to support continuous improvement in 2017 and this continue to strengthen and develop, including the implementation of a monitoring tool to ensure all actions are delivered on. For example;

- Two large scale multi-agency case file audits (Parental Mental Health & CARM).
- Audited out Multi-agency Responses to Child protection Investigations.
- Consultation with children and young people about CSE and Online Safety.
- Held a consultation with communities about child protection.
- Reviewed and improved public information and enhanced our social media focus.
- Undertook a revision of Initial and Significant Case Review processes and procedures.

- Continued our audit of the Initial Referral Discussion (IRD) system.
- Created our *Here to Help* Social Campaign for children and young people.
- Developed new Child Sexual Exploitation Guidance for the Multi-Agency Workforce.
- Developed a joint adult and child protection Escalation Policy.

4.3 Action Plans

An action plan is most effective if it is not overly complicated and is based on joint professional analysis and reflection, challenge and support. The SLPC works to involve partners in taking informed decisions about actions which result in clear benefits for children, young people and families. We take opportunities to ensure actions are carried where possible without delay. We seek tangible evidence of the improvements being made.

Opportunities to undertake joint self-evaluation are maximised and aligned to multi-agency corporate planning and going forward will be reflected in the children's service plan as well as the child protection committee and corporate parenting plans. Self-evaluation will continue to help to establish a baseline from which to plan to improve outcomes for children, young people and families as well as promoting a collective commitment to set priorities for improvement.

4.4 Initial & Significant Case Reviews

There were less than five significant case reviews undertaken by the Committee in the period covered by this report in August 2019 – July 2020. We work to respond to all findings and implement changes as required. We publish reports on our website.

In the same period the SLPC examined and considered recommendations from key national enquiries and also considered areas of good practice which resulted from both national and local Significant Case Reviews (SCR) carried out in other parts of Scotland and the UK. The findings from each were fully examined and practice or policy improvements were made in South Lanarkshire in light of the reviews carried out.

We held events to ensure practitioners and managers across the workforce were kept up-to-date. We restructured our ICR / SCR process via a Joint (Adult & Child Protection) Strategic Significant Case Review Sub Group and offered training to managers on the new process. We held a large scale conference focussing on one high profile SCR from another area and linked this to our neglect audit findings in considering any developments required locally with immediate effect.

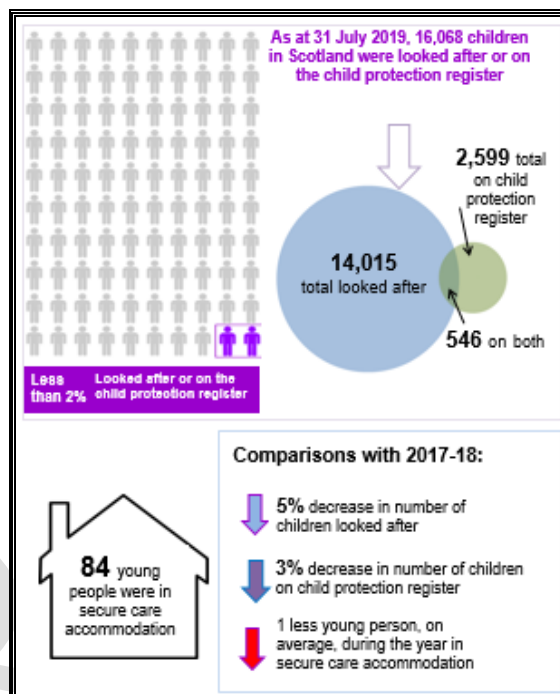
5. CHILD PROTECTION DATA COLLECTION AND ANALYSIS

5.1. National Child Protection Statistics

South Lanarkshire Child Protection Committee along with partner agencies has an obligation to ensure that children in their area are protected. The National Records of Scotland (2018) estimated that of the 318,170 population, there are approximately 55,260 children and young people aged 0 – 15 years living in South Lanarkshire. There were 3,153 births in 2018, a

decrease of 1.6% from the previous year. Slightly more males than females being born. South Lanarkshire has on average of 124 children on the Child Protection Register at any one time. This represents less than 1% of the child population. A higher number of children needed the support of more than one service and had a multi-agency child's plan. Slightly more boys than girls required care and protection both nationally and locally.

The information collected from local authorities and secure units is about children and young people who were formally looked after, under child protection measures, or in secure care at some point between 1st August 2018 and 31st July 2019. In the period 2018 – 2019 the Annual Report on National Child Protection Statistics (published March 2020) shows a **3% decrease** in the number children on the Child Protection Register with a total of 2,599 across Scotland compared to the 3% increase the previous year. 546 of those children across Scotland were also looked after.



Full details: [Children's Social Work Statistics](#)

Child Protection (National data)



Number of children on the child protection register decreased slightly in 2019, and is lower than the peak in 2014



Around half of children were **on the child protection register for less than 6 months**



Most common causes for concern were **emotional, and domestic abuse, parental substance misuse, and neglect** .

The national data referred to is based on children on the child protection register is from 1 August 2018 to 31 July 2019. Child protection means protecting a child from abuse or neglect. This can either be in cases where abuse or neglect has taken place, or in cases where a likelihood of significant harm or neglect has been identified. The risk of harm or neglect is considered at a Child Protection Case Conference. Where a child is believed to be at risk of significant harm, their name will be added to the child protection register (a child protection registration).

This was the seventh year that child protection data has been collected entirely at individual level. As the series has lengthened, more in-depth validation of the data has been possible, which gives a high level of confidence in its accuracy.

The Child Protection Improvement Programme (CPIP) review of the national data set and the minimum data set for child protection committees is now available and will be implemented locally from August 2020, after a short test phase.

5.2 Child Protection Management Information

The following section provides a brief overview of management information collected and characteristics that are relevant to an understanding of the protection of children and young people. Issues such as poverty and poor housing are environmental factors, which add stresses to families and can adversely affect parents' ability to cope and may ultimately affect their ability to care for or protect their child. Domestic abuse, parental substance misuse, parental mental ill health, neglect, physical or sexual harm, emotional abuse and disability are all features which often present where there are child care or child protection concerns. Non co-operation from parents and carers, concerns about child sexual exploitation, criminal exploitation and online abuse also increase risks to children and young people. Full details of the national indicators of child protection concern can be found in the [National Guidance for Child Protection in Scotland, 2014](#) (currently under review).

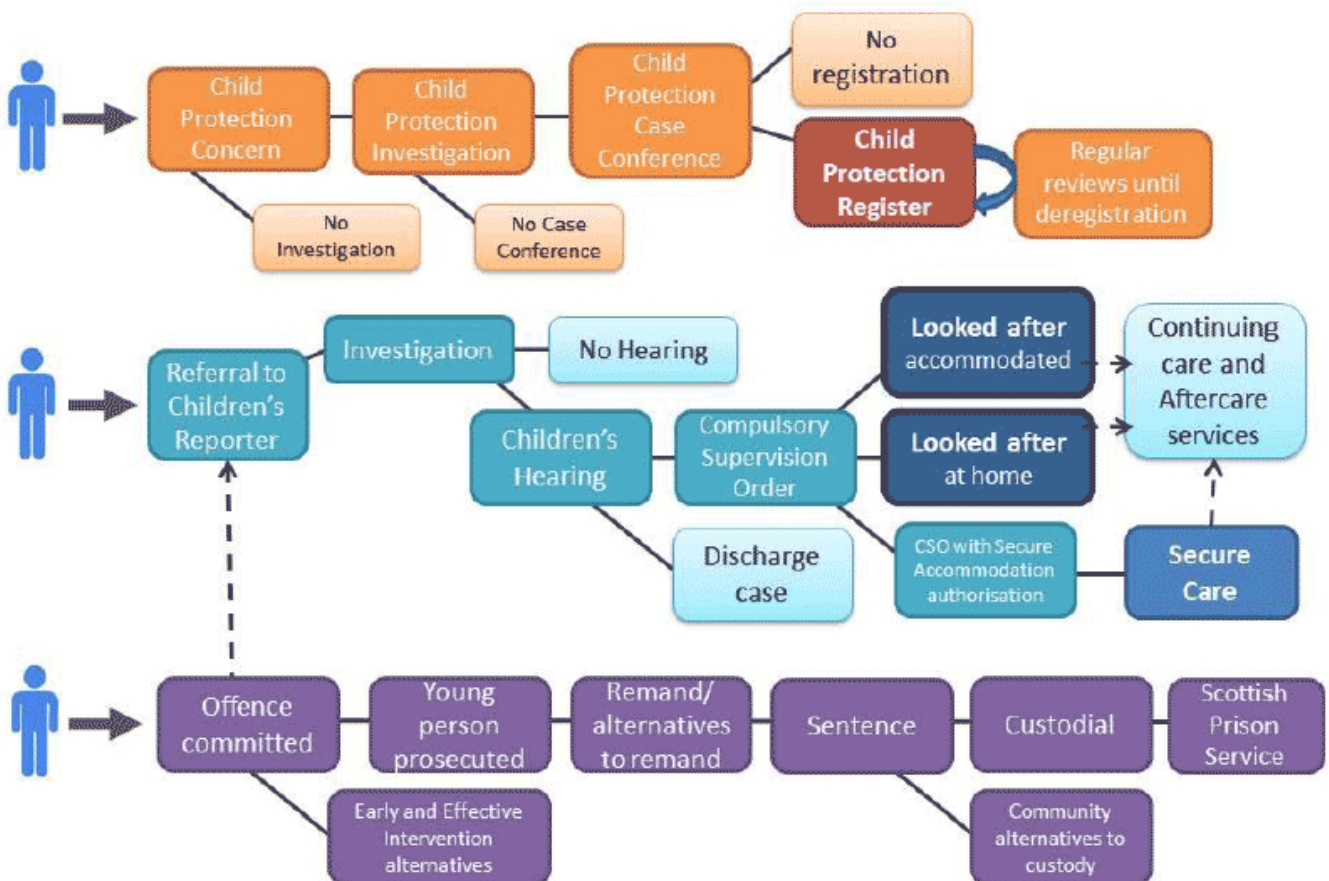
5.3 NEW – National Shared Data Set for Child Protection Committees

The Minimum Dataset for Child Protection Committees is an action of the Scottish Government's Child Protection Improvement Programme and sets out need to deliver robust data sets to support child protection improvement and offer national resource

for advice on using child protection data for local planning and service development. The new data set will expand analytical capacity after a consultation note significant variation in indicators reported to Child Protection Committees. After a mapping exercise the number of indicators reported to Child Protection Committees ranged from 8 to 56 indicators. There was no single indicator that was reported by all Child Protection Committees, South Lanarkshire welcomes this change and looks forward to its implementation (17 indicators) across localities.

5.3.1. How do children come to be counted in child protection figures?

There are a number of ways that a child may become looked after, on the child protection register or in secure care. Children may be referred to the Children’s Reporter, become voluntarily looked after or come via the criminal justice system. The diagram below gives a high-level illustration of the main routes by which children would be included. Please note this national graphic does not include IRD which we apply locally.



5.3.2 Table A - Child Protection Register (per 1,000 pop in South Lanarkshire 2010 – 2019)

CPR 2010	POP	CPR 2011	POP	CPR 2012	POP	CPR 2013	POP	CPR 2014	POP	CPR 2015	POP	CPR 2016	POP	CPR 2017	POP	CPR 2018	POP	CPR 2019	POP
135	2.4	141	2.5	165	3.0	189	3.6	175	3.2	187	3.4	158	2.9	116	2.1	184	3.3	117	2.1

The Lead Officer Child Protection is the Keeper of the Register. The National Child Protection Statistics for Scotland report on the year prior to the report published. In the period 2018 – 2019 it shows South Lanarkshire at 2.1 per 1000 of population. The national average per head of child population is 3.0.

5.3.3 Children on the Child Protection Register (Scotland)

Table B: Number of children on the Child Protection Register and rate per 1,000 population aged 0-15 by local authority. Details shown are from 2009 and 2019

Table 2.4: Number of children on the child protection register and rate per 1,000 population aged 0-15 by local authority⁽¹⁾

Local authority	2009		2018		2019	
	Number on Register	Rate ^(2,3)	Number on Register	Rate ^(2,3)	Number on Register	Rate ^(2,3)
Aberdeen City	182	5.6	68	1.9	119	3.4
Aberdeenshire	81	1.7	77	1.5	103	2.1
Angus	82	4.0	64	3.3	45	2.3
Argyll and Bute	32	2.1	31	2.4	28	2.1
City of Edinburgh	287	4.1	190	2.4	122	1.6
Clackmannanshire	58	6.0	36	4.0	25	2.8
Dumfries and Galloway	79	3.1	94	4.0	25	1.1
Dundee City	95	4.0	73	3.0	91	3.8
East Ayrshire	75	3.4	127	5.9	98	4.6
East Dunbartonshire	27	1.4	57	3.0	55	2.9
East Lothian	84	4.5	36	1.9	55	2.8
East Renfrewshire	29	1.6	9	0.5	15	0.8
Falkirk	93	3.3	88	3.1	125	4.4
Fife	191	3.0	176	2.7	209	3.2
Glasgow City ⁽⁵⁾	299	3.1	-	-	414	4.1
Highland	69	1.7	83	2.1	91	2.3
Inverclyde	42	2.9	31	2.4	48	3.8
Midlothian	90	5.8	45	2.6	49	2.8
Moray	66	3.9	62	3.7	47	2.9
Na h-Eileanan Siar	23	4.9	*	*	4	0.9
North Ayrshire	56	2.2	155	6.7	104	4.6
North Lanarkshire	74	1.1	95	1.5	162	2.6
Orkney Islands	*	1.1	*	*	3	0.8
Perth and Kinross	43	1.7	76	3.1	78	3.2
Renfrewshire	126	4.0	103	3.4	83	2.8
Scottish Borders	47	2.3	50	2.6	46	2.4
Shetland Islands	11	2.5	8	1.9	12	2.9
South Ayrshire	31	1.6	44	2.5	37	2.1
South Lanarkshire	117	2.1	184	3.3	116	2.1
Stirling	50	3.1	56	3.6	42	2.7
West Dunbartonshire	31	1.9	54	3.4	44	2.8
West Lothian	108	3.1	82	2.3	104	2.9
Scotland	2,682	2.9	2,668	2.9	2,599	2.8

(1) Data for 2018 was not provided in 2018. The figures for 2017-18 will be revised during 2020 following receipt of data from Glasgow City.

(2) Per 1,000 population aged 0-15. Source: National Records of Scotland, 2007-2018 mid-year population estimates and population projections for 2019.

A National comparison in terms of Child Protection Registration across Scotland

5.3.4 Chart 1(a) and 1(b) show the number of children on the child protection register has fluctuated regularly across Scotland and in South Lanarkshire

Chart 1a: Number of children on the child protection register by age, 2000-2018 (Scotland)

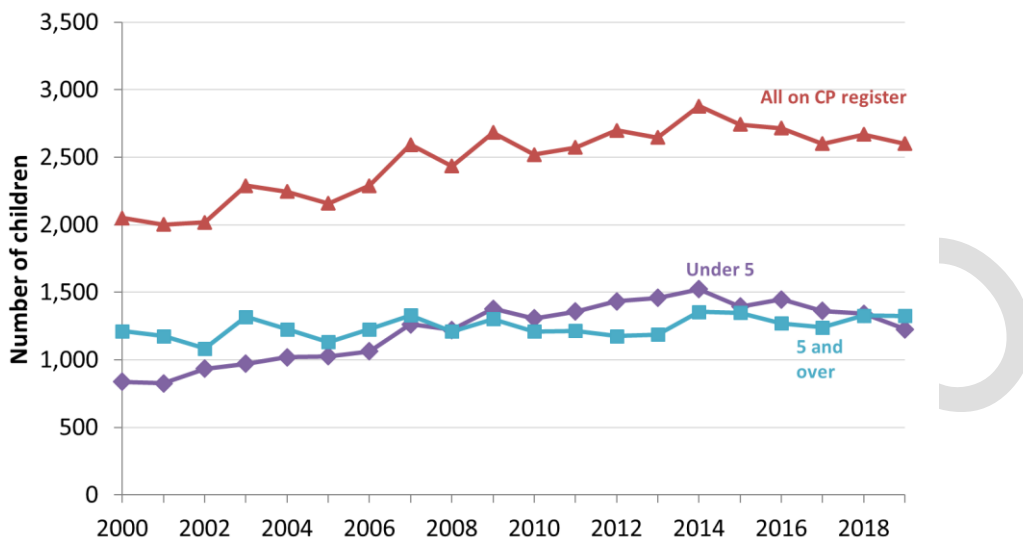
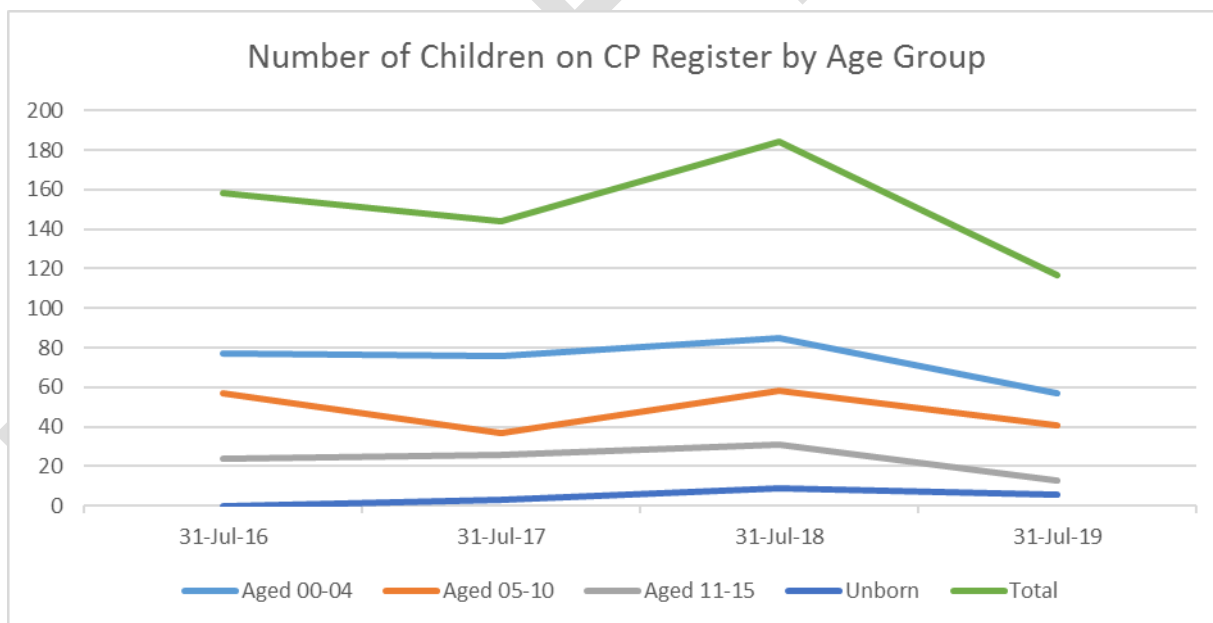


Chart 1b: Number of Children on the child protection register by age (2016– 2019) (South Lanarkshire)



Age is significant factor in terms of registration. In 2018, 54% of children on the child protection register were aged under four. Since 2009 there have been more children aged under five than over five on the child protection register, and the gap between the over five and under five groups has decreased in the period 2018-2019 after unusually widening in the period 2017-2018 before.

In recent years we have found that around 50% of children overall were aged 5 years or under at the time of registration. This includes pre-birth registrations during that period. This information continues to allow us to target vulnerable children and families with the support of Early Years approaches to improve outcomes for children. As reflected in SCRs across Scotland under 5's remain a vulnerable group for physical injury.

5.3.5 Child subject to CPR by Gender (National)

Table A (i) - Number of children on the child protection register by gender (2009-2019)

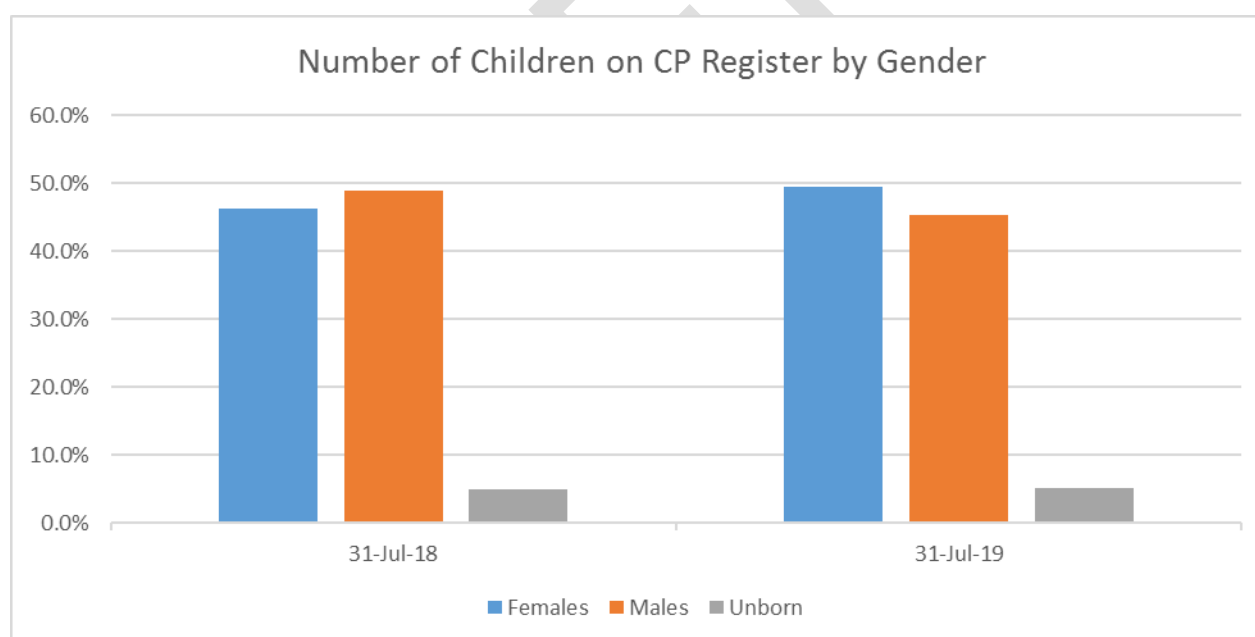
	Number			Percentage		
	2009	2018	2019	2009	2018	2019
Boys	1,357	1,307	1,316	51	49	51
Girls	1,287	1,279	1,185	48	48	46
Unborns	38	107	98	1	4	4
All children	2,682	2,668	2,599	100	100	100

(1) Data for 2018 is estimated by using 2017 figures for Glasgow City and 2018 figures for all other local authorities. The figures for 2017-18 will be revised during 2020 following receipt of data from Glasgow City.

(2) Unborn children include both unborn children with a known gender and those with an unknown gender. Those with a known gender are not included in the boys or girls categories in this table.

Source: National SW Statistics (2018 – 2019)

Table (ii) - Children on the child protection register by gender (Local)



The gender pattern among children on the child protection register across Scotland for boys and girls is almost equal the remaining 4% unborn children. Because of a change in how unborn children were recorded by local authorities in 2010, figures for unborn children are only comparable from 2011 onwards and have been a small but increasing proportion of the total number of registrations from 2011 onwards.

South Lanarkshire has an average number of unborn children subject to CPR making up less than 5% of total registrations. Most children subject to CPR continue to be under five years.

5.3.6 Concerns identified at child protection case conference

Chart 2 (a) - Concerns identified at the case conferences of children who were on the child protection register, 2018-2019 (National)

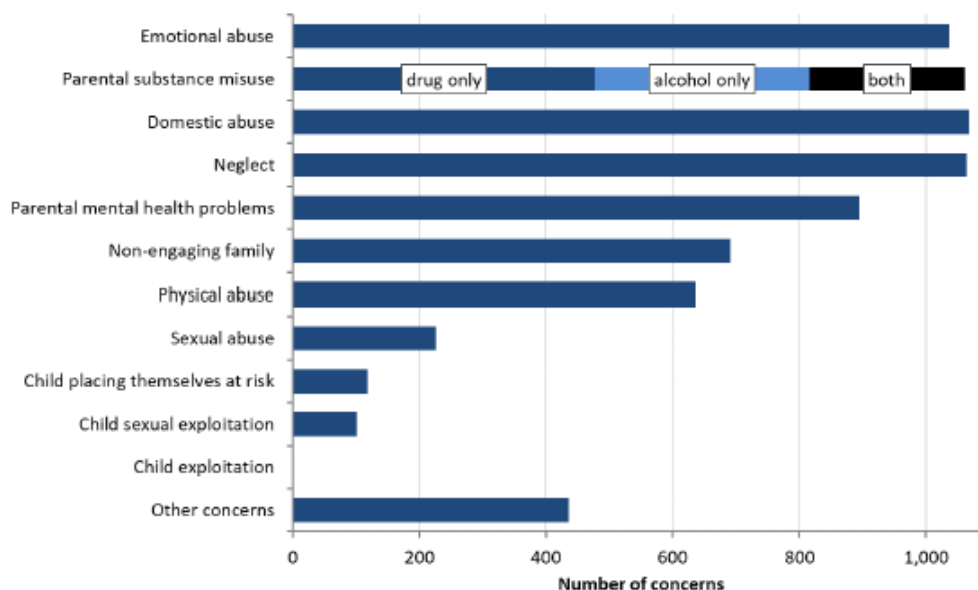
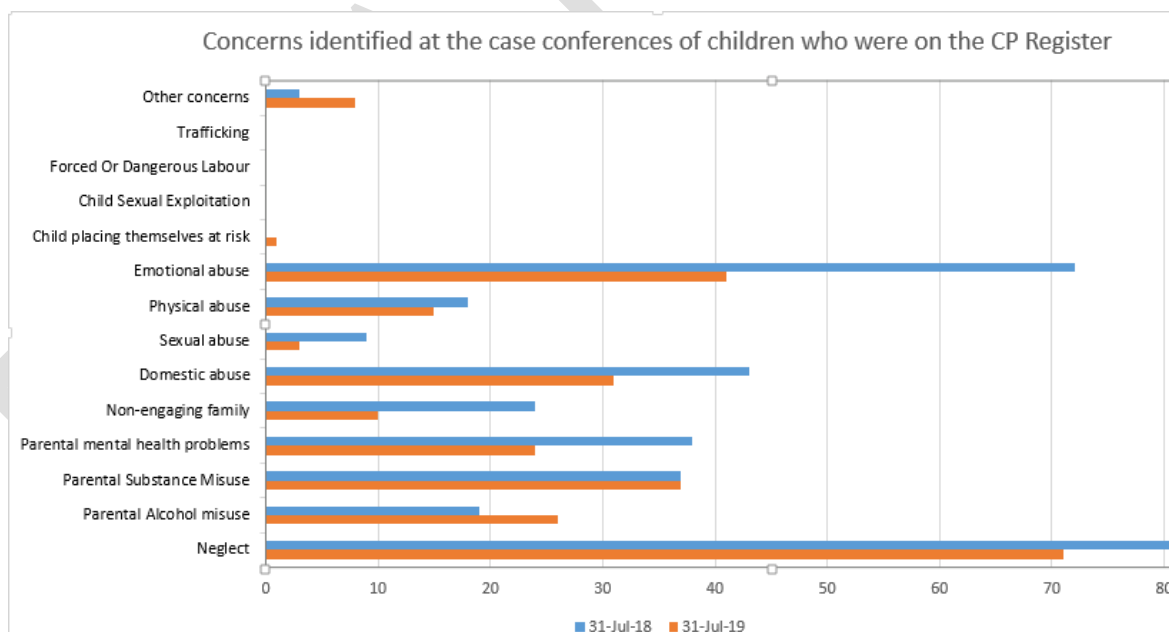


Chart 2 (b) - Concerns identified at the case conferences of children who were on the child protection register, 2018-2019 (Local)



As can be seen by comparison, South Lanarkshire replicates the national picture for the top indicators of concern in terms of child protection registration albeit in slightly different order.

In order to support and understand better why trends and patterns occur, the SLCP have conducted large scale Multi-Agency Case File Audits on the areas of highest concern. Work

continues in relation to tackling emotional abuse and other key indicators of concern in a number of ways. The expected changes to s12 of the Children and Young Person (Scotland) Act 1937 in relation to emotional and physical neglect has been delayed.

5.3.7 Child Protection Registrations and De-Registrations

Table C (i) shows the numbers of de-registrations. There were 4,224 de-registrations from the child protection register in the year to 31 July 2019, a small decrease on 2018, and 775 more children than in 2009. The most common reason for deregistration in 2018-19) was an improved home situation.

This shows that the length of time between these periods of registration is generally increasing; with many more having been off the Register for more than two years. Reasons for de-registration are also recorded.

	Number			Percentage		
	2009	2018	2019	2009	2018	2019
Length of time registered						
Less than 6 months	1,498	2,128	2,074	43	49	49
6 months to under 1 year	1,178	1,555	1,452	34	36	34
1 year to under 18 months	447	515	306	13	12	7
18 months to under 2 years	197	119	106	6	3	3
2 years or more	179	47	66	5	1	2
No date of registration information	0	1	220	0	0	5
Reason for de-registration⁽²⁾						
Child taken into care & risk reduced	536	531	497	15	12	12
Child with other carers	295	327	307	8	7	7
Child died	6	10	6	0	0	0
Removal of perpetrator	82	153	144	2	4	3
Improved home situation	1,195	2,419	2,223	34	55	53
Child automatically de-registered because of age	16	8	12	0	0	0
Child moved away - no continued risk	33	25	37	1	1	1
Other reason	1,336	892	998	38	20	24
Reason not known	-	0	0	-	0	0
Total	3,499	4,365	4,224	100	100	100

(1) Data for 2018 is estimated by using 2017 figures for Glasgow City and 2018 figures for all other local authorities. The figures for 2017-18 will be revised during 2020 following receipt of data from Glasgow City.

(2) Includes where a child transferred to another local authority and where reason has not been recorded.

(3) There are more cases than usual with no date of registration in 2019 as these are cases registered in Glasgow City in the previous year. This data will be revised during 2020.

Table C(ii)

	1-Aug-17 to 31-Jul-18	1-Aug-18 to 31-Jul-19
No of Re-registrations	54	58
Re-registered within 3 years	30	33
De-registrations	255	284

Length of time on register	Number		Percentage	
	31-Jul-18	31-Jul-19	31-Jul-18	31-Jul-19
0 - 3 months	69	63	37.5%	53.8%
3 - 6 months	43	26	23.4%	22.2%
6 months - 1 year	59	16	32.1%	13.7%
1 year - 18 months	4	4	2.2%	3.4%
18 months – 2 years	0	2	0.0%	1.7%
Unborn	9	6	4.9%	5.1%
Total	184	117	100%	100%

South Lanarkshire collects data slightly differently, for information please note as shown. We can however note that those being re-registered after 2 years or more is the same as the national average. We can see that most children will remain on the Child Protection Register for 3 months to a year. This is a decrease on the previous year.

N.B. The Scottish Children's Reporter Administration (SCRA) produce data per local authority annually, you can view the most recent report here: www.scra.gov.uk

6. TRAINING, LEARNING AND STAFF DEVELOPMENT

6.1 Key Functions

One of the key functions of South Lanarkshire Child Protection Committee is to prepare and deliver an extensive programme of multi agency child protection learning and development opportunities. Training is available to all agencies both statutory and non statutory in our area who support children, young people and families.

The findings of recent Joint Inspection of children in need of care and protection in south Lanarkshire told us:

"Staff showed a high degree of support for senior leaders and benefitted from a culture of learning and a comprehensive range of training, development and support opportunities... A structured and comprehensive range of parenting programmes and initiatives, detailed within South Lanarkshire's parenting pathway and delivered flexibly by caring and

compassionate staff, were supporting parents and carers to be more confident and resilient”.

6.2 SLPC Learning and Development Programme

South Lanarkshire Child Protection Committee multi agency training programme is made widely available to partner agencies. The programme has been revised to reflect current trends and offers more learning opportunities than ever before. It is available on SLPC website or from the SLPC Child Protection Development Worker. Using the [National Framework for Child Protection Learning & Development in Scotland \(2012\)](#) we routinely self-evaluate our training, learning and development opportunities to ensure it meets both local and national need in getting it right for the child protection workforce and children, young people and families in South Lanarkshire. We include lessons learned from significant case reviews and legislative changes as they occur.

Our training programme can be viewed here: www.childprotectionsouthlanarkshire.org.uk or by emailing the Child Protection Committee Learning & Development Worker at: PublicProtectionOffice@southlanarkshire.gov.uk Further development opportunities continue to be available in partnership with colleagues across Public Protection and are promoted as available.

7. LEADERSHIP, GOVERNANCE & ACCOUNTABILITY

As leaders, the Chief Officers Group (COG) agree and disseminate a clear vision, shared values and aims that promote the protection of all children and young people. The Chief Officer's Group (Public Protection) commitment to the protection of children and young people have been restated by the new local authority Chief Executive; and by driving forward improvements in child protection policy and practice to meet the needs of children and young people at risk of harm of abuse or neglect. The COG (Public Protection) demonstrates effective collaborative working to discharge its child protection responsibilities and consistently promotes effective joint working. Supported by the SLPC Chair and Lead Officer, members drive forward an extensive work plan and routinely evaluate its work to ensure there is a clear focus on continuous improvement and accountability, by the application of outcomes measures.

The Child Protection Improvement Programme (CPIP) identified leadership as a “critical factor in creating a system with effective processes and a culture to ensure children are protected from abuse and neglect”. The National Child Protection Leadership Group has been supporting Chief Officers and CPCs strengthen delivery of their responsibilities in a number of ways. The Scottish Government has since published [Protecting Children Young People Child Protection Committee & Chief Officer Responsibilities](#) which has been evaluated and considered in future planning.

The SLPC Chair and Lead Officer meet with the Chief Officers Group (Public Protection) quarterly to discuss, inform, report and seek assurance and direction on child protection matters of local and national interest. The priorities for the year ahead can be viewed in the South Lanarkshire Child Protection Committee Business Plan August 2020 – July 2021 as shown in Appendix 1

South Lanarkshire Child Protection Committee Business Plan 2020 – 2021



Our Business Plan August 2020 – July 2021 reflects the necessary catch up after delays caused by the COVID -19 outbreak. It has been developed with reference to our locally identified areas for improvement and includes the outcomes set within the Child Protection Improvement Programme (CPIP) and the quality indicators set out in the recently revised Care Inspectorate Quality Framework for Children and Young People in Need of Care and Protection (2019).

Our overall aim is to achieve the key performance outcomes that apply specifically to child protection as described to support self-evaluation of services for children and young people in need of care and protection, and to lead improvement in services. In doing so we place the child at the centre of self-evaluation and look at the impact the work of SLCPC can have on a child's life and form practice, the positive outcomes as a result.

Partnerships across South Lanarkshire have a collective responsibility for improving services for children and young people in need of care and protection including child protection committees and those with responsibility for corporate parenting. Applying the principles of Un Convention on the Rights of a Child (1989) Getting it Right for Every Child ([GIRFEC](#)) underpins the Scottish Government's early intervention agenda and provides the overarching context for the development of a co-ordinated and common approach around child protection and supporting the wellbeing of children and young people. Wellbeing sits at the heart of the GIRFEC approach and reflects the need to ensure support and help is available to children, young people and their parents. The Children and Young People (Scot) Act 2014 furthers the Scottish Government's ambition for Scotland to be the best place to grow up.

We know key processes are the essential tasks and actions undertaken by staff in their professional relationship with children and young people which allow for best practice. These may be single or multi-agency and include the first response to concerns of harm or risk, the identification or assessment of such concerns, the various stages of planning and review, as well as the interventions which deliver the help that children and their families need. Our business plan outlines our priorities for the year ahead.

Self-Evaluation

Self-evaluation is central to continuous improvement and is a learning process through which community planning partnerships and strategic planning groups responsible for improving services for children and young people in need of care and protection get to know how well they are doing and can identify the best way to improve their services.

We routinely undertake identified quality assurance tasks on behalf of the Child Protection Committee that reflect the SLPC Self Evaluation and Activity Programme (2017-2021), and can show that all partners contribute to and play a key role in the positive and sustained results for children and young people in need of care and protection as described for the year ahead:

We know quality assurance activity helps partners to monitor progress and continue to strive for excellence. Self-evaluation for improvement broadly focuses on answering three key questions.

(a) How good are we now (b) How do we know and (c) What we plan to do next?

We aim to ensure our improvement plans are SMART (Specific, Measurable, Achievable, Realistic and Timely) and ensure we ask key Inspection Questions:

1. How good is the partnership at recognising and responding when children and young people need protection?
2. How good is the partnership at helping children and young people who have experienced abuse and neglect stay safe, healthy and recover from their experiences?
3. How good is collaborative leadership?

The responses to these questions are informed by the findings and evaluations against each quality indicator as listed here in the [Care Inspectorate- Quality Framework for Children and Young People in Need of Care and Protection \(2019\)](#) as follows:

We routinely undertake identified scrutiny and quality assurance tasks on behalf of the South Lanarkshire Child Protection Committee that reflect the SLPC Self Evaluation and Activity Programme, and can show that all partners contribute to and play a key role in the positive and sustained results for children and young people in need of care and protection as described;

Quality Indicator 1.1

We will demonstrate improvements in the safety, wellbeing and life chances of children and young people in need of care and protection and;

- (a) Carry out a number of planned continuous improvement activities over a number of identified child protection areas, as described in our self-evaluation programme.
- (b) Consult regularly with the Child Protection Committee and its Sub Groups, reporting findings to the Chief Officers Group ahead of implementing change.
- (c) Conduct two large scale multi-agency case file audits (Neglect and Parental Substance Misuse) to consider practice, processes and the views of children, young people and families in keeping children safe.
- (d) Implement and review locally, the new National Shared Data Set Child Protection with our partners as part of continuous improvement work at local and national level.

OUTCOME 1.1

- We have effective and reliable data measures that demonstrate improving outcomes over time for children in need of care and protection and tell us when additional action to protect is required.
- Key measures demonstrate that children in need of protection are increasingly safer.
- Children and young people are listened to and have their views taken onto account.
- Families are strengthened by robust and inclusive planning and processes that apply to improve outcomes for children and young people.

Quality Indicator 2.1

We will consider the impact on children and young people and the extent to which children and young people in need of protection have their needs met by;

- (a) Ensuring children and young people feel listened to, understood and respected.
- (b) Measuring how children and young people feel safe, healthy, achieving, nurtured, active, respected, responsible, and included through routine review of the child's plan.
- (c) Improving outcomes for looked after children and those on the child protection register with the introduction and review of MOMO (www.mindofmyown.org.uk) to enhance wellbeing, participation and inclusion.
- (d) Holding a series of public information events to consult with children and young people in our communities on topics such as Online Safety, CSE and Bullying.
- (e) Ensuring continued work across public protection strengthens our joint work in relation to transitions for vulnerable young people

OUTCOME 2.1

- Our children and young people feel listened to and assured that their views are taken seriously when decisions are being made. We uphold their rights.
- Children and young people feel that staff have taken the time to get to know them, the impact of their previous experiences and understand their strengths and needs.
- Children and young people enjoy good relationships, built up over time, with consistent adults who they trust enough to talk to when they need help.
- Children and young people's wellbeing is improving across all the wellbeing indicators, including during transition periods as they move from child to adult services.

Quality Indicator 2.2

We will consider the impact on families and work to ensure parents and carers have greater confidence in understanding expectations in child protection situations.

We will demonstrate that;

- (a) Parents and carers are confident that staff listen to, understand and take their views seriously in child protection situations and;
- (b) Skilled practitioners, in children's and adult's services, establish good working relationships with parents and carers.
- (c) Parents and carers have increased confidence in their role and how they contribute to the child's plan in improving outcomes.

OUTCOME 2.2

- Our parent's and carers benefit from improved child protection investigation paperwork where views are recorded in a meaningful way to ensure they feel listened to and assured that their views are taken seriously when decisions are being made.
- Parents and carers have improved confidence in the child protection systems and know what is expected of them in relation to high level contingency planning within the child's plan.
- Our public consultation events ensure we routinely publish requested information for children, young people, parents and carers on Keeping Safe in south Lanarkshire.
- Parents and carers receive information and support when a child is placed on the child protection register and are given the appeal information they may need.
- Parent's Carers and Siblings receive information when a Significant Case Review takes place to ensure they are fully informed of the process, including who to contact for support as required. We see evidence of improved confidence and outcomes.
- Our website is reviewed to allow for improved accessibility to quality published information for parents and carers when child protection is a feature, including online safety and child sexual exploitation.

Quality Indicator 3.1

We will demonstrate the extent to which the child protection workforce participates in multi-agency approaches to improve outcomes for children and young people by:

- (a) Ensuring staff across the multi-agency workforce are aware of, and know how to refer to the SLPCPC Communications & Media Strategy,
- (b) Demonstrating confidence and competence in practice supported by high quality learning and development opportunities to meet their needs, through routine evaluation of learning opportunities,
- (c) Showing high levels of motivation to work together to achieve the best possible outcomes for children and young people.
- (d) Demonstrating high levels of confidence in their contingency plans, chronologies, risk assessments and agreed SMART Outcomes and;

OUTCOME 3.1

- Our multi-agency workforce have a strong and shared commitment to protecting vulnerable children, including understanding and contributing to Initial Case Reviews, Significant Case Reviews and Reflective Learning opportunities.
- The child protection workforce fully understand what they need to do within their own service and with colleagues across other services to further improve the quality and effectiveness of their work.

Quality Indicator 4.1

We will consider impact on the community and promote confidence in public services available to support families and protect children and young people by:

- (a) Enhancing our website to ensure the most up to date information is available for those concerned about a child, or have a child in the child protection system. Including information on social media platforms for children and young people.
- (b) Widely circulating information in a number of different ways including a number of social media platforms, and printed information readily available in public places such as local council offices, health centres, hospitals, police stations, voluntary organisations, leisure services and education environments, as appropriate.
- (c) Consulting with communities during public information events in areas of high foot fall and through media campaigns.
- (d) Displaying information created by children and young people in our communities about "*Keeping Safe in South Lanarkshire*".

OUTCOME 4.1

- Communities have an awareness and confidence in their public role to protect children from harm, neglect, abuse, bullying and exploitation.
- Children and young people in communities have increased confidence in sharing when they are worried about abuse, harm, neglect or exploitation.
- Communities demonstrate their awareness of their role in protecting children and young people by frequently referring to our resources for support and advice.
- Members of the public have increased confidence that children and young people will get the help they need when they need it.

Quality Indicator 5.1

We will consider the extent to which effective processes are in place to recognise and respond promptly to concerns about a child or young person's safety or wellbeing and ensure initial information gathering and investigation processes are effective and support timely decision making by;

- (a) Ensuring systems are in place for receiving and recording information from anyone concerned about a child or young person.
- (b) Monitoring and evaluating the effectiveness of initial responses to child protection events and the quality of assessments that take place, including Initial Referral Discussion (IRD)
- (c) Evidencing skills in the analysis of information gathered to reach an initial assessment and a clear understanding of the difference between outputs and outcomes.
- (d) Introducing revised child protection paperwork and processes; including enhanced risk assessments, contingency plans, multi-agency chronologies and the child's plan.

OUTCOME 5.1

- Our multi-agency workforce will always recognise and appropriately respond to child protection concerns (including legal measures if required) where a child may be at risk.
- Staff recognise when a child or young person may be a risk to themselves or others.
- Children and young people are no longer exposed to a continued risk of harm or abuse.
- We have a clear system for recording IRDs that clearly outline the rationale for decision making.
- Our IRDs are subject to minimal delay and effective from the outset. IRDs are routinely subject to quality assurance and are of a consistently high standard.
- Children and young people will be appropriately considered for forensic medicals at the time of a referral to the Children's Reporter.

Quality Indicator 5.2

While assessing risk and need, we will ensure risk assessments are completed within timescales and of a consistently high quality to ensure appropriate action is taken in

getting it right. We know the extent to which effective processes are in place to support practice in developing plans to meet need and reduce risk by;

- (a) Ensuring staff across the workforce have a good understanding of the need to balance risk and need and use recognised frameworks to make informed judgements
- (b) Routinely checking that chronologies are used to identify patterns of significant events
- (c) Supporting practitioners across the workforce to ensure assessments are used appropriately to make informed judgements about risk.
- (d) Seeking evidence that the views of children and young people have been taken into account during the assessment, including the investigative process.

OUTCOME 5.2

- Our multi-agency chronologies are fit for purpose and fully inform risk assessments and decision making from the outset. They are regularly reviewed and analysed.
- Our risk assessments consistently contain concise, relevant and accurate information
- Planning, including transition planning, is informed by robust assessments.
- Our managers routinely scrutinise assessments of risk and need and review procedures, and protocols and learn development needs through this.
- We apply SMART in our work including in the child's plan

Quality Indicator 5.3

We have effective processes in place to assist on developing plans to meet needs and reduce risk. We use self-evaluation to review progress, joint planning and decision-making. We provide timely and effective intervention to reduce risk, meet need and improve wellbeing by;

- (a) Children and young people receive help that is proportionate to risk and need.
- (b) Care and Risk Management Plans (CARM) are regularly reviewed.
- (c) Comprehensive assessments are well used to develop plans and reduce risk.

OUTCOME 5.3

- We support high quality chronologies that inform effective risk management.
- We ensure the child or young person's voice is always at the centre of our work.
- Our decisions of meetings are recorded and there are clear goals and outcomes from the intervention provided within the child's plan.
- Our children and young people experience secure, stable and caring environments.
- Young People succeed in their transition to greater independence and adulthood with our care and support.
- We have clear evidence of staff taking responsibility and contributing effectively to planning for the child or young person. Services are clear on their role from the outset.

Quality Indicator 5.4

We involve children, young people and families and ensure their views, wishes and expectations are sought, listened to and taken into account. We ensure children, young people and families participate in the key processes and ensure information sharing procedures are in place. We have systems in place to enable and support children, young people and families to give feedback and make formal complaints and;

- (a) Can evidence that we have a number of creative ways to ensure children, young people and families views are recorded and taken into account.
- (b) That children, young people and families know what information is held about them and are routinely updated on issues relating to sharing and consent.
- (c) Children and young people are offered advocacy and, or an opportunity to ensure their views are expressed fairly and they are treated fairly in an inclusive manner.

OUTCOME 5.4

- Staff across the partnership listen carefully to children and young people and ensure views are recorded and taken into account in assessments and in decisions that affect them.
- Children and young people are actively encouraged to share views on the service they receive. We include them in processes and decisions about their lives.

Quality Indicator 6.1

We have policies and procedures in place that reflect the multi-agency child protection landscape. They relate to national standards and guidance and comply relevant legislation. Legal measures to protect children and young people are appropriately considered and pursued;

- (a) By ensuring policies and procedures are consistent with our strategic vision
- (b) Working to ensure policies and procedures, both child and public protection have no gaps in information for the workforce.
- (c) Promoting best practice through development of policies and procedures that enhance partnership working and reflect outcomes.

OUTCOME 6.1

- Our policies are comprehensive and support the multi-agency workforce
- Our policies reflect local and national priorities
- The child protection workforce benefits from an accessible suite of multi-agency procedures
- The SLPC regularly reviews and updates multi-agency guidance.
- Practitioners are involved in the creation and revision of policies and procedures.
- There is a high level of compliance to procedures across the workforce.
- We consult children and young people as appropriate.

Quality Indicator 6.3

We ensure the rights of children and young people are promoted, respected and vulnerable children, young people, families are involved in and have their views influence policy, planning and service development. Our approaches to communication and consultation with children, young people and families and other stakeholders are effective and;

- (a) The rights and involvement of children, young people, families and other stakeholders is central to planning and development.
- (b) Communication with children and young people, families and stakeholders is done in a way that enables their participation and engagement and elicits their trust.
- (c) Children and young people's rights are being promoted by services.

OUTCOME 6.3

We engage with children and young people and develop creative approaches to engagement.

- Children and young people know their rights and how to apply them.
- The voices of our vulnerable children and young people is reflected in our policy and planning processes.

Quality Indicator 6.4

Our performance management and quality assurance processes ensure high standards of service delivery and improved outcomes for children and young people in need of care and protection. Quality assurance arrangements enable staff at every level to take responsibility for the quality of services. Best practice is routinely identified and celebrated and inconsistent or practice that requires support is identified and addressed. Our learning culture ensures we improve further from both and;

- (a) Established performance measures are regularly reviewed.
- (b) Management information is reported, monitored and reviewed.
- (c) Targets are reviewed regularly and used to monitor trends over time.
- (d) Management information informs quality assurance and self-evaluation activities.
- (e) Key processes are routinely quality assured and the findings are communicated with staff across the multi-agency workforce.
- (f) Strategic groups oversee multi-agency performance and hold services accountable.

OUTCOME 6.4

- Performance frameworks for child protection operate within an agreed set of standards and outcome indicators and promote confidence in child protection processes.
- Consistently high standards are achieved in multi-agency operational practice as a result of robust quality assurance.
- Performance information and quality assurance processes continually strive to improve the quality of work and improve outcomes for children in need of care and protection.

Quality Indicator 6.5

We secure improvement through planned, prioritised and co-ordinated self-evaluation. We takes into account the experiences of children, young people and their families to inform improvement and service development by;

- (a) Demonstrating our approach to self-evaluation is guided by relevant and accredited frameworks.
- (b) Having in place a programme of self-evaluation, jointly agreed by partners.
- (c) Ensuring Performance information and quality assurance information is used to inform self-evaluation activity.
- (d) Giving a commitment to delivering excellence in services for vulnerable children and their families.
- (e) Demonstrating improved outcomes as a result of self-evaluation activity.

OUTCOME 6.5

- Our well established and creative approaches promote the involvement of children and young people in self-evaluation.
- Our carefully planned and co-ordinated cycle of single and multi-agency self-evaluation activities ensures priority areas are agreed,
- Outcomes from self-evaluation ensure we can demonstrate tangible improvements in the protection and wellbeing of children and young people.
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Quality Indicator 7.2

By developing and supporting the workforce we ensure Staff are confident and can undertake their duties competently. A learning and development strategy is in place that outlines training and development for staff at all levels in line with national priorities and local targets. Staff are enabled to reflect upon and improve their practice through advice, guidance and supervision to ensure;

- (a) A sufficient, local workforce that is skilled and appropriately trained to support a partnership approach to the delivery of local priorities.
- (b) Learning opportunities are provided and designed to equip the workforce to undertake their roles safely and competently.
- (c) The workforce has skills and confidence in the use of tools that promote common values, shared principles and integrated working practices to improve outcomes for children, young people and families.
- (d) Staff training needs are audited including those who do not work directly with children and young people.
- (e) Staff are enabled to exercise appropriate initiative and professional judgement.

OUTCOME 7.2

- Our child protection training programme is comprehensive and targeted to meet local and national need and delivered routinely across the workforce.
- Our workforce can demonstrate improvements in skills and working practices to enhance the experiences of children and young people.

Quality indicator 9.2

Leaders collaborate to plan and direct service delivery for children and young people in need of care and protection linked to their vision, values and aims. They set demanding but realistic targets and provide a high level of support to achieve these. Leaders jointly deploy resources to the areas of greatest need and ensure;

- (a) Partnerships include all the right people to meet the identified objectives of protecting children and young people.
- (b) Leaders have a clear understanding of the local and national priorities that drive child protection and corporate parenting services.
- (c) Plans contain a proper analysis of needs and gaps and what needs to change
- (d) There is clarity about the resource contribution that each partner makes to the partnership and about governance.

OUTCOME 9.2

- Our leaders, senior managers and elected members have a clear understanding of the local and national context and provide strong leadership in developing child protection and corporate parenting services.

Key SLCPC Contacts:

Independent Chair: Safaa Baxter

Lead Officer Child Protection: Caren McLean

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ⁱ SMART – Specific, Measureable, Achievable, Realistic and Timely.

Report

Report to:	Partnership Board
Date of Meeting:	9 September 2020
Report by:	Executive Director (Finance and Corporate Resources) South Lanarkshire Council

Subject:	South Lanarkshire Register of Information
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Partnership Board with a summary of the information that has been circulated to Community Planning Partners.

2. Recommendation(s)

2.1. The Partnership Board is asked to approve the following recommendation:-

- (1) that the content of the report is noted.

3. Background

3.1. This report provides a summary of the information circulated to Community Planning Partners and gives partners an opportunity to seek clarification or an update on any matters contained therein.

4. Period covered – 13 June to 12 August 2020

4.1. Appendix 1 provides a summary of the information circulated from 13 June to 12 August 2020.

5. Employee Implications

5.1. There are no employee implications associated with this report.

6. Financial Implications

6.1. There are no financial implications associated with this report.

7. Other Implications

7.1. There are no risk or sustainability issues associated with this report.

8. Equality Impact Assessment and Consultation Arrangements

8.1. There are no Equality Impact Assessment or Consultation implications associated with this report.

Paul Manning
Executive Director (Finance and Corporate Resources)
South Lanarkshire Council

12 August 2020

Contact for Further Information

If you would like further information, please contact:-

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Register of Information circulated to the Partnership

From 13 June to 12 August 2020

Date	Subject	Received From	Summary	Action taken
17/6/20	Suicide Prevention Online Training and ALERT Briefing	South Lanarkshire Health and Social Care Partnership/ NHS Lanarkshire	Details of Suicide Prevention Online Training and a briefing for Health and Social Care Staff providing information on being suicide alert during the Coronavirus Pandemic.	Circulated to the Community Planning Progress Group for information.
23/6/20	Online Risk Taking Message	Police Scotland	<p>Details of Police Scotland's online message highlighting the dangers associated with online risk taking.</p> <p>https://www.facebook.com/221913208013688/posts/1598962536975408/?d=n</p>	Circulated to the Community Planning Progress Group for information.
24/6/20	Independent Advisor Group (IAG) Police Powers Review	Scottish Police Authority	Details of the IAG review of Police Scotland's use of new temporary police powers to tackle coronavirus and feedback gathering routes which have been set up to support this work.	Circulated to the Partnership Board and Community Planning Progress Group for information.
26/6/20	Briefing Papers	Central Research Unit, South Lanarkshire Council	<p>Summary of various reports including:-</p> <ul style="list-style-type: none"> • The Child Poverty Action Group Report on Child Poverty; • Joseph Rowntree Foundation/Save the Children Report on Child Poverty; • Fair Start Scotland to March 2020; • Universal Credit and Claimant Counts within South Lanarkshire; • Coronavirus Self-Employed Income Support Scheme; • Citizens Basic Income Pilot Proposal; • Coronavirus Job Retention Scheme; and • Role of Public Sector in Tackling Climate Change. 	Circulated to the Community Planning Progress Group for information.

Date	Subject	Received From	Summary	Action taken
30/6/20	Cost of the School Day Post COVID-19 Webinar	Improvement Service	Details of the Cost of the School Day Post COVID-19 webinar and presentations provided.	Circulated to the Community Planning Progress Group for information.
24/7/20	Public Health Scotland – Draft Strategic Plan	Community Planning Network	Feedback sought from community planning colleagues on Public Health Scotland’s Draft Strategic Plan.	Circulated to the Partnership Board for comment.
28/7/20	Community Reassurance Message regarding impact on disabled communities during COVID-19	Police Scotland	Community Reassurance Message circulated by Police Scotland in response to the concerns raised by disability communities and organisations regarding COVID-19.	Circulated to the Community Planning Progress Group for information.
28/7/20	Hate Crime Bill	Scottish Government	<p>Following the launch of the Hate Crime and Public Order (Scotland) Bill there has been considerable public debate about hate crime and claims about what the new Bill will do and will not do. Therefore the Scottish Government has published a blog and supporting tweets with a view to alleviating any possible concerns or misunderstandings about the Bill.</p> <p>An Easy Read version of the General Overview Note which can be found on the Scottish Government’s hate crime webpage along with eight topical information notes on some of the Bill’s provisions have also been published.</p>	Circulated to the Community Planning Progress Group for information.
13/8/20	We are still here for you - GoTo Mental Health Service	Regen:fx	GoTo Mental Health Service available for 14 – 18yr olds living in areas of South Lanarkshire are still accepting referrals. Experienced CBT Counsellors can be accessed almost immediately for young	Circulated to the Community Planning Progress Group for information.

Date	Subject	Received From	Summary	Action taken
			<p>people experiencing difficulties with their mental health and issues like isolation, anxiety, relationships, family tensions and confidence.</p> <p>Further information can be found on Facebook page @GoToSouthLanarkshire and twitter page @GoTosouthLan</p>	

