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17 April 2024

**Members of the  
Wellbeing and Tackling Poverty Committee**

**Chief Executive's Office**

Archie Aitken  
Chief Officer (Legal & Democratic)  
Civic Centre, Windmillhill Street,  
Motherwell ML1 1AB  
[www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk)

Notice is given that a Meeting of the **Wellbeing and Tackling Poverty Committee** is to be held in the Council Chamber, Civic Centre, Windmillhill Street, Motherwell, ML1 1AB on Friday, 26 April 2024 at 10:00 AM which you are requested to attend.

The agenda of business is attached.

**Archie Aitken**  
**Chief Officer (Legal & Democratic)**

**Members :**

G Woods, C Costello, D Ashraf, C Barclay, B Baudo, H Brannan-McVey, J Cairns, G Currie, P Di Mascio, F Fotheringham, W Goldie, J Jones, P Kelly, A Khan, J Leckie, H Loughran, B McCluskey, A McCrory, F McNally, L Mitchell, L Nolan, P Patton, G Robinson, A Thomas, C Williams.



## Agenda

- 1      **Declarations of Interest In Terms of the Ethical Standards In Public Life Etc. (Scotland) Act 2000**
- 2      **Wellbeing and Tackling Poverty Committee Terms of Reference**      5 - 6  
Submit a copy of the remit/functions of the Committee following agreement of the Policy and Strategy Committee on 7 December 2023
- 3      **Delivery Framework for Equalities - Update**      7 - 18  
Submit report by the Chief Officer (People Resources) (1) providing Elected Members with an update on the Council's Delivery Plan for Equalities, and (2) seeking approval of (a) the Council's Delivery Plan for Equalities - campaigns and activities, 2024/2025, and (b) the timeline of the review and development of the Equality Strategy and Equality Outcomes for 2025-29
- 4      **A Shared BSL Plan for Lanarkshire 2024-2030**      19 - 40  
Submit report by the Chief Officer (People Resources) seeking approval of the Council's second British Sign Language (BSL) Plan, A Shared BSL Plan for Lanarkshire 2024-30
- 5      **Implementation of Trauma-Informed Practice and Organisational Culture North Lanarkshire**      41 - 56  
Submit report by the Chief Social Work Officer (Education and Families, Justice and Integrated Practice) (1) providing Elected Members with the progress being made towards achieving our ambition, and (2) seeking approval of the Trauma Plan which sets out the steps to ensuring North Lanarkshire becomes a leading trauma-informed Council
- 6      **Resilient People, Breastfeeding Friendly Scotland Local Authority Award - Gold**      57 - 64  
Submit report by the Chief Social Work Officer (1) informing that North Lanarkshire Council has achieved gold status in the first-ever Breastfeeding Friendly Scotland Local Authority Award, recognising the Council's commitment and actions to date to support breastfeeding in the workplace and wider community, and (2) seeking approval to endorse the next steps set out at section 2.6 of the report

7	<b>Local Child Poverty Action Report 2022/2023 - Internal and External Feedback</b>	65 - 84
	Submit report by the Chief Social Worker (Education and Families, Justice and integrated Practice (1) providing an update of the feedback received on the North Lanarkshire Local Child Poverty Action Report 2022/23 and the self evaluation outcome, and (2) seeking approval that the Tackling Poverty Officers Action Group consider and identify any related improvement actions	
8	<b>Towards a Fairer North Lanarkshire - Tackling Poverty Strategy 2023-2026 Update</b>	85 - 94
	Submit report by Chief Social Work Officer (Education and Families, Justice and Integrated Practice) providing an update on the Tackling Poverty Strategy 2023 to 2026, Local Child Poverty Action Report and associated Action Plans with a particular focus on the driver of Holistic Supports	

- (1) To determine strategies, plans, and outcomes and monitor the impact of the actions being taken by the Council to ensure that equality and human rights responsibilities are embedded across the organisation in accordance with (but not limited to):-
  - a. the Equality Act 2010;
  - b. the Public Sector Equality Duty in Scotland;
  - c. the Human Rights Act 1998;
  - d. the UN Convention on the Rights of the Child, and
  - e. the Equality and Human Rights Commission Guidelines and Codes of Practice.
- (2) To consider all matters relating to Equalities and Human Rights.
- (3) To approve the publication of the outcomes and progress, employment information and the Equalities Mainstreaming Report in accordance with appropriate legislation.
- (4) To oversee the performance and assurance information to assess compliance with the Council's Equality and Human Rights related strategies and policies.
- (5) To oversee monitoring reports regarding Equality Impact Assessments.
- (6) To oversee the Council's approach to tackling poverty, review policies relevant to this area and the Council's performance against any relevant targets.



# North Lanarkshire Council Report

## Wellbeing and Tackling Poverty

Does this report require to be approved?

☒ Yes ☐ No

Ref FW/AC

Date

26/04/24

## Delivery Framework for Equalities – update

**From** Fiona Whittaker, Chief Officer (People Resources)

**E-mail** WhittakerF@northlan.gov.uk

**Telephone** 07973 728628

### Executive Summary

This report provides Elected Members with an update on the Council's Delivery Plan for Equalities that includes:

- Progress on the establishment of the Council's Equality Board
- Progress on the campaigns and activities undertaken in 2023-24 and those planned for 2024-25, across three areas of focus:
  1. Driving improved equality outcomes in the Council's workplace environment and labour market.
  2. Positively influencing the design and environment of our schools, town centres, community hubs and service delivery locations
  3. Working with our Community Boards and Champions to improve equality and inclusion in our communities.

The report also sets out the timeline for the review of the Council's current Equality Strategy and Equality Outcomes throughout 2024. The renewed Strategy and Outcomes will cover the years 2025-29.

### Recommendations

It is recommended that the Wellbeing and Tackling Poverty Committee:

- (1) Note the substantive work that has been undertaken in 2023-24 to progress the Delivery Framework for Equalities.
- (2) Approve the new Delivery Plan for Equalities – campaigns and activities, 2024-25
- (3) Approve the timeline for the review and development of the Equality Strategy and Equality Outcomes for 2025-29; and
- (4) Otherwise note the contents of the report

### The Plan for North Lanarkshire

Priority All priorities

Ambition statement All ambition statements

Programme of Work All Programmes of Work

## **1. Background**

- 1.1 Members are reminded of the Equalities Delivery Framework report that was submitted to the Wellbeing and Tackling Poverty Committee in February 2023 detailing the Councils' new arrangements to support the equalities agenda.
  - 1.2 The establishment of a new Equalities Board for the Council was regarded as a key mechanism for not only ensuring the delivery and mainstreaming of equality across all services, and therefore satisfying the needs of the Public Sector (General) Equality Duty, but also providing the governance required by our internal audit recommendations.
  - 1.3 The report also detailed the focus for the delivery of equalities for 2023-24 across three areas which align with our nine equality outcomes that were set in 2021.
    1. Driving improved equality outcomes in the Council's workplace environment and labour market.
    2. Positively influencing the design and environment of our schools, town centres, community hubs and service delivery locations
    3. Working with our Community Boards and Champions to improve equality and inclusion in our communities.
  - 1.4 In addition, the report advised that following a desktop review of the current Equality Strategy 2019-2024, and the current programme of activity underway there was no requirement to fully refresh the Equality Strategy at that time.
  - 1.5 This report provides the progress that has been made in the past year since the Delivery Framework for Equalities was implemented and the plans for the year 2024-25.
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## **2. Report**

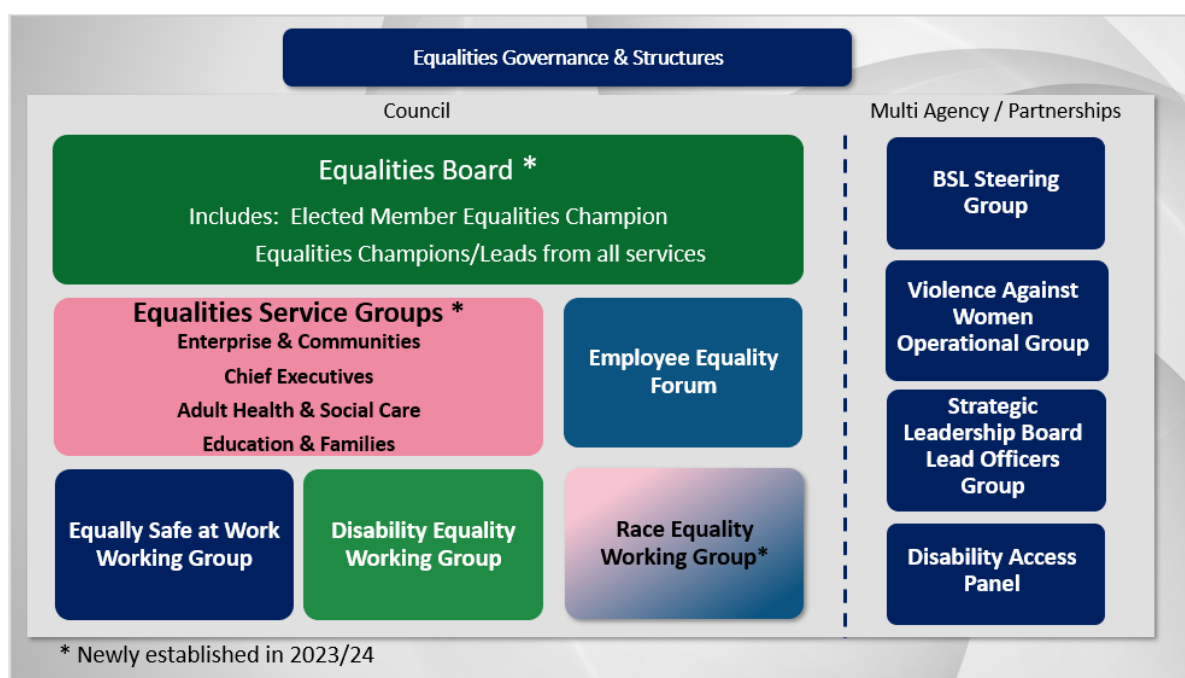
### **The Equalities Board**

- 2.1 The Council's Equality Board held its first quarterly meeting in March 2023. The Board is chaired by the Chief Officer (People Resources) and has the following membership:
  - The Council's Equalities Manager
  - Senior managers from each of the Council's service directorates
  - Senior managers of services that have a particular part to play in addressing the disadvantage identified through the work to set our equality outcomes in; and
  - The Council's Elected Members Equality Champion
- 2.2 The Board provides a collective focus on equality work and strengthens overall governance by:
  - Supporting and monitoring the Equalities Delivery Framework through its quarterly meetings.
  - Engaging across services to ensure equality is embedded. Each service directorate now has an equality action plan which is updated on a quarterly basis and discussed at each Equality Board meeting.



- Improving the effectiveness of our Equality Impact Assessment processes and compliance. Our assessment form and guidance was subject of an independent review by the Scottish Women's Budget Group resulting in improved guidance. Undertaking the e-learning module on EqlAs is mandatory for anyone carrying out an EqlA and a yearly review of published assessments will be undertaken by the Board to ensure continuous improvement; and
- Developing a robust performance monitoring framework that will more effectively measure performance and impacts against the equality outcomes. Our equality outcomes performance management framework and all other equality action plans have been brought together into the one corporate document, are SMART and have been subject of a report to the Audit and Scrutiny Panel.

The following illustrates the Council's equalities Governance and Structures.



## The Delivery Plan for Equalities 2023-24

- 2.3 The three areas of focus within the Delivery Plan for Equalities have both an internal and external focus and recognise that equality cannot be solely delivered by the Equality team but is the responsibility of all. They are also intrinsically linked to our ambitions within the plan for North Lanarkshire. The following provides some important areas of progress and challenge across the three areas of focus.

### ***Driving improved equality outcomes in the Council's workplace environment and labour market.***

- 2.3.1 To drive these improved outcomes we committed to undertake the campaigns and activities in the following areas.

#### Race at Work Charter

- 2.3.2 The Council signed up to this Charter in 2022 - the only Scottish Local Authority to do so – with the aim of increasing the Council's public commitment to being an employer

of choice for minority ethnic people. This commitment built on the work that began in 2021 with the Member Officer Black Lives Matter Working group and the appointment of the Council's first Executive Sponsor for Race. This position has now been filled by the Council's Chief Social Work Officer. In this time the Council has increased its minority ethnic workforce from 92 in 2021 to 119 in 2023.

While the numbers are still disproportionately low our positive action activities in recruitment is having a really positive impact as is illustrated in the following case study.

#### **Case Study - Positive Action in Recruitment**

Following up on a connection from Councillor Khan, the Council's Equalities Champion and our Equality Manager, we became aware of a number of members of the Congolese community, based in Motherwell and the Ukrainian Community, primarily in Coatbridge, who were keen to explore opportunities for work. The Brighter Futures team picked this up with a view to exploring work in the construction industry, however it quickly became clear that the biggest demand was from women, for local, part time roles. Knowing that there were suitable roles available in the Early Years arena the Brighter Future team were able to work with the Council's Recruitment Team, the Education and Families Team and the Resettlement Team to develop these connections and enable the recruitment of 38 members of these communities into permanent Early Learning and Childcare Support Worker posts.

#### **Different Approach / Recruitment Methodology**

Traditionally roles within NLC are marketed online via the My Job Scotland portal where candidates apply digitally on an individual basis.

When the team first contacted the Congolese and Ukrainian groups it became apparent that:

- There was no awareness of the types of roles the Council were seeking to recruit and no understanding of the availability of these roles.
- There was no awareness of the My Job Scotland portal.
- Candidates would not have considered proactively applying due to this lack of awareness and due to their lack of digital skills.
- Some candidates were engaging with ESOL classes and levels of confidence varied.
- Candidates did not have an understanding of the portable skills they had which were ideal for the roles.

In adopting an "outreach model," the team were able to address these issues and concerns and support applications in a modified process (fully supported by the NLC Recruitment Team), to encourage as full participation as possible. By going out into the community, into their space, we were able to make use of their safe and comfortable space, explain the roles, discuss, support, and encourage applications, help them to recognise their existing skills and support the physical paper-based process. The assessment centre model was adopted with a more relaxed, person centred approach including interview and workshops to ensure the correct fit for the roles and feedback and signposting to those candidates who needed to develop before becoming suitable for employment.

#### **Evaluation**

As the process has only recently concluded there has not yet been formal evaluation of the modified approach and this is planned as future study activity. It is, however, our sense that without this level of outreach activity there would have

been little or no applications from these cohorts, meaning that our nurseries would not benefit from the rich and diverse experiences that these employees will bring.
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#### Improving Minority Ethnic teacher numbers.

- 2.3.3 In some of our schools we can see that the disproportionate numbers of minority ethnic teachers in comparison to minority ethnic pupil numbers means that some pupils will go through their school life without being taught by anyone who is from the same or similar ethnic background. That has implications for pupils' aspirations and future minority ethnic teacher numbers – you have to see me to be me.

In 2023 Education and Families worked with the Equalities Team to explore what action could be taken to address this. We considered:

- The current teachers who were on permanent supply contracts and the potential to move them to a specific school where minority ethnic pupil numbers were high
- The ethnic diversity of new probationer teachers and the potential for any to be placed within the schools with high rates of minority ethnic pupils.
- The potential to create specific promoted temporary posts in those schools that could have a focus on support and engagement with minority ethnic children and their families.

Unfortunately, due to a number of issues including, legalities and changes in school demographics the focus of the work has changed in the short-term to supporting good practice through participation in the Racial Literacy initiative via Education Scotland and having a greater understanding in schools and clusters of the ethnic make-up, leading to adapting the curriculum and celebrating diversity.

#### Equally Safe at Work and Disability Confident Leader

- 2.3.4 The Council was one of the first Local Authorities in Scotland to achieve both Bronze Standard in Equally Safe at Work (ESAW) and Leader status in the Disability Confident scheme. Both of these are employer accreditation programmes and the work to ensure we achieve the standards associated with the accreditation is supported by two working groups and action plans. They aim to address workplace gender inequality (ESAW) and disability inequality.

#### Employee Equality Forum (EEF)

- 2.3.5 The EEF aims to provide a focus for employees to discuss and raise equality and employment matters with the Council. It also acts as a consultation mechanism for the Council when developing employment policies and initiatives.

In 2023 some initiatives the EEF were involved in included:

- Working in partnership with the Disability Confident Leader Working Group to host a very successful disabled employee event to mark International Day of Persons with Disabilities. The event welcomed over 30 disabled employees and a number of those signed up to become members of the EEF.
- The developing Sexual Harassment and Menopause and Hormonal Change Policies; and
- Assisting in the development of the second employee survey to explore the experiences of the Council's minority ethnic employees.

### Focus on our LGB and T employees.

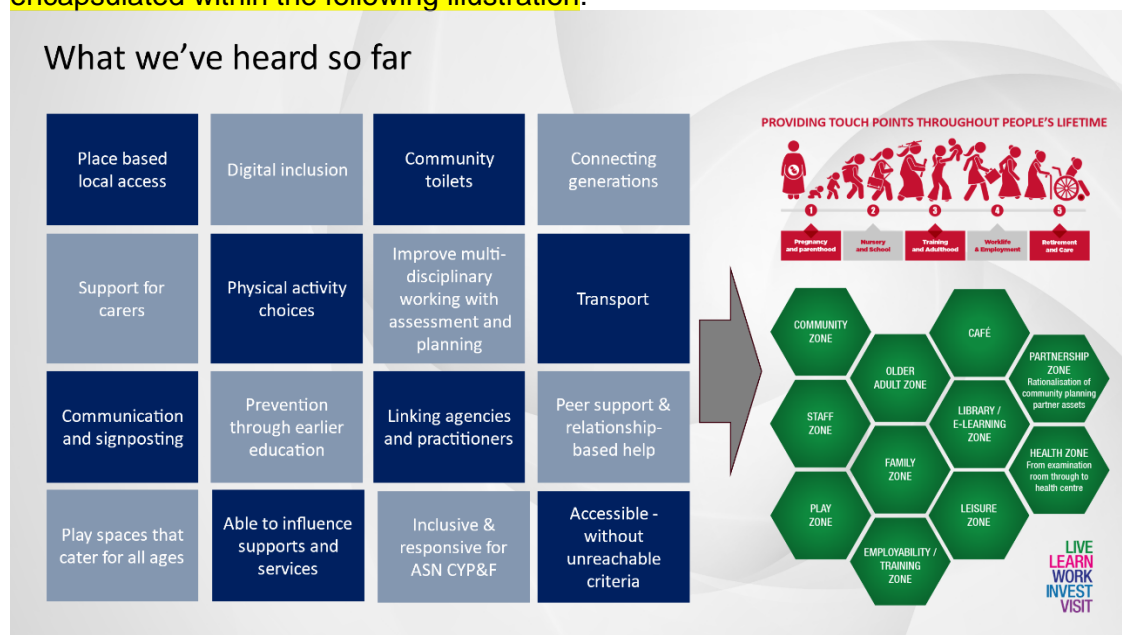
- 2.3.6 We have seen an increase in the number of lesbian, gay and bisexual employees recording their sexual orientation on i-Trent from 0.9% in 20221 to 1.4% in 2023. There are currently no recorded transgender employees. However, anecdotally we know that there are small numbers.
- 2.3.7 With this information we will be working in partnership with our Employee Equality Forum in 2024 to review the support for LGB and T employees.

### ***Positively influencing the design and environment of our schools, town centres, community hubs and service delivery locations.***

#### Operating Delivery Model Team and Equalities Team

- 2.3.8 The community hubs to be touchpoints to support different stages of life, which everyone can access equally is, at the heart of their development. Involving people with different life experiences, to influence the design of the hubs and their operational activity is critical to their accessibility and inclusiveness.
- 2.3.9 To ensure lived experience is at the forefront of the Hub development, from February to December 2023 alone, the following has taken place:
- Co-designing the future hubs with representative organisations including NL Disability Forum, Voice of Experience, Lanarkshire Links, NL Carers Together, and Equals Advocacy through:
    - Approximately 2000 responses to a survey
    - Approximately 300 participants in focus groups over 11 sessions
    - 12 journey maps; and
  - Undertaking an equality impact assessment to inform what a best practice reception area should look like.

The feedback from this community engagement activity has been augmented and is encapsulated within the following illustration.



#### Lived Experience Voices

- 2.3.10 'Nothing about us without us', as illustrated within the community hub development, entails the genuine involvement of people with lived experience. We work in many different ways to ensure lived experience influences what we do and how we do it. Some examples are provided below.
- 2.3.11 We continue to have a partnership with the Disability Access Panel who provide the Council and its partners with that lived experience of disability in relation to the built environment ensuring that access issues are factored into projects at the design stage.
- 2.3.12 Lanarkshire BSL Steering Group provides a conduit for Deaf and Deafblind BSL users to have an ongoing dialogue with the Council, South Lanarkshire Council and NHS Lanarkshire to improve service delivery for BSL users. The group has representatives from four Deaf and Deafblind BSL user organisations operating in Lanarkshire who have co-produced the second Shared BSL Plan for Lanarkshire which is subject of a separate report to committee.
- 2.3.13 The Our Lives Research which explored the lived experiences of North Lanarkshire's Black, Asian and other Minority Ethnic people, has moved to a second phase of feeding back the research findings and recommendations to the different communities. A number of meetings and events have taken place across North Lanarkshire, with the different communities being seen as key partners to developing solutions.
- 2.3.14 Two women's surveys were carried out in December 2023 in partnership with the Council, Licensing Board and the Violence Against Women Partnership to gauge women's experiences of using Motherwell and Coatbridge town centres. These towns were identified by colleagues in Police Scotland as having high incidences of sexual assaults, in comparison with other town centres. With the Town Centre Action Plans being developed it is important that the experiences of women should inform these Plans, not just from a safety perspective. The Growth Team which is driving the Town Centre action plans is currently considering the findings of the surveys. It is intended that similar surveys will be carried out in other town centres across North Lanarkshire to inform future developing Town Centre Action Plans and reviews.

#### Work with schools on LGB&T supports

- 2.3.15 Increasingly the needs and support for young people who are LGB&T is being highlighted in our schools. Education and Families in 2023 have been engaging with Time for Inclusive Education (TIE), a charity that tackles homophobic, biphobic and transphobic prejudice and bullying through education. The service has committed to train all school leadership teams and representatives from schools to promote LGB&T Inclusive education through whole school curriculum.
- 2.3.16 The schools change of name policy has also been updated to reflect the new Trans Guidance for Schools.

#### ***Working with our Community Boards and Champions to improve equality and inclusion within our communities.***

#### Black Lives Matter Campaign

- 2.3.17 Advancing race equality in our communities has been a priority area for the Council over the past few years and remains so. Section 2.2.2 and 2.2.3 of this report discusses the work in relation to our workplace and schools.

In relation to the community the Strategic Leadership Board is driving the work associated with the Our Lives Research through a Lead Officers Group, ensuring a partnership response to the research findings and recommendations. Working with key community representatives from the different BAME communities, feedback events and meetings have been taking place and strong connections made.

#### Gender Budgeting – Scottish Women’s Budget Group

2.3.18 The Council’s participation in the Theory into Action project with SWBG has resulted in an increased focus on the need to consider the different needs of women and men when undertaking equality impact assessments of new initiatives and budget decisions. The establishment of the Women’s Business Incubator Hub is one example of where positive action can be taken to address an area of inequality where evidence is substantiated.

2.3.19 The SWBG also held sessions for our Elected Members in the lead up to the 2024/25 budget setting exercise to assist with the decision-making process.

#### Elected Member Training

2.3.20 The role of Elected Members in advancing the needs of the Public Sector (General) Equality Duty to eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity; and foster good relations cannot be overstated. In 2017 a Council motion recognised this and made the undertaking of training on the PSED mandatory for Elected Members.

A total of 39 Elected Members have recently participated in An Overview of the Public Sector Equality Duties and the Role of Elected Members - 44 in total since 2022.

#### Working with the Community Boards through the Community Partnership Team

2.3.21 Reaching seldom heard people and ensuring Community Boards are representative of the local population is a key concern for the Community Boards.

The Community Partnership Team works closely with the Council’s Equality Manager to support engagement and increase representation. Some recent work has included:

- Two sessions took place with equality groups on the Council’s budget setting exercise
- An equalities monitoring exercise has been undertaken on the Community Board and sub-group membership to understand how representative they are and plan for action as necessary; and
- A presentation to the Community Boards on the Our Lives Research findings and what that means for the Community Boards.

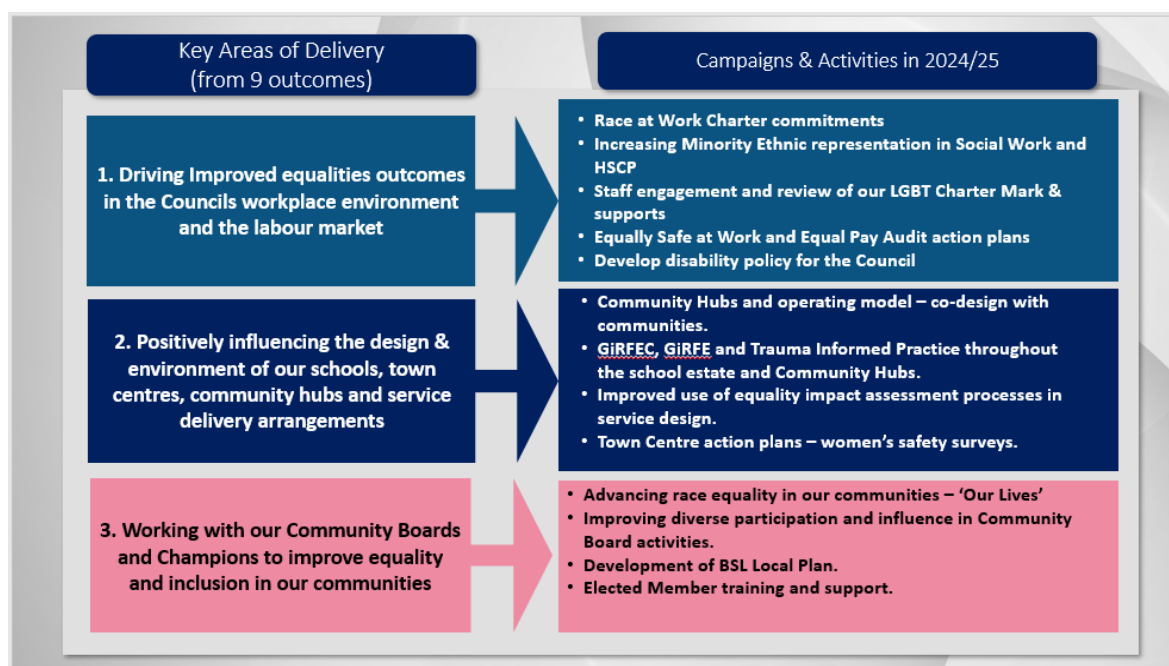
### **The Delivery Plan for Equalities 2024-25**

2.4 The aim of the Equalities Delivery Plan for 2024-25 is to build on the work from 2023-24. However, while the three key areas of delivery for equality will remain the same for the coming year some of the focus of the campaigns and activities will change.

2.5 Some of the change in focus is due to:

- legislative requirements – the development of the BSL Local Plan and associated work for example,
- emerging Council priorities, including trauma informed practice, and
- evidence - the need for greater minority ethnic representation in our Social Work and HSCP workforce as recommended by the Our Lives research findings.

The following diagram sets out the new delivery plan for 204-25.



## Equality Strategy and Equality Outcomes Review

- 2.6 The lifespan of the Council's Equality Strategy 2019-2024 is now nearing the end of its current lifespan. In addition, a requirement of the PSED (Specific Duty) is to set equality outcomes every 4 years and our new outcomes are to be in place by 30 April 2025.
- 2.7 The review and development of our new Equality Strategy and equality outcomes will be carried out in tandem and will be aligned to have the same timeframe of 2025-29. The reviews and development will be carried out by the Council's Equality Board with a period of evidence gathering and consultation taking place between April and September 2024. It is the intention that this will also include a consultation with Elected members
- 2.8 The following diagram sets out the timeline for the review and development of both the Equality Strategy and Equality Outcomes 2025-29, as well as the additional reporting duties required to be published by April 30, 2025.

### Equality Strategy 2019-2024 and Equality Outcomes 2021-25 Review

March	April	May	June	July	August	September	October	November	December	April 30, 2025
Timeline for Equality Strategy and equality outcomes developed.  Draft structure of Equality Strategy developed by sub-group for consideration by Equality Board in April.	Equality Board Meeting 15/4/24  Consider outline structure of the Strategy and timeline.			Equality Board Meeting 18/7/24  First draft of the Strategy and draft outcomes submitted for approval to go out to consultation.			Equality Board Meeting 7/10/24  Final write-up of Strategy and action plan for 2025.	P&S Convener's Meeting  Final checks and prepare for	Policy and Strategy Committee 5/12/24	Equality Outcomes 2025-2029 required by PSED to be published alongside:  <ul style="list-style-type: none"> <li>Equality Outcomes 2021-25 – Progress Report</li> <li>Equality Mainstreaming Report</li> <li>Equal Pay Policy Statement</li> <li>Occupational Segregation – occupations and grades</li> <li>Employment gathering information</li> <li>Gender Pay Gap information</li> </ul>
	April → June			July → September						
	Data gathering – Census information, research, employee information, surveys, service equality plans and links to PoW.  Is Scotland Fairer – Equality Evidence Finder (SE) for areas where local information is scarce.  Writing Strategy and development of equality outcomes for submission to Equality Board			Consultation on draft Strategy and draft new / refreshed equality outcomes. Consultees to include:  <ul style="list-style-type: none"> <li>Organisations representative of equality groups</li> <li>Community Boards and Community Councils</li> <li>Employee Equality Forum and Diversity Champions</li> <li>Elected Members</li> <li>Trade Unions</li> <li>Strategic Leadership Board</li> </ul>						

### 3. Measures of success

- 3.1 Increase in the number of BAME employees within Social Work and the Health and Social Care Workforce.
- 3.2 LGB&T employees are engaged in improving appropriate supports.
- 3.3 Gender and disability equality is advanced in the workplace.
- 3.4 Our schools, town centres and community hubs are accessible and inclusive.
- 3.5 Our most marginalised communities are engaged in community participation mechanisms.

### 4. Supporting documentations

*Fiona Whittaker*

**Fiona Whittaker**  
**Chief Officer (People Resources)**



## 5. Impacts

5.1	<p><b>Public Sector Equality Duty and Fairer Scotland Duty</b>  Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland p?  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  If Yes, please provide a brief summary of the impact?</p> <p>The work associated with this report advances the three needs of the PSED  If Yes, has an assessment been carried out and published on the council's website?  Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.2	<p><b>Financial impact</b>  Does the report contain any financial impacts?  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>  If Yes, have all relevant financial impacts been discussed and agreed with Finance?  Yes <input type="checkbox"/> No <input type="checkbox"/>  If Yes, please provide a brief summary of the impact?</p>
5.3	<p><b>HR policy impact</b>  Does the report contain any HR policy or procedure impacts?  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>  If Yes, have all relevant HR impacts been discussed and agreed with People Resources?  Yes <input type="checkbox"/> No <input type="checkbox"/>  If Yes, please provide a brief summary of the impact?</p>
5.4	<p><b>Legal impact</b>  Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)?  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic?  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  If Yes, please provide a brief summary of the impact?  Principal Solicitor (Employment) is a member of the Equality Board.</p>
5.5	<p><b>Data protection impact</b>  Does the report / project / practice contain or involve the processing of personal data?  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>  If Yes, is the processing of this personal data likely to result in a high risk to the data subject?  Yes <input type="checkbox"/> No <input type="checkbox"/>  If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to <a href="mailto:dataprotection@northlan.gov.uk">dataprotection@northlan.gov.uk</a>  Yes <input type="checkbox"/> No <input type="checkbox"/></p>
5.6	<p><b>Technology / Digital impact</b>  Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>

	<p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p><b>5.7</b></p>	<p><b>Environmental / Carbon impact</b></p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p><b>5.8</b></p>	<p><b>Communications impact</b></p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p><b>5.9</b></p>	<p><b>Risk impact</b></p> <p>Is there a risk impact?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p>
<p><b>5.10</b></p>	<p><b>Armed Forces Covenant Duty</b></p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>
<p><b>5.11</b></p>	<p><b>Children's rights and wellbeing impact</b></p> <p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).</p> <p>If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

# North Lanarkshire Council Report

## Wellbeing and Tackling Poverty

Does this report require to be approved?

☒ Yes ☐ No

Ref FW/AC

Date

26/04/24

## A Shared BSL Plan for Lanarkshire 2024-2030

**From** Fiona Whittaker, Chief Officer (People Resources)

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### Executive Summary

This report presents for approval, the Council's second British Sign Language (BSL) Plan, A Shared BSL Plan for Lanarkshire 2024-30.

This Shared BSL Plan was produced in partnership with South Lanarkshire Council, NHS Lanarkshire and the Deaf and Deafblind BSL user organisations operating across Lanarkshire.

The plan aims to make Lanarkshire a place where people, whose first or preferred language is BSL, have the same opportunities to be active healthy citizens and are able to make informed choices about every aspect of their lives. The Plan shares the long-term goals of the Scottish Government's BSL National Plan 2023 - 2029 and sets out actions around the following ten priority areas:

1. Delivering the Lanarkshire BSL Local Plan 2024-2030
2. BSL Accessibility
3. Children, Young People and their Families
4. Access to Employment
5. Health and Wellbeing
6. Celebrating BSL Culture
7. BSL Data
8. Transport
9. Access to Justice
10. Democratic Participation

The Lanarkshire Local Plan, like the National BSL Plan, is not static. It is the intention that consultation will take place with the wider BSL community in the coming weeks to inform the specific actions we will take in North Lanarkshire.

### Recommendations

It is recommended that the Wellbeing and Tackling Poverty Committee:

- (1) Approve the Shared BSL Plan for Lanarkshire 2024-30

## The Plan for North Lanarkshire

Priority	All priorities
Ambition statement	(20) Improve the involvement of communities in the decisions, and development of services and supports, that affect them
Programme of Work	Resilient People

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### 1. Background

- 1.1 Members will be aware that the BSL(Scotland) Act was introduced in 2015. Following its introduction, the first National BSL Plan was published in 2017 and then our local plan, a Shared BSL Plan for Lanarkshire was published in November 2018.
- 1.2 The Shared Plan for Lanarkshire 2018-24 covered the work of NLC, SLC and NHS Lanarkshire and was co-produced with the Deaf and Deafblind BSL user organisations operating across Lanarkshire – Deafblind Scotland, Deaf Services Lanarkshire, Lanarkshire Deaf Club and D.E.A.F South Lanarkshire.
- 1.3 While the Local BSL Plan, required by the Act, was to mirror the National Plan, working in partnership with Deaf and Deafblind BSL users to produce our Local Plan gave the Local Plan meaning and credibility.
- 1.4 In order to keep the ambitions of the BSL Local Plan under review, it was agreed by all parties to continue the partnership arrangements and establish a Lanarkshire BSL Steering Group. This would also be an engagement mechanism for local BSL users and the Councils and NHS Lanarkshire to have an ongoing dialogue ensuring continuous improvement around the use of and understanding of British Sign Language and the provision of accessible services and information.

### The Shared BSL Plan for Lanarkshire 2018-2024 – achievements and challenges

- 1.5 As mentioned in section 1.1 the first Local Plan was published in November 2018. A priority in the first year was to strengthen the engagement with Deaf and Deafblind BSL users through the establishment of the Lanarkshire BSL Steering Group and raise awareness of BSL amongst our front-line staff.
- 1.6 The following areas of activity took place between 2019 and 2020.
  - Information on how to contact the Council and access services was published in BSL on the [Council website](#).
  - The ContactScotland BSL App was downloaded on all Elected Members council mobile phones and made available at front facing service areas across the Council
  - 40 employees participated in a 6-week bespoke BSL course with Deaf Services Lanarkshire that had a focus on learning signs for different job groups. – money and debt advice and, housing, for example.
  - A YouTube channel for BSL translated information videos was created; and
  - The Councils' distribution list for job vacancies was updated to include North Lanarkshire's Deaf BSL user organisations.
- 1.7 However, advancing the ambitions of the first Plan were seriously hindered due to the Covid-19 Pandemic and all of the organisation's supporting the BSL community closed

down. Priorities switched to getting BSL information out about the changes to our services and four videos were created in partnership with Deaf Services Lanarkshire.

1.8 Despite the challenges of Covid moving any engagement on-line we managed to bring the BSL Steering Group together via Zoom (hosted by the BSL community) and continue to develop new initiatives and new ways of working with the community for example:-

- We co-produced a survey for BSL users to find out their experiences of Covid-19 and particularly how they were accessing support and services; and
- Our Talent and Organisational Development Team worked with Deaf Services Lanarkshire (DSL) to develop an on-line BSL awareness session for our staff which DSL used as a pilot to help them develop their skills in using on-line as training delivery method.

1.9 With life returning to normality our work in relation to supporting the BSL community has focused on ensuring a strong partnership with the Deaf and Deafblind community via the BSL Steering Group. This partnership allows us to:

- Share and make best use of finite resources
- Have the support and experience of BSL users to inform and develop our service delivery; and
- share ideas and experiences across the partnership to promote and build on best practice.

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## **2. Report**

### **Developing the Shared BSL Plan for Lanarkshire**

2.1 On 6 November 2023 the second National BSL Plan for Scotland was published by the Scottish Government. As required by the BSL (Scotland) Act 2015 bodies covered by the Act are to then publish a Local BSL Plan, that mirrors the National Plan, within a specific time period. For this second BSL Local Plan we are to publish within 6 months taking us to 6 May 2024. Unlike with the first plan, no extra funding has been provided to Local Authorities to assist with the development, nor implementation, of this Plan.

2.2 This timescale has provided a challenge for most public bodies subject of the Act as the Local Plan requires to be published in BSL and be the subject of consultation with Deaf and Deafblind BSL users. As the Council already has a partnership working arrangement with BSL users through the Lanarkshire BSL Steering Group we were able to once again co-produce this Plan and do so within the limited timescales. There was also an early agreement that the Plan would once again be a shared plan for Lanarkshire.

2.3 As a first step the BSL Steering Group considered the new National Plan and how its priorities and long-term goals could be aligned within our local context. To do this a one-day workshop was held to consider:

- Our priorities and long-term goals
- Commitments which required to be carried over from our first Local Plan; and
- New commitments needed in relation to the new priorities set out within the National Plan.

- 2.4 Once this exercise was complete a first draft of the new plan was developed. The Lanarkshire BSL Steering Group met again in March 2024 where the final Plan was agreed.
- 2.5 Because of the restrictive timescales it was agreed that consultation with the wider BSL community would focus on the individual organisational action plans. The Local Plan, like the National Plan, is not a static document therefore subject to change as and when required.
- 2.6 In North Lanarkshire we are in a fortunate position to have one of our Steering Group organisations registered with the Scottish Register of Language Professionals for the Deaf Community to provide BSL interpreters. The interpretation of the Plan into BSL will therefore be straightforward and importantly will be undertaken by a local Deaf BSL user.

### **The Shared BSL Plan for Lanarkshire 2024-30**

- 2.7 The 6-year Local Plan for Lanarkshire aims to make Lanarkshire a place where people, whose first or preferred language is BSL, have the same opportunities to be active healthy citizens and are able to make informed choices about every aspect of their lives.
- 2.8 It sets out our long-term goals around ten priority areas:

<b>Priority</b>	<b>Long-term goals</b>
1. Delivering the Lanarkshire BSL Local Plan 2024-2030	To improve outcomes for BSL users by embedding BSL in our policies, plans and strategies to develop solutions to the barriers faced by BSL users in their daily lives.
2. BSL Accessibility	To remove accessibility as a barrier for BSL users in all aspects of life, recognising the importance of having accessible information in the right format at the right time, utilising technology and increasing people's awareness of communication tools.
3. Children, young people, and their families	The Getting it Right for Every Child (GIRFEC) approach will be fully embedded, with a D/deaf or Deafblind child and their family offered the right information and support at the right time to engage with BSL
4. Access to Employment	BSL users will receive person-centred support to develop their skills, consider what route to employment is right for them and enter the workforce so that they can fulfil their potential, and improve Lanarkshire's economic performance. They will be provided with support to enable them to progress in their chosen career.
5. Health and wellbeing	BSL users will have access to the information and services they need to live active, healthy lives, and to make informed choices at every stage of their lives.
6. Celebrating BSL culture	BSL users will have full access to the cultural life of Lanarkshire, an equal opportunity to enjoy and contribute to culture and the Arts and are encouraged to share BSL and Deaf Culture with the people of Lanarkshire

7. BSL Data	To strengthen the evidence and data on the BSL community in Lanarkshire to better inform decision making in public policy and service design
8. Transport	BSL users will have safe, fair and inclusive access to public transport and the systems that support all transport use in Scotland.
9. Access to Justice	BSL users will have fair and equal access to our justice services.
10. Democratic Participation	BSL users will be fully involved in democratic and public life in Lanarkshire, as active and informed citizens, as voters, as elected politicians and as board members of our public bodies.

2.9 The Shared BSL Plan for Lanarkshire 2024-30 is attached as an appendix.

### Next Steps

- 2.10 Following approval by Committee and our partners Boards and Committees the BSL version of the Plan will be published on the Council's website by 6 May 2024.
- 2.11 As this Shared BSL Plan for Lanarkshire is a high-level plan, the public body partners will begin a period of consultation with the wider BSL community to inform the production of the individual organisational action plans. This will ensure accountability and compliance with the requirements of the Act as we'll as meet the needs of our BSL communities.
- 2.12 Critically, ensuring the BSL Plan is making a difference to the lives of BSL users in Lanarkshire requires the ongoing involvement of the BSL community. The Lanarkshire BSL Steering group will be responsible for monitoring and reviewing the impact the Plan is having on the lives of Deaf and Deafblind BSL users, and that the long-term goals are realised.

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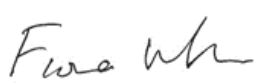
## 3. Measures of success

- 3.1 The needs of Deaf and Deafblind BSL users are brought into the mainstream of our organisation.

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## 4. Supporting documentation

Appendix 1- A Shared BSL Plan for Lanarkshire 2024-30



**Fiona Whittaker**  
**Chief Officer (People Resources)**

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## 5. Impacts

5.1	<p><b>Public Sector Equality Duty and Fairer Scotland Duty</b></p> <p>Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The nature of the plan is to improve the lives of people whose first language is British Sign Language therefore a positive impact in relation to the general equality duty is envisaged.</p> <p>If Yes, has an assessment been carried out and published on the council's website? <a href="https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments">https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments</a></p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
5.2	<p><b>Financial impact</b></p> <p>Does the report contain any financial impacts?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, have all relevant financial impacts been discussed and agreed with Finance?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>There will inevitably be financial implications for the Council if the long-term goals of this Plan are to be realised. However, all opportunities to share resources with our partner organisations will be utilised, as will taking up the support offered through Scottish Government initiatives. All spend will be closely monitored.</p>
5.3	<p><b>HR policy impact</b></p> <p>Does the report contain any HR policy or procedure impacts?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, have all relevant HR impacts been discussed and agreed with People Resources?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
5.4	<p><b>Legal impact</b></p> <p>Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The need for this Local BSL Plan is a result of the BSL (Scotland) Act 2015</p>
5.5	<p><b>Data protection impact</b></p> <p>Does the report / project / practice contain or involve the processing of personal data?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, is the processing of this personal data likely to result in a high risk to the data subject?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to <a href="mailto:dataprotection@northlan.gov.uk">dataprotection@northlan.gov.uk</a></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>



5.6	<b>Technology / Digital impact</b>
Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
5.7	<b>Environmental / Carbon impact</b>
Does the report / project / practice contain information that has an impact on any environmental or carbon matters?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
5.8	<b>Communications impact</b>
Does the report contain any information that has an impact on the council's communications activities?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the impact?	
Providing information in BSL will be a requirement of this Plan.	
5.9	<b>Risk impact</b>
Is there a risk impact?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?	
The need to produce this Local BSL Plan is a requirement in Law. Not doing so would bring reputational and financial risk to the Council. The risk is managed through the Corporate and Service Risk register	
5.10	<b>Armed Forces Covenant Duty</b>
Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.	
5.11	<b>Children's rights and wellbeing impact</b>
Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?	
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC). The BSL Local Plan aims to make Lanarkshire a place where people, whose first or preferred language is BSL, have the same opportunities to be active healthy citizens and are able to make informed choices about every aspect of their lives.	

The Plan shares the long-term goals of the Scottish Government's BSL National Plan 2023 - 2029

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐

No ☒

## **A Shared British Sign Language Plan for Lanarkshire 2024-2030**



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## Foreword

We are delighted to present the second British Sign Language (BSL) Plan for Lanarkshire.

The BSL (Scotland) Act 2015 continues to provide opportunities to:-

- show our continuing commitment to protecting and supporting BSL including in its tactile form
- recognise and value BSL as a language in its own right; and
- ensure the needs of Deaf and Deafblind BSL users are brought into the mainstream in our organisations

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

We want to thank the Deaf and Deafblind BSL representatives who worked with us for their valued support in the development of this Plan.

Signed

NLC Leader of the Council – Cllr Jim Logue

NLC Chief Executive – Des Murray

SLC Leader of the Council- Cllr Joe Fagan

SLC Chief Executive – Paul Manning

NHS Lanarkshire Chair – Martin Hill

NHS Lanarkshire Chief Executive – Professor Jann Gardner

## **Executive Summary**

This is the second shared BSL Local Plan for Lanarkshire covering the work of NHS Lanarkshire, North Lanarkshire Council and South Lanarkshire Council. It was co-produced in partnership with the Deaf and Deafblind BSL communities of Lanarkshire -Deaf Services Lanarkshire, Deafblind Scotland, D.E.A.F. South Lanarkshire and Lanarkshire Deaf Club.

The Plan mirrors the National BSL Plan which aims to make Scotland the best place in the world for BSL signers to live, learn, work and visit. This local plan has those same aspirations for Lanarkshire and aims to both improve: the use of and understanding of British Sign Language in Lanarkshire; and the lives of Deaf and Deafblind BSL users living in Lanarkshire.

The plan for Lanarkshire sets out actions around ten priority areas:

1. Delivering the Lanarkshire BSL Local Plan 2024-2030
2. BSL Accessibility
3. Children, Young People and their Families
4. Access to Employment
5. Health and Wellbeing
6. Celebrating BSL Culture
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10. Democratic Participation

## **Introduction**

The BSL National Plan 2023 - 2029 was published by the Scottish Government on 6 November 2023. Within this plan there are ten priority areas with an emphasis on the following: children, young people and their families; health and wellbeing; celebrating deaf culture; and tackling accessibility for BSL users that impacts on a number of areas such as transport, democratic participation and access to justice.

The focus of the National Plan over the next six years will be to deliver actions that will lead to improved equality, opportunities and outcomes for BSL users.

This Shared BSL Plan for Lanarkshire reflects those same priorities and sets out our long term goals and the actions we will take from 2024 – 2030.

## **About Us**

### **Lanarkshire**

Situated in the heart of Scotland, Lanarkshire has the second largest populated region in Scotland with a working age population of 425,000 (and total population of 652,300) over 896 square miles. Scattered in a diverse mixture of urban, rural and isolated settlements it covers urban towns including Motherwell, Hamilton, Airdrie, Rutherglen, the new town of East Kilbride and the market town of Lanark, as well as smaller towns, villages and agricultural areas.

Ongoing social and economic changes in Lanarkshire have resulted in an ever-changing environment. Modern business ventures and increasing employment opportunities are replacing traditional heavy industries.

### **NHS Lanarkshire**

NHS Lanarkshire is responsible for improving the health of more than 654,490 people living within the North and South Lanarkshire local authority areas.

There are three university hospitals in the area – Hairmyres, Monklands and Wishaw. Primary health care is provided in the community and includes general practitioners (GPs), dentists, health visitors and a wide range of health professionals. NHS Lanarkshire's primary care facilities include health centres and community and day hospitals.

### **North Lanarkshire Council**

North Lanarkshire is Scotland's fourth largest council covering around 181 square miles. Stretching from Stepps to Harthill the area has eight main towns interspersed with many villages and hamlets.

With a population of around 340,000, our people and communities are diverse.

According to the last census in 2011 there were 848 active British Sign Language users living in North Lanarkshire. The most recent census results are awaited, and this plan will be updated when available.

### **South Lanarkshire Council**

South Lanarkshire is the fifth largest council area in Scotland with a population of 320,000, a working age population of 203,000 and around 145,000 households. It is a varied area, with heavily populated towns and extensive rural areas.

According to the last census in 2011 there were 722 people living in South Lanarkshire using BSL at home. The most recent census results are awaited, and this plan will be updated when available.

## **British Sign Language support in Lanarkshire**

Across our organisations we provide BSL interpretation to anyone who requires support when accessing our services or attending meetings and appointments.

In addition we aim to raise awareness for all of our employees and provide access to a number of learning opportunities including:-

- BSL training
- Sensory Impairment training and
- Deaf Culture etc.

## **Rationale for a Shared BSL Plan**

As with the first Local BSL Plan for Lanarkshire, producing our second plan, as a shared one, was once again viewed by all BSL member organisations as the best approach.

In Lanarkshire the Deaf and Deafblind BSL community is small and closely linked through their shared language and culture. They go to the same clubs and social events across Lanarkshire. There are no borders.

For both council's and the NHS there is already a strong commitment to partnership working, and developing a shared plan has many benefits:

- having the support and expertise of BSL users when engaging with the wider BSL community
- reducing consultation fatigue as we would be consulting with the same people
- maximising the availability of BSL interpreters and Deafblind guide communicators as this is a finite resource;
- sharing experiences across authorities to promote best practice; and most importantly
- putting in place a BSL Plan, co-produced with Deaf and Deafblind BSL users, ensuring it is meaningful and accessible.

## **Developing the Plan - consultation and engagement**

Our Plan was produced in a partnership between the Deaf and Deafblind BSL user led organisations of Lanarkshire and NHS Lanarkshire, North Lanarkshire Council and South Lanarkshire Council via Lanarkshire BSL Steering Group. This group has continued to be the driving force for monitoring and delivering the ambitions of the first local plan since 2018.

As a first step the BSL Steering Group considered the new National Plan and how its priorities and long-term goals could be aligned within our local context. To do this it held a one-day workshop to consider:

- Our priorities and long-term goals



- Actions which required to be carried over from our first Local Plan; and
- New actions needed in relation to the new priorities.

Once this exercise was complete a first draft of the new plan was developed. The Lanarkshire BSL Steering Group again met in March 2024 where the draft Plan was agreed as ready for consultation with the wider community.

A programme of consultation and engagement was then developed which included:

- the draft Plan being uploaded onto our websites in BSL and in English along with an on-line questionnaire and people were invited to comment.
- hosting a face to face event with the BSL community to discuss the Shared Plan; and
- within our own organisations seeking the views of services who would have a part to play in ensuring the Plan is progressed.

Feedback was then used to prepare this Second Shared BSL Plan for Lanarkshire

## **Next Steps**

As our Shared BSL Plan for Lanarkshire is a high level plan, a first step for the public body partners is to produce its own working action plan, pertinent to its own organisation, ensuring accountability and compliance with the requirements of the Act.

Furthermore the implementation of the Plan will be the subject of regular reports to our respective Council Elected and NHS Board Members.

Critically, ensuring the BSL Plan is making a difference to the lives of BSL users in Lanarkshire requires the ongoing involvement of the BSL community. The BSL Steering group will be responsible for monitoring and reviewing the impact the Plan is having on the lives of Deaf and Deafblind BSL users and that the long-term goals are realised.

## **Our long-term goals and what we will do by 2030**

### **Priority 1.**

#### **Delivering the Lanarkshire BSL Local Plan 2024-2030**

The Lanarkshire BSL Local Plan will span six years. We are committed to the actions within it, starting from the time of publication by creating the right conditions required to facilitate the discussions, learning and sharing of knowledge required to improve outcomes for BSL users in Lanarkshire.

#### **Our long term goal:**

To improve outcomes for BSL users by embedding BSL in our policies, plans and strategies to develop solutions to the barriers faced by BSL users in their daily lives.

#### **We will:**

1. Continue in partnership with Deaf and Deaf blind representative organisations operating in Lanarkshire to help us deliver the actions within this plan and make the cross-cutting connections required to progress BSL equality in Lanarkshire.

This plan will not be static, the ambitions set out within it requires flexibility and leadership to respond to opportunities and challenges. Collaborative working will help us achieve this aim.

2. Ensure consideration of the needs of BSL users are integrated into our equality impact assessment processes.
3. Consider guidance on BSL access for public engagement when published by Scottish Government.

### **Priority 2**

#### **BSL Accessibility**

For many BSL users, BSL is their first language. We recognise that for public services to be truly accessible for BSL users, there should be awareness around the culture of BSL, providing vital information in BSL, and enabling people to access services using their own language.

#### **Our long-term goal:**

To remove accessibility as a barrier for BSL users in all aspects of life, recognising the importance of having accessible information in the right format at the right time, utilising technology and increasing people's awareness of communication tools.

#### **We will:**

1. Improve accessibility of our websites for BSL users by:
  - Including signed videos to provide information about available services
  - Reviewing guidance on accessing interpretation and translation

- Increasing staff awareness, knowledge and understanding of Deaf culture, language and service provision issues; and
  - Working with local Deaf organisations to develop a programme of training and awareness raising for front-line staff.
  - Explore the potential to mirror the Scottish Government's Citizen Space locally
2. Ensure BSL users can access information in a variety of ways including face to face, leaflets, social media etc and explore the use of QR codes and link with BSL user organisations
  3. Ensure that BSL users are included in Lanarkshire's See Hear strategy as part of the wider group of deaf people, with a focus on living a good life.
  4. Promote the use of Contact Scotland BSL, Scotland's BSL online interpreting Video Relay Service, throughout our organisation, making improvements to this service to ensure it meets the needs of BSL users.

### **Priority 3**

#### **Children, young people and their families**

Getting it right for every child (GIRFEC) is our commitment to provide all children, young people and their families with the right support at the right time. We recognise the need to develop a clear pathway for deaf and deafblind children that helps promote the use of BSL at each stage in their education journey helping to maximise their potential at school, ensuring they have the right support to engage with BSL. Parents who use BSL will have the same opportunities as other parents to be fully involved in their child's education.

#### **Our long-term goal:**

The Getting it Right for Every Child (GIRFEC) approach will be fully embedded, with a D/deaf or Deafblind child and their family offered the right information and support at the right time to engage with BSL.

#### **We will:**

##### **In Health**

1. Roll out training and awareness raising for maternity services.
2. Create a directory of services and community-based support for parents to ensure support can be accessed as early as possible at each stage of a child's journey.
3. Consider how we can effectively implement Deaf role model support.

#### **In Early Years and school education**

1. Provide Early Year's staff and childcare workers with access to training and awareness raising of Deaf and Deafblind BSL.

2. Ensure children learn in an environment that best suits their needs and are supported through appropriate GIRFme pathway in North Lanarkshire and their ASP - Additional Support Plan in South Lanarkshire.
3. Ensure communication used is appropriate to child – i.e. not Makaton or other type which are learning support needs.
4. Ensure Deaf parents have access to information in BSL. This includes report cards, parent evenings, routine information, IT Apps, etc.
5. Consider accessibility of school trips, parent councils, work placements and day to day information.
6. Take account of any new guidance for teachers or support staff working with pupils who use BSL.
7. Review training and qualification needs of teachers working with Deaf and Deafblind pupils in mainstream settings, linking in with local Hearing Impaired Services
8. Share the Education Scotland BSL toolkit for practitioners who work with deaf children, young people and their families, parents and carers who use British Sign Language (BSL) and Tactile BSL in education. Share any resources from partner agencies such as SCILT regarding BSL delivery.
9. Support opportunities for teachers of the deaf and teachers working with deaf and deafblind children and young people in obtaining qualifications for instance Deaf Teachers Charter from Moray House. Promote the culture of BSL within schools as part of 1+2 languages by working in partnership with communities.

## **Priority 4**

### **Access to Employment**

We aim to build an employability system that tackles inequalities in Lanarkshire's labour market by creating a more responsive, joined up and aligned employability system that meets the needs of employers and the local labour market helping support people on their journey towards, into and within employment.

This complements our approach to Fair Work that is underpinned by the principles of equity and equality of opportunity for all.

### **Our Long-term goal:**

BSL users will receive person-centred support to develop their skills, consider what route to employment is right for them and enter the workforce so that they can fulfil their potential, and improve Lanarkshire's economic performance. They will be provided with support to enable them to progress in their chosen career.

### **We will:**

1. Through No One Left Behind, deliver place-based employability services which support individuals to overcome structural barriers to entering and sustaining employment.
2. Use guidance when available from the Scottish Government on solutions to specific barriers for BSL users accessing devolved employability support.

3. Work with local employment services to help highlight specific advice and guidance required by BSL users.

## **Priority 5**

### **Health and wellbeing**

Under the law, patients who are BSL users are entitled to the same health and social care access as their hearing peers, in their first or preferred language. NHS Lanarkshire is committed to providing high-quality healthcare services that are person-centred, safe and effective. Good communication is a vital component in delivering high-quality healthcare and in enabling equitable and inclusive access to services and health information.

#### **Our long-term goal:**

BSL users will have access to the information and services they need to live active, healthy lives, and to make informed choices at every stage of their lives.

#### **We will:**

1. Signpost BSL users to health and social care information available in BSL (to be produced by NHS Health Scotland and NHS24).
2. Work with Health and Social Care North Lanarkshire, South Lanarkshire Health and Social Care Partnership, third sector partners and the Lanarkshire BSL community to develop appropriate information in appropriate formats, signed information on the internet, provision of easy read information etc.
  - Raise awareness of 'alert' systems across services, for example Public health teams multi-disciplinary 'disaster' responses
  - Community alerts
  - Contacting emergency services - 999 App
3. Provide Public Protection information in BSL.
4. Raise awareness mental of health support available across the range of partner organisations.
5. Improve access to information about active health provision, local sports facilities and sporting opportunities.

## **Priority 6**

### **Celebrating BSL culture**

Culture can improve the life chances of all people at every stage in their life. In Lanarkshire, cultural activity can be an important element to help reduce poverty and mitigate its impacts.

#### **Our long-term goal:**

BSL users will have full access to the cultural life of Lanarkshire, an equal opportunity to enjoy and contribute to culture and the Arts and are encouraged to share BSL and Deaf Culture with the people of Lanarkshire.

**We will:**

1. Enable BSL users to take part in culture and the arts as participants, audience members and professionals.
2. Increase information in BSL about culture and the arts on our websites and at venues
3. Improve access to the historical environment, cultural events and performing arts and film for BSL users.

Work in partnership with providers of cultural events and activities across Lanarkshire to increase availability of signed performances and enhance individuals' access to engagement in cultural activities.

Explore the use of technology to enhance the experience of BSL users when visiting exhibitions or accessing museum collections.

**Priority 7****BSL Data**

Building up evidence and data around BSL users, deaf and deafblind people is essential for informing public policy and shaping services to meet people's needs.

**Our long-term goal:**

To strengthen the evidence and data on the BSL community in Lanarkshire to better inform decision making in public policy and service design.

**We will:**

1. Include a question in our equalities questionnaires/monitoring forms in relation to the use and understanding of BSL.

Example question To what extent can you use British Sign Language (BSL)?

Use BSL	Understand BSL	None of these
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**Priority 8****Transport**

We know not all BSL users identify themselves as disabled but like disabled people, access to, and confidence in, public transport is important.

**Our long-term goal:**

BSL users will have safe, fair and inclusive access to public transport and the systems that support all transport use in Scotland.

**We will:**

1. Work with Strathclyde Partnership for Transport to identify practical solutions to make public travel more accessible for BSL users.
2. Encourage inclusion of BSL awareness within partners regulated transport service driver training, including school transport.

3. Promote BSL awareness training to our patient transport service, licensed taxi drivers/owners

## **Priority 9**

### **Access to Justice**

Issues of justice affects us all. Justice is the concept of fairness. We must be able to exercise our human and civil rights, to live in a just and fair society.

#### **Our long-term goal:**

BSL users will have fair and equal access to our justice services.

#### **We will:**

1. Ensure offenders and their families have access to BSL support when needed.
2. Raise awareness with our Community Justice Partnerships of the needs of BSL users when accessing justice systems.

## **Priority 10**

### **Democratic Participation**

BSL users should be involved in and able to influence the decisions affecting them

#### **Our long-term goal:**

BSL users will be fully involved in democratic and public life in Lanarkshire, as active and informed citizens, as voters, as elected politicians and as board members of our public bodies.

#### **We will:**

1. Promote the Access to Elected Office Fund locally, which can meet the additional costs of BSL users wishing to stand for selection or election in local or Scottish Parliament elections
2. Promote Access to Work support that can help pay for practical support in the workplace.
3. BSL interpreters will be booked for public meetings we organise to encourage participation of BSL users.
4. Raise awareness among elected members about ContactScotlandBSL.
5. Ensure that BSL users have access to information about Elected Members/Public Appointments in BSL.
6. Provide information on local democratic elections in BSL.

DRAFT



# North Lanarkshire Council Report

## Wellbeing and Tackling Poverty Committee

Does this report require to be approved?

☒ Yes ☐ No

Ref AG/ AGI

Date

26/04/24

## Implementation of trauma-informed practice and organisational culture North Lanarkshire

**From** Alison Gordon, Chief Social Work Officer (Education and Families, Justice and Integrated Practice)

**E-mail** GordonA@northlan.gov.uk

**Telephone** 01236 856326

### Executive Summary

In May 2023, the Wellbeing and Tackling Poverty Committee endorsed a vision and strategy for North Lanarkshire to become a trauma informed Council.

The values and principles which underpin being trauma-informed align with Plan for North Lanarkshire and, as such, trauma is now a core component of the Council's Programme of Work 2023-28. This demonstrates our commitment to the culture and system change across the Council to create the conditions in which staff feel supported to care for and respond to citizens in ways that recognise the impacts of trauma and create relationships that heal and resist re-traumatisation and in turn strengthening our communities.

The purpose of this report is to provide Committee with progress being made towards achieving our ambition and ask committee to agree our Trauma Plan which sets out the steps to ensuring North Lanarkshire becomes a leading trauma-informed council.

### Recommendations

It is recommended that the Wellbeing and Tackling Poverty Committee

- (1) Endorse the North Lanarkshire Trauma Plan (Appendix 3).

### The Plan for North Lanarkshire

Priority	All priorities
Ambition statement	All ambition statements
Programme of Work	All Programmes of Work

## 1. Background

- 1.1. As highlighted to Committee on 5 May 2023, evidence of the full impact of trauma, particularly adverse childhood experiences (ACES) has been emerging now for some time, establishing beyond doubt that its effects can be wide-ranging, substantial, long-lasting, and costly (NHS Education for Scotland, 2021). In response to this, the Scottish Government established a National Trauma Training Programme, led by NHS Education for Scotland (NES) to support the ambition, agreed with COSLA, to create trauma-informed and trauma-responsive workforce and services across Scotland.
- 1.2. Being trauma informed means being alert to the prevalence of trauma and making adjustments to how we work to take trauma into account and support recovery. It is rooted in 5 key principles: Choice, Collaboration, Trust, Safety and Empowerment which should be applied organisationally as well as in individual practice (see Appendix 1). Services are organised in ways that promote safety and trust to prevent re-traumatisation, and this is effective in preventing concerns and difficulties escalating, which in turn have a human and economic cost. It therefore applies across the whole Programme of Work.

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## 2. Report

- 2.1. To ensure that trauma-informed practice and principles inform and strengthen our strategic priorities and plans across the council, its implementation is now a key strand of the Programme of Work 2023-2028. A new steering group has therefore been established comprising senior officers from across the range of council services to plan for its implementation and reporting to the Resilient People Board.
- 2.2. In line with the commitments made in the Programme of Work, as reported to the Policy and Strategy Committee, the steering group has developed a trauma plan (**Appendix 3**) focused on creating the culture and conditions across the council to enable staff to respond in ways which recognise the impacts of trauma and promote recovery, ensuring services and effective supports are accessible for those who need them. The plan draws on the 5 key drivers for trauma-led organisations which emphasise the importance of leadership and the wellbeing of the workforce:
  - Leadership and management
  - Workforce wellbeing
  - Workforce knowledge and skills
  - Experts by experience
  - Data and feedback loops
- 2.3. As trauma is an underpinning approach, the plan does not replace or duplicate other work but is designed to ensure that trauma is recognised and informs all our business, including important strategic plans, including strategic plans and supports impacting on staff mental health and wellbeing. Crucially, therefore, the plan will focus on supporting leaders and managers recognise the importance of trauma, its relevance and their role in creating the conditions for its implementation. In parallel a roadmap for Leadership and Operating Model programme within One Service Programme of Work has been developed as a vehicle that cements the principles of being a trauma informed organisation to all projects within the programme. It provides a focus for activity and assessment of progress over the next 5-years. We recognise, however, the system and cultural shifts that are required of being trauma informed will take time and the trauma plan will target support to teams and services ready to apply the trauma principles and test changes. We will report on progress against the plan to committee on an annual basis.

## **Progress to date**

- 2.4. As the plan has been developed, work to implement trauma-informed approaches has been ongoing across a range of council services as outlined below.

## **Trauma design principles**

- 2.5. The Council's programme of work to 2028 and underpinning capital delivery programme over the next 5-years will see continued significant investment in the built environment impacting positively on our communities. In parallel the Council will continue to transition towards a future operating model which will see greater reach into our communities through more integrated service delivery and community led approaches that will see all services take forward significant transformational change and redesign over the next five years. This redesign cuts across all areas of the trauma lens roadmap with a specific focus on trauma design principles.
- 2.6. The physical environment is important for both staff and for people accessing our services as trauma design principles are important in all settings. In summary, trauma design principles encourage spaces that are bright, warm, more flexible and create a better sense of safety for people and that offer a calming environment if possible. Our aim is to avoid triggering trauma or any past trauma experienced in an educational, clinical, care or other setting and reduce or remove things that could cause this.
- 2.7. In support of this a number of actions have been progressed in our plan as detailed below:

### **Co-design with communities to inform our future operating model:**

- 2.7.1 Since February 2023 over 500 people from our communities have been engaged in workshops or individual journey mapping to capture their experiences of our services, asking them what they need, how this could be improved or delivered differently and mapping their journey's through different pathways of support. Much of the feedback to date emphasises the importance of place-based approaches and how important the physical environment is for people accessing supports and services so that they feel welcome, confident, secure, and safe as they engage with us or our partner agencies and community and voluntary sector organisations.

### **New Community Hub development and asset reconfiguration**

- 2.7.2 We have been actively looking at how we improve the design of spaces through our work to design new community hubs such as Newmains & St Brigid's, Riverbank and Chryston and as we work with services to reconfigure and adapt our assets and service delivery areas e.g. Buchanan Centre, Bron Way Coatbridge Community Centre Hub and other spaces such as Ravenscraig Sports Facility, This has involved people with lived experience of trauma walking round spaces to carry out an audit, using the trauma informed lens tool, to make recommendations for improvement whilst capturing some journeys of people that we support.
- 2.7.3 Improvement actions have included:
- more welcoming and inclusive language in signage
  - more calming paint colours, use of glass and natural materials to make spaces bright and calming

- removing buzzers people would have used to access services that were perceived as stigmatising and creating shared and more welcoming reception areas with softer / more flexible furniture that can be moved around if needed
- making sure information resources are available for people should they need them.
- minimising clutter in communal areas and workspaces is also an action encouraged.

## **Housing Services**

- 2.8 The Local Housing Strategy (2021 – 2026) sets out several actions which seek to develop a trauma informed workforce – with a commitment to deliver trauma informed practice training for all housing staff, across all roles within the organisation, with a tailored approach to the level of trauma training required depending on the specific role. Work on this has already commenced with Training Needs Analysis undertaken across the wider housing solutions service in partnership with talent and organisational development, to identify the appropriate level of training required for each specific role within Housing Solutions. Work is now underway to help officers complete the required training, and to ensure appropriate recording and monitoring, given the range of training available/already completed by housing staff.
- 2.9 In addition to this, several officers within the Housing Service completed the Solihull training, and North Lanarkshire Council Housing Service has led the development of a national Housing Options Training Toolkit, which comprises a suite of on-line training modules for housing staff in the social sector. This toolkit has been developed with the support of the Scottish Government and has been rolled out nationally across all local authorities. The modules incorporate trauma informed practice awareness as well as additional related materials and resources that aim to support housing staff in adopting a trauma informed approach to all aspects of service delivery.
- 2.10 A trauma informed practice group has been established in housing to progress the trauma road map to put in place a systematic process for ensuring trauma informed practice is considered as part of any aspect of review in housing services.

## **Education and Families**

- 2.11 Within the Education and Families, the Roadmap to Recovery, approved by the Education and Families Committee in September 2022, sets out a strategy to develop a trauma skilled work force, building on established work around nurture, resilience and other approaches based on forming strong relationships with children and families. The Educational Psychology Service (EPS) has been delivering ongoing training and development in these areas and this provides a useful basis for schools to start from, when responding to the needs of individuals and groups of children.
- 2.12 Over the school session 22/23 more than 1,000 staff from early years, primary, secondary and ASN schools have attended a range of health and wellbeing staff development sessions delivered by the Educational Psychology Service. These included Nurturing Approaches, Resilience Planning Toolkit, Relationships and Brain Development, Wellbeing, stress and anxiety and sleep. So far this year demand remains high for this training with at 900 people having attended training up to March 2024.
- 2.13 EPS also continue to deliver training on the Resilience Planning Toolkit (RPT) to build practitioner's capacity in analysis of assessment information and ultimately to support in the planning for children in a trauma informed way.

A total of 89 establishments have also undertaken Resilience Planning Toolkit training. This represents over 500 staff trained in using the Resilience Planning Toolkit to support planning.

- 2.14 In addition to the training offers from EPS, Education Scotland have delivered 4 Keeping Trauma in Mind sessions in conjunction with NL staff, to staff in schools across North Lanarkshire.
- 2.15 The Joint Inspection of services for children at risk of harm published in October 2023 found that we were 'working hard to embed a culture of trauma-informed practice and this too supported meaningful relationships. In particular, inspectors found that trauma-informed practice was understood through child protection investigations, interviews of children who had been abused using the new Scottish Child Interview Model and within the contextual safeguarding approach.
- 2.16 The Resettlement Team, working with refugees and displaced people from Syria, Afghanistan and Ukraine recognise the significant impact of trauma on the people they are supporting. To strengthen their approach the team has participated in Skilled Trauma Training sessions facilitated by NHS Lanarkshire Psychological Trauma Training Team (see para 2.21 and Appendix 3 below). The training has provided the team with increased awareness, information, and tools to recognise trauma and support recovery. In implementing the learning, the Resettlement team has been involving the people they support, as experts by experience (a driver for trauma informed practice) to respond effectively to the signs of delayed trauma, including work in partnership with NHS Lanarkshire to source more bespoke mental health and counselling. An additional benefit of the training is that team have a heightened awareness of the impact on themselves and colleagues of working with people experiencing trauma. As a consequence, we have put in place increased training, supervision and peer support alongside afterwork walking groups and team development sessions and this has improved staff wellbeing, confidence and resilience.

## Training

- 2.17 The Trauma Training Plan, developed by NHS Education for Scotland (NES), tailors training to the type of role and function performed by staff across 4 practice levels: trauma informed; trauma skilled; trauma enhanced, and trauma specialist (**see Appendix 2**). As part of our implementation plan, a trauma subgroup has worked closely with the NHS to develop approaches to all four practice levels:
- 2.18 As referenced within section 2.8 above a training needs analysis (TNA) tool has been developed and piloted within our Housing Management Service. The tool is called 'What level is my role' and has been designed to help staff identify which level of training they require relevant to their role. The pilot has proved successful with all staff across this service having a clear understanding on the level of training they need to complete. Across the Service this varies from Level 1 – Level 3 and work is now underway to give staff access to the training they require. The TNA will be introduced to all Services to ensure staff identify the correct level of learning for their role.
- 2.19 **Trauma Informed Level 1:** In May last year, the Wellbeing and Tackling Poverty Committee decided that the whole workforce should be trained to Informed level. An e-learning module for all staff has now been developed and is available on LearnNL. The module has been introduced to the council's corporate and operational management team (which includes all headteachers) with the expectation that managers determine the most appropriate time to introduce the training in line with service and team plans over the course of the Programme of Work. Follow-up will be provided to teams and

services to support application of tools to assess how trauma informed services are and to make changes.

- 2.20 Members have had the opportunity to participate in Informed Level Trauma training facilitated by NHS Lanarkshire. 10 members attended in person or online last year.
- 2.21 **Trauma Skilled Level 2:** Building a network of trainers is part of our plan to support the roll out of these face-to-face reflection sessions at level 2. 8 staff have completed the NHS Transforming Connections training and attended a follow 'Train the Trainer' programme. This will allow the council to provide Trauma Skilled Level 2 training in-house.
- 2.22 **Trauma Enhanced Level 3:** The training subgroup is working with the NHS to identify a suitable additional learning programme for staff requiring Level 3 training. Once developed, all staff who have been identified as requiring Level 3 will have access to this learning.
- 2.23 An area has been created on LearnNL to host the trauma learning resources for Trauma training at levels 1-3. This includes additional e-learning modules created by NHS which focus on supporting staff to look after their own psychological wellbeing. NLC has a large complex workforce and work is underway to make this learning accessible to our frontline staff who do not have direct access to a device on which to complete the learning.

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### **3 Measures of success**

- 3.1 Staff are trained in Trauma Informed Practice at the level commensurate with their role.
- 3.2 Improvement action on trauma design of spaces are delivered in line with the implementation of town and community hubs with ongoing learning feeding into future design.
- 3.3 Staff engagement, retention and wellbeing is improved through the implementation of trauma informed work at a systems level.
- 3.4 Council staff, services, and environments recognise the prevalence and impact of trauma, how they may create barriers to support, the key role they play in people's recovery, and how they can reduce the possibility of re-traumatisation.
- 3.5 Outcomes for children, young people and adults are improved through positive relationships with staff and evidenced in feedback from citizens on their experiences.

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### **4 Supporting documentation**

- 4.1 **Appendix 1 – Trauma Informed System**  
**Appendix 2 – National Trauma Training Plan**  
**Appendix 3 – Trauma Plan**



**Alison Gordon**  
**Chief Social Work Officer**

## 5. Impacts

<b>5.1 Public Sector Equality Duty and Fairer Scotland Duty</b>
Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?  There is a growing body of evidence that impact of adverse childhood experiences and trauma contribute to increased risk of a wide range of physical and mental health conditions and social problems, including involvement in the justice system (Scottish Government, 2018). A trauma-informed approach to the delivery of services mitigates these risks and is an important component in the strategic work to reduce inequalities and delivering priorities within the Council's new Programme of Work.  If Yes, has an assessment been carried out and published on the council's website? <a href="https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments">https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments</a> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>5.2 Financial impact</b>
Does the report contain any financial impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?  To support implementation an officer has been seconded to Cost of the Trauma Informed Practice implementation post (NLC 12) at mid-point including on costs is 0.8 FTE. This is a temporary post for two years funded from Scottish Government Grant which is being carried forward into 2024-25.
<b>5.3 HR policy impact</b>
Does the report contain any HR policy or procedure impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?  Trauma Informed Practice features as a firm commitment within the strategy, delivery framework and objectives of the Equalities Delivery Board. In terms of trauma design of town and community hubs and their spaces, the Council's Safety and Wellbeing team and Equalities officer are involved in plans and improvement actions. The council's mental health strategy for staff will be updated to reflect the trauma principles.  The TOD team are engaged in training roll out proposals contained in this report and as HR policies are reviewed the impacts of trauma will be considered in development of guidance and toolkits to promote the wellbeing of staff. It is important to note that many staff may have experienced trauma themselves.
<b>5.4 Legal impact</b>

	<p>Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p><b>5.5</b></p>	<p><b>Data protection impact</b></p> <p>Does the report / project / practice contain or involve the processing of personal data?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, is the processing of this personal data likely to result in a high risk to the data subject?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to <a href="mailto:dataprotection@northlan.gov.uk">dataprotection@northlan.gov.uk</a></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p><b>5.6</b></p>	<p><b>Technology / Digital impact</b></p> <p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p><b>5.7</b></p>	<p><b>Environmental / Carbon impact</b></p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p><b>5.8</b></p>	<p><b>Communications impact</b></p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p><b>5.9</b></p>	<p><b>Risk impact</b></p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g., Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>There are risks to children and families of re-traumatisation and increased distress if staff are insufficiently trauma-informed in their approach and practice. The roll out of The Training Plan is a national policy priority and the extent to which services have integrated and applied the approach will be subject to external scrutiny, particularly in any joint strategic inspection of children's or adult services. If our workforce do not</p>



recognise trauma as an important factor impacting health throughout a person's life, there is a risk that we do not enhance the positive impact we are seeking to achieve against our citizens health and wellbeing outcomes.

If our physical spaces are not designed and maintained to offer a sense of safety, calmness, dignity, and promoting choice and control it could significantly impact the positive impact and aspiration we have for our town and community hubs. This also extends to an impact on productivity of staff and our ability to provide supports and services that are inclusive and responsive in their delivery. The trauma roadmap applied to our operating model for town and community hubs will address this risk through the improvement action.

Attention to the principles of Trauma Informed Practice has now been incorporated into the revised Strategic Policy Framework adopted by the Policy and Strategy Committee on 16 March 2023. Furthermore, Trauma Informed Practice now firmly sits within the objectives of the Council's Equalities Delivery Board.

The steering group is creating a project risk register in line with the development of the implementation plan.

**5.10 Armed Forces Covenant Duty**

Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?

Yes ☒ No ☐

If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

Our approach to participation planning to ensure that all citizens with lived experience are included in co-design/co-creation of services, and we engage with relevant organisations.

Completion of EQIA for operating model for town and community hubs

**5.11 Children's rights and wellbeing impact**

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes ☒ No ☐

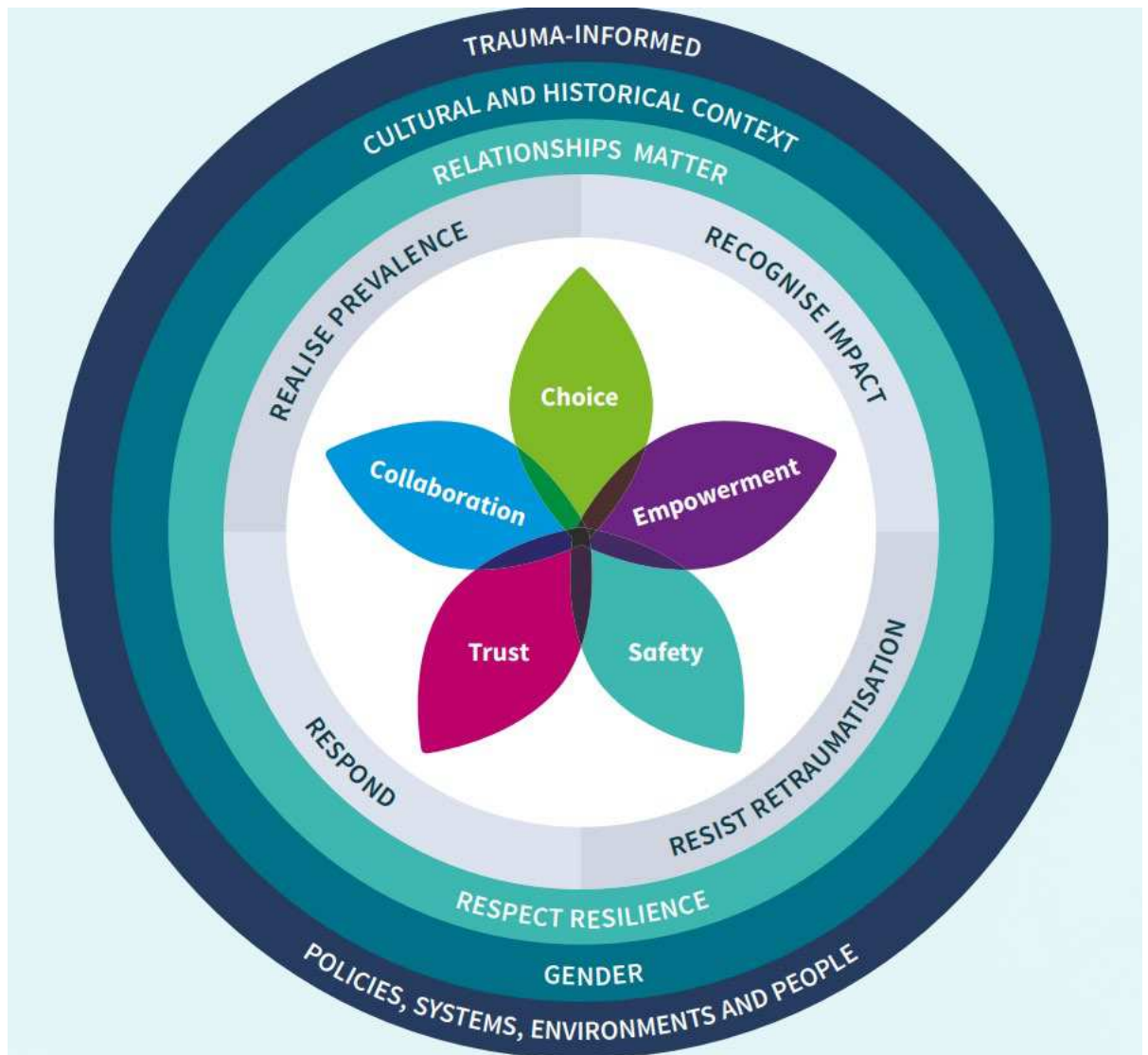
If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

Implementation of trauma-informed approaches to supporting children fulfil a broad range of Articles from UNCRC but particularly Article 12 (duty to seek views of the child) and Article 39 (duty to support children recover from trauma).





If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐ No ☒

Trauma Informed System



## National Trauma Training Plan

 <b>TRAUMA INFORMED PRACTICE</b>	 <b>TRAUMA SKILLED PRACTICE</b>	 <b>TRAUMA ENHANCED PRACTICE</b>	 <b>TRAUMA SPECIALIST PRACTICE</b>
<p>All workers.</p> <hr/> <p>Examples could include shop workers, taxi drivers, recreation workers and office workers.</p>	<p>Workers who are likely to be coming into contact with people who may have been affected by trauma.</p> <hr/> <p>Examples could include some lawyers, GPs, teachers, support for learning staff, police officers, nursery staff, sports-club coaches, receptionists, dentists, judges, A&amp;E workers, lecturers, housing workers, care workers, service managers, youth development workers, health visitors and counsellors.</p>	<p>Workers who have a specific remit to respond to people known to be affected by trauma</p> <p>—AND—</p> <p>are required to provide advocacy support or interventions</p> <p>—OR—</p> <p>are required to adapt the way they work to take into account trauma reactions to do their job well and reduce risk of re-traumatisation</p> <p>—OR—</p> <p>are required to manage these services</p> <hr/> <p>Examples could include some lawyers, mental health nurses and workers, specialist domestic abuse support and advocacy workers, educational support teachers, some specialist police officers, some psychiatrists, forensic medical examiners, social workers, prison staff, secure unit workers, drug and alcohol workers and specialist counsellors.</p>	<p>Workers who have a specific remit to provide specialist interventions or therapies for people known to be affected by trauma with complex needs.</p> <hr/> <p>Examples could include social workers with specialist roles / training, major incident workers, some psychiatrists, managers of highly specialist services, psychologists and other therapists.</p>

# Trauma Informed Practice and Service Delivery

Appendix 3



The project plan is divided into three parts:

1. Project theme and the Key Deliverables agreed within the Programme of work
2. Key Deliverables and supporting project activity
3. Further actions which give more detail in delivering the project activity



**LIVE  
LEARN  
WORK  
INVEST  
VISIT**

		2023/24				2024/25				2025/26				2026/27				2027/28			
Project / theme within Programme of Work	Key deliverable in Programme of Work	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar
Trauma informed organisation & service delivery	Develop a comprehensive local Trauma Plan to ensure trauma informed practice and systems are embedded within the council's operating model.																				
	Implement the Trauma Plan with a focus on creating the culture and conditions across the council to enable staff to respond in ways which recognise the impacts of trauma, promote recovery, prevent re-traumatisation, and ensure services and effective supports are accessible to / effective for those who need them most.																				

Project theme and the Key Deliverables agreed within the Programme of Work



LIVE  
LEARN  
WORK  
INVEST  
VISIT

Trauma informed organisation & service delivery								ID	2023/24				2024/25				2025/26				2026/27				2027/28			
Deliverable	Project activity	ID	Lead	Responsible Officer	Start date	End Date	Progress		Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar
Develop a comprehensive local trauma plan to ensure that Trauma informed practice and systems are embedded within the council's operating model	Agree a project brief for creating the framework for North Lanarkshire becoming a trauma-informed organisation	1	Andrew Gillies	Alison Gordon	Nov-23	Feb-24	Complete	1																				
	Create a trauma steering group of key managers from across council services to oversee the project and develop and implement the trauma plan across the council	2	Andrew Gillies/Margaret Flavell	Alison Gordon	Nov-23	Feb-24	Complete	2																				
	Create and embed understanding across council management teams to ensure awareness of the council's commitment to become trauma-informed as an organisation	3	Andrew Gillies/Margaret Flavell	Alison Gordon	May-23	Mar-24	Complete	3																				
	Identify areas and teams to test trauma-informed approaches	4	Allison Lang	Andrew Gillies	Nov-23	Jun-24	2 services currently identified - Active & Creative Communities , Housing .	4																				
Implement the Trauma Plan with a focus on creating the culture and conditions across the council to enable staff to respond in ways which recognise the impacts of trauma, promote recovery, prevent re-traumatisation, and ensure services and effective supports are accessible to / effective for those who need them most.	Strengthen staff care, support and wellbeing through the integration of trauma-informed principles within the council's Mental Health and Wellbeing strategy.	5	Allison Lang/Fiona Duddy	Andrew Gillies/Fiona Whittaker	Jan-24	Mar-28	Service groups and governance established. Review of mental Health strategy in progress.	5																				
	Promote the awareness, confidence, and skills of staff to use the principles of trauma informed practice through the integration of trauma principles in training and development.	6	Allison Lang/Norma Lang	Pauline McCafferty	Apr-23	Mar-28	Training sub group established with training plan developed.	6																				
	Ensure children, families, and communities are involved in the design of trauma informed services.	10	Allison Lang/Lindsay Tierney and Julie McGhee	Andrew Gillies & Margaret Flavell	Dec-23	Mar-26	Ongoing scoping of co production work in whole family support and adult services .	10																				
	Positively influence the design and environment of our schools, town centres, community hubs and service delivery locations by embedding the principles of trauma design	11	Robin Jefferson	Sara Tennant	Apr-23	Mar-28	Engagement with citizens and designs adpated.	11																				
	Develop a framework for measuring impact of trauma-informed principles for staff and people who use services	12	Allison Lang/Graeme Cowan	Andrew Gillies	Apr-24	Mar-25	Data and evaluation group established to review existing frameworks and make proposals to embed TIP principles.	12																				
	Equip managers with the knowledge of principles of trauma informed leadership in order to support the workforce respond sensitively and effectively to individuals using council services who are affected by trauma.	13	Andrew Gillies	Alison Gordon	Apr-23	Mar-28	Leadership session delivered to OMT March 24	13																				



Detailed project activity, progress and measures of success





# North Lanarkshire Council Report

## Wellbeing and Tackling Poverty

Does this report require to be approved?

☒ Yes ☐ No

Ref AG/LF/AMcG

Date

26/04/24

## Resilient People, Breastfeeding Friendly Scotland Local Authority Award - Gold

**From** Alison Gordon, Chief Social Work Officer (Education, Families, Justice and Integrated Practice)

**E-mail** [Gordona@northlan.gov.uk](mailto:Gordona@northlan.gov.uk)

**Telephone:** 01698 332001

### Executive Summary

Breastfeeding Friendly North Lanarkshire, Leading the Way in Driving Cultural Change report was brought to Policy and Strategy Committee, in June 2021. This report highlighted the lower than desired breastfeeding rates in Lanarkshire. North Lanarkshire Council's strategic approach contributing to The Plan for North Lanarkshire priority, *Improving the health and wellbeing of our communities* and ambition (10) *Engage with children, young people, parents, carers and families to help all children and young people reach their full potential*, set out the Council's ambition to use a whole council approach to improve the breast-feeding rates in North Lanarkshire. This report and subsequent reports; Breastfeeding Friendly North Lanarkshire – Leading the Way in Driving Cultural Change brought before People and Communities Committee in August 2022 and Resilient People Breastfeeding Friendly North Lanarkshire brought before the Wellbeing and Tackling Poverty Committee June 2023 provided updates for elected members on progress and achievements towards this ambition.

This report is to inform committee that North Lanarkshire Council has since achieved gold status in the first-ever Breastfeeding Friendly Scotland Local Authority Award, recognising our commitment and actions to date to support breastfeeding in the workplace and wider community.

### Recommendations

It is recommended that the Wellbeing and Tackling Poverty committee.

- (1) Recognise the success of North Lanarkshire Council in achieving Breastfeeding Friendly Local Authority Award – Gold status.
- (2) Endorse the next steps set out at section 2.6 of the report.

### The Plan for North Lanarkshire

Priority	Improve the health and wellbeing of our communities
Ambition statement	(10) Engage with children, young people, parents, carers, and families to help all children and young people reach their full potential
Programme of Work	Resilient People

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## **1. Background**

- 1.1 In 2021 the Breastfeeding Friendly North Lanarkshire – Leading the Way in Driving Cultural Change report was brought to committee. It highlighted North Lanarkshire Council's desire to improve breastfeeding rates whilst acknowledging concerns that existed within communities of North Lanarkshire including breastfeeding out with the home.
- 1.2 Subsequent reports were brought to committee in 2022 and 2023 reporting on the collaborative approach taken by North Lanarkshire Council and NHS Lanarkshire to promote and support a breastfeeding friendly ethos and to work with Scottish Government to develop and gain Breastfeeding Friendly Local Authority accreditation.
- 1.3 This report acknowledges the achievements made across council services in collaboration with colleagues within NHS Lanarkshire who have worked alongside council officers offering specialist knowledge and guidance. Third sector partners also have contributed by embedding an awareness of breastfeeding into practice and service delivery. All this activity has culminated in North Lanarkshire Council being awarded gold status in the first ever Breastfeeding Friendly Scotland Local Authority Award.

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## **2. Report**

### **Breastfeeding Friendly Local Authority Scotland - Gold**

- 2.1 North Lanarkshire Council is committed to the strategic vision that Scotland is a society that values breastfeeding, acknowledges breastfeeding is included in the United Nations Convention on the Rights of the Child (UNCRC) and recognises that it is much more than nutrition. Breast milk is full of essential nutrients to help babies to grow, but it also protects them from infection and encourages development of a close and loving relationship between mother and baby. Due to the positive impact on the health of both mothers and babies, breastfeeding is viewed as an important public health intervention that impacts on health inequalities through building on the potential of every child, optimising physical, mental, and social health. Recognition has been given to the concerns of mums and parents around breastfeeding out with the home and acknowledging evidence that breastfeeding rates can be linked to levels of deprivation; those from the least deprived areas being much more likely to breastfeed. The council and partners are committed to increasing breastfeeding rates in our most deprived areas to help reduce health inequalities and are working alongside our communities to change attitudes and create a positive culture around breastfeeding.
- 2.2 The council has worked collaboratively with the Scottish Government and NHS Lanarkshire to develop the new evidence-based accreditation process aimed specifically at local authorities in Scotland. Work has been undertaken by council officers, NHS Maternal and Infant Nutritional leads, Infant Feeding Development Midwife and the Scottish Government to develop, refine and agree criteria, actions and evidence within the framework that any local authority in Scotland would be expected to meet to enable them to achieve the Breastfeeding Friendly Scotland Local Authority award. It was also agreed that the award should be broken down into 3 distinctive levels,
  - Bronze, the baseline level for achievement across all services within a local authority,

- Silver, maintaining achievement at Bronze with additional enhanced actions across 18 key areas.
  - Gold, maintaining achievement at Bronze and Silver with enhanced actions in 19 key areas.
- 2.3 In February 2024 North Lanarkshire Council became the first local authority in Scotland to receive Breastfeeding Friendly Scotland Local Authority award and was awarded it at Gold level. The award recognised North Lanarkshire Council's commitment to supporting breastfeeding in the workplace and wider community and progress achieved to date in improving breast feeding rates.
- 2.4 Council services have incorporated breastfeeding into their delivery to positively impact on culture and practice in a way that promotes long term progress in breastfeeding. Changes the council has implemented include:
- 2.4.1 Improved employee support through the introduction of a corporate breastfeeding policy with workplaces set up for women to continue to breastfeed/express in a private room if required, with refrigeration facilities when returning to work.
- 2.4.2 Establishment of nine CLD community breastfeeding champions, both male and female staff undertake this role and work with health colleagues in communities to promote and support breastfeeding.
- 2.4.3 All early year's establishments have achieved Breastfeeding Friendly Scotland Early Learning and Childcare award and 80% of all school establishments achieved Breastfeeding Friendly Schools award.
- 2.4.4 All new-build facilities including community hubs have breastfeeding facilities designed in at the planning stage.
- 2.4.5 Foster carers complete NHS training on responsive feeding, financial support and social work staff trained on infant nutrition and benefits of breastfeeding.
- 2.4.6 Libraries, leisure, and sport facilities provide a warm welcome space and facilities for breastfeeding on site.

### **Increase in Breastfeeding Rates**

- 2.5 This approach and the actions taken so far, along with other measures implemented by partners has resulted in an improving picture. Public Health Scotland, Annual Infant Feeding Statistics 2022/23 inform us of the following:
- 2.5.1 North Lanarkshire breastfeeding rates at first visit have increased to 39% a rise of 2.5 points since last year and 10.1-point increase since 2016/17.
- 2.5.2 North Lanarkshire breastfeeding rates at 6-8 weeks have increased to 30.4% a rise of 3.8 points since last year and an 8.8 point increase since 2016/17.
- 2.5.3 North Lanarkshire breastfeeding rates first visit (SIMD 1) have increased to 33.5% a rise of 12.3 points since 2016/17
- 2.5.4 North Lanarkshire breastfeeding rates at 6-8 weeks (SIMD 1) have increased to 25.6 % rise of 9.8 points since 2016/17

## **Launch of Breastfeeding Friendly Scotland Local Authority**

- 2.6 On 13<sup>th</sup> February 2024 the Minister for Public Health and Women's Health, Jenni Minto presented the Depute Leader, Councillor Louise Roarty and Convener of Wellbeing and Tackling Poverty Committee, Councillor Geraldine Woods the Breastfeeding Friendly Scotland Local Authority Award at a ceremony in Coatbridge Community Centre. In attendance was NLC Chief Executive, Des Murray, NHSL Chief Executive, Professor Jann Gardner, representatives for our Early Years' and Education services alongside community breastfeeding champions and breastfeeding mums and babies. This event enabled staff and parents to celebrate and showcase work that has been carried out in our establishments and communities including the impact changes and improvements are making for parents and their children.

### **Next Steps**

- 2.7 Continue to work alongside dads/male carers supported by the community breastfeeding champions to offer additional support within communities.
- 2.8 Implement the audit process which is embedded within the award framework with an annual internal review being carried out which will allow officers to gather evidence, monitor implementation, and build upon good practice already established.
- 2.9 Through the Strategic Leadership board complete the Scrutiny of Success 'template which is designed to help Partnerships identify pieces of joint working which have been successful and have the potential to be replicated in other areas or used to underpin our approach to strengthening partnership working which is having a significant impact in improving outcomes for local people; and/or improving collaboration and multi-agency approaches; and/or making better use of resource.
- 2.10 To highlight the Council's success and reinforce the ongoing commitment to breastfeeding, 20 plaques will be displayed outside key council premises and certificates to be displayed within all council building, and stickers for all fleet transport.
- 

### **3. Measures of success**

- 3.1 Breastfeeding rates within North Lanarkshire Council at 6 – 8 weeks continue to increase.
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### **4. Supporting documentation**

- 4.1 N/A



**Alison Gordon**  
**Chief Social Work Officer (Education, Families, Justice and Integrated Practice)**

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## 5. Impacts

<b>5.1 Public Sector Equality Duty and Fairer Scotland Duty</b> Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?  The achievement of Breastfeeding Friendly Scotland Local Authority Award – Gold status, will drive the achievement of outcomes that are designed to tackle poverty and socio-economic disadvantage thus contributing to the Council's requirements under the Fairer Scotland Duty. The integrated Fairer Scotland/Equality Impact assessment carried out during the development of the framework has highlighted that the implementation of the related communication strategy needs to ensure that any promotional/ launch information is available in alternative languages and formats, including BSL and Easy Read. That awareness raising and understanding of the needs of young women, disabled women, women whose first language is not English, women experiencing socio-economic disadvantage, and cultural and faith-based requirements, is undertaken with services and other employers / organisations (who participate in the breastfeeding friendly initiatives) to ensure that their facilities are accessible and inclusive to all breastfeeding women.  If Yes, has an assessment been carried out and published on the council's website? <a href="https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments">https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments</a> Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>5.2 Financial impact</b> Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
<b>5.3 HR policy impact</b> Does the report contain any HR policy or procedure impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?  HR Breastfeeding Policy implemented June 2022.
<b>5.4 Legal impact</b> Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?

<b>5.5</b>	<p><b>Data protection impact</b>  Does the report / project / practice contain or involve the processing of personal data?  Yes     <input type="checkbox"/>                      No                      <input checked="" type="checkbox"/>  If Yes, is the processing of this personal data likely to result in a high risk to the data subject?  Yes     <input type="checkbox"/>                      No                      <input type="checkbox"/>  If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to <a href="mailto:dataprotection@northlan.gov.uk">dataprotection@northlan.gov.uk</a>  Yes     <input type="checkbox"/>                      No                      <input type="checkbox"/></p>
<b>5.6</b>	<p><b>Technology / Digital impact</b>  Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?  Yes     <input type="checkbox"/>                      No                      <input checked="" type="checkbox"/>  If Yes, please provide a brief summary of the impact?   Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?  Yes     <input type="checkbox"/>                      No                      <input checked="" type="checkbox"/></p>
<b>5.7</b>	<p><b>Environmental / Carbon impact</b>  Does the report / project / practice contain information that has an impact on any environmental or carbon matters?  Yes     <input checked="" type="checkbox"/>                      No                      <input type="checkbox"/>  If Yes, please provide a brief summary of the impact?   Breastfeeding uses fewer water or land resources, produces no carbon and minimal waste. Studies have shown that, for example, breastfeeding for 6 months saved 95-153kg CO<sub>2</sub>e (carbon dioxide equivalents per baby compared to formula feeding).</p>
<b>5.8</b>	<p><b>Communications impact</b>  Does the report contain any information that has an impact on the council's communications activities?  Yes     <input checked="" type="checkbox"/>                      No                      <input type="checkbox"/>  If Yes, please provide a brief summary of the impact?   As an important first for North Lanarkshire, the Council's strategic communications team has been involved from the outset in the development of the Framework. Images and key messages promoting breastfeeding and North Lanarkshire as a supportive and welcoming place is communicated via NLC social media channels. A communication strategy is included as evidence within the award framework.</p>
<b>5.9</b>	<p><b>Risk impact</b>  Is there a risk impact?  Yes     <input type="checkbox"/>                      No                      <input type="checkbox"/>  If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p>

**5.10 Armed Forces Covenant Duty**

Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?

Yes ☐ No ☒

If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

**5.11 Children's rights and wellbeing impact**

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes ☒ No ☐

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

Breastfeeding is recognised in the United Nations Convention on the Rights of the Child (UNCRC) Article 24 and Article 27 and the activity reflected in this report therefore supports the realisation of children's rights although the council's commitment and associated action plan were made prior to the adoption of the CRWIA process.

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☐ No ☒





# North Lanarkshire Council Report

## Wellbeing and Tackling Poverty Committee

Does this report require to be approved? ☒ Yes ☐ No

Ref AG/JC

Date 26/04/24

## Local Child Poverty Action Report 2022/23 – Internal and External Feedback

**From** Alison Gordon, Chief Social Work Officer (Education, Families, Justice & Integrated Practice)

**E-mail** gordonal@northlan.gov.uk

**Telephone** 01698 332001

### Executive Summary

In line with the Plan for North Lanarkshire Programme of Work, the purpose of this report is to cover the following aspect of the Resilient People (Programme of Work);

- To provide an update on the feedback received via the Improvement Service on the North Lanarkshire Local Child Poverty Action Report 2022/23

### Recommendations

It is recommended that the Wellbeing and Tackling Poverty Committee:

- (1) Approve the update of the feedback received on the North Lanarkshire Local Child Poverty Action Report 2022/23 and the self evaluation outcome, and agree that the Tackling Poverty Officers Action Group consider and identify any related improvement actions.

### The Plan for North Lanarkshire

Priority	All priorities
Ambition statement	All ambition statements
Programme of Work	Resilient People

## **1. Background**

- 1.1 The Child Poverty (Scotland) Act 2017 placed a duty on Local Authorities and NHS Boards to jointly develop and publish an annual Local Child Poverty Action Report (LCPAR).
- 1.2 North Lanarkshire took the approach of integrating the local child poverty action plan and reporting into its overall Tackling Poverty Strategy in recognition that tackling child poverty is inextricably linked with tackling poverty in our families and wider communities and to help ensure that tackling poverty is an area that is considered in decision making across the Partnership.
- 1.3 The LCPAR is produced by the Tackling Poverty Writers' Group which consists of officers from the Council and NHS Lanarkshire. The Group is overseen by the Tackling Poverty Officers Action Group.
- 1.4 The LCPAR reflects on work carried out across services to tackle child poverty and financial insecurity, with an Action Plan that looks forward to future activities.
- 1.5 An arrangement is in place for the national partners on child poverty including leads from Scottish Government, Improvement Service and Public Health Scotland to review and provide feedback on local reports to support and monitor progress in this area.
- 1.6 The Improvement Service was allocated North Lanarkshire's 2022/23 LCPAR for review.
- 1.7 Local authorities are also invited to carry out a Self Assessment exercise using a template on the LCPAR, this was carried out by the Tackling Poverty Officers Action Group at a meeting held on 26<sup>th</sup> January 2024.

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## **2. Report**

- 2.1 At the Policy and Strategy Committee held on 28<sup>th</sup> September 2023 the Local Child Poverty Action Report 2022/23 was approved.
- 2.2 As noted above following submission of the Scottish Government in line with the statutory requirement. North Lanarkshire's Report was allocated for review to the National Child Poverty Co-ordinator from the Improvement Service. Feedback from this review is attached (Appendix One) with the principal findings outlined at 2.3 – 2.8 below.

### **Improvement Service Feedback**

- 2.3 Positive feedback highlighted that North Lanarkshire had produced a strong Local Child Poverty Action Report, noting that *"the work of the Tackling Poverty Team, particularly the reach of the referral network is really outstanding reaching across health and other sectors including justice, social work, emergency food provision etc"*
- 2.4 The evaluation also reflected on the strong partnership approach between the Council, NHS Lanarkshire, the third sector and the wider community planning partners.
- 2.5 In particular the approach of introducing the 4<sup>th</sup> driver of Holistic Supports was commended as an interesting approach that other areas may wish to replicate, noting

that adopting this approach as a driver ensures interventions are not delivered in a siloed way.

2.6 Other areas of practice highlighted as interesting and innovative were;

- The Pledge - This relates to NLC's longstanding Food Referral Gateway, whereby partners who can refer to a food bank (e.g. social workers, advisors etc.) are asked to refer to the Scottish Welfare Fund in the first instance.
- Poverty Awareness Sessions – noting that the sessions not only raise awareness of poverty but provide an opportunity to explore developing referral gateways with each specific Service. It was recognised that this not only helps make services more aware of the needs of low income families but opens up the possibility of income maximisation.
- Birth Registration – as an opportunity to increase the uptake of benefits, in particular Scottish Child Payment.
- Community Wealth Building – again the commitment to ensuring that wealth is generated, circulated and retained in communities and localities was highlighted as an area of good practice.
- The strong links made to the Promise, UNCRC and Whole Family Support

2.7 'The Three Questions' approach was considered *"a really effective way to reach and engage children and young people"*, with the National Child Poverty Co-ordinator raising the question as to whether Pupil Equity Funding could contribute toward the tackling poverty measures identified within the Action Plan.

2.8 A small number of areas were identified as ones in which there may be opportunities to further strengthen practice and integrate actions either to enhance impact or to give a more comprehensive picture;

- Child Care – it was noted whilst reference was made to child care it was in the main in relation to parental employability support, it was recommended that consideration should be given for example to the rate of uptake or eligible places among low income families and/or whether access to childcare is widely reported as a barrier to employability support, employment etc.
- Housing and the provision of affordable homes – the feedback recognises that this is mentioned but not expressly linked with the housing needs of families with children. The LCPAR did not discuss the number of children in temporary accommodation. It was recommended that in conjunction with our Housing colleagues we should explore and consider the potential for drawing links between the LCPAR, the overarching Tackling Poverty Strategy and Local Housing Strategies.
- Whilst complimentary around the Council's approach to Community Wealth Building the feedback report posed a question of whether discussions are being had to ensure the benefits of this approach flow to families with children. Asking the question; *"are jobs being created with the skills, caring and responsibilities and location of families with children in mind?"*

## Self Assessment

- 2.9 The purpose of the Self Assessment is for the partners to consider strengths and any areas for improvement within their approach to addressing child poverty.
- 2.10 The Self Assessment Process identifies four main areas to consider;
- Understanding Local Need
  - Using a Wide Range of Policy Levers
  - Understanding Our Progress
  - Ways of Working
- 2.11 Locally this is undertaken through each partner completing a survey based on key aspects of work to tackle child poverty, these are then analysed and fed back to the Tackling Poverty Officers Action Group.
- 2.12 Consideration of the Self Assessment informs areas for improvement and in turn our local action plan.
- 2.13 The recent Self Assessment was a very positive experience with partners in agreement that in the four areas, the partnership delivering child poverty services were performing well. Full details of the self assessment for 2022/23 are detailed in Appendix 2 to this report.
- 2.14 Going forward the Self Assessment process will be completed on an annual basis by the Tackling Poverty Officer Action Group

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### **3. Measures of success**

- 3.1 The successful delivery and outcomes of 2022/23 Local Child Poverty Action Report

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### **4. Supporting documentation**

- 4.1 Appendix 1 – Improvement Service Feedback
- 4.2 Appendix 2 – Child Poverty Self Assessment Feedback



**Alison Gordon**  
**Chief Social Work Officer**

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## 5. Impacts

<b>5.1 Public Sector Equality Duty and Fairer Scotland Duty</b> Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?  The Council's Towards a fairer North Lanarkshire Tackling Poverty Strategy is fully aligned with the requirements of the Fairer Scotland Duty, its purpose being to reduce the inequalities caused by socio economic disadvantage.  If Yes, has an assessment been carried out and published on the council's website? <a href="https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments">https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments</a> Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>
<b>5.2 Financial impact</b> Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>  Governance arrangements for the grants referenced above have been referred to the Enterprise and Fair Work Committee.  If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
<b>5.3 HR policy impact</b> Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
<b>5.4 Legal impact</b> Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
<b>5.5 Data protection impact</b> Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

	<p>If Yes, is the processing of this personal data likely to result in a high risk to the data subject?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to <a href="mailto:dataprotection@northlan.gov.uk">dataprotection@northlan.gov.uk</a></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<b>5.6</b>	<p><b>Technology / Digital impact</b></p> <p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<b>5.7</b>	<p><b>Environmental / Carbon impact</b></p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<b>5.8</b>	<p><b>Communications impact</b></p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>The TPAG has a Communication Subgroup who takes forward any communications/activities for residents/staff on behalf of the TPOAG</p>
<b>5.9</b>	<p><b>Risk impact</b></p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>Tackling Poverty has been identified as a Corporate Risk, with the Chief Social Work Officer as the risk lead. Towards a Fairer North Lanarkshire - Tackling Poverty Strategy sets out a planned approach which seeks to eliminate poverty or make very significant reductions in the level of poverty resulting in benefit to the residents and including improvement in the overall level of health and wellbeing of communities.</p>
<b>5.10</b>	<p><b>Armed Forces Covenant Duty</b></p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the</p>

Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

**5.11 Children's rights and wellbeing impact**

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes ☒ No ☐

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

In North Lanarkshire we recognise that tackling poverty and inequality does not fall to one Service, or one Sector, we must therefore work together to use our resources effectively and efficiently to ensure that all our communities have access to opportunities that will lead to better outcomes for people in terms of employment, wellbeing and inclusive growth.

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☒ No ☐

### Feedback on North Lanarkshire Year 5 LCPAR

North Lanarkshire have produced a strong Local Child Poverty Action Report. The work of the Tackling Poverty Team - particularly the reach of their referral network is really outstanding reaching across health (hospitals, GPs, health visitors, mental health) and other sectors including justice, social work, emergency food provision etc.

Both income maximisation work and membership of North Lanarkshire's Tackling Child Poverty Officers' Action Group (TPOAG) suggests a strong partnership approach including NHS Lanarkshire, the third sector, a wide range of council departments and wider community planning partners)

The report also gives the impression that child poverty has increased profile in North Lanarkshire as a result of the LCPAR being embedded in the wider Tackling Poverty Strategy and through the creation of the establishment of the Wellbeing and Tackling Poverty Committee.

The fact that the report has 4 main sections which relate to the three drivers - plus another which relates to providing holistic support to ensure interventions are not delivered in a siloed way - is very interesting and is an approach other areas might want to replicate.

The report draws clear links with other policy areas including the Promise, UNCRC, The Promise and Whole Family Wellbeing which will help ensure a strategic, joined up approach making best use of shared expertise and resource.

Action to tackle child poverty relates to all three drivers of child poverty (as well as an express intention to take a holistic approach). Interesting practice which other areas may wish to learn about includes:

- The Pledge - This relates to NLC's longstanding Food Referral Gateway, whereby partners who can refer to a food bank (e.g. social workers, advisors etc.) are asked to refer to the advice team and/or SWF in the first instance. There is also funding in place for a 2 year project in partnership with the Trussell Trust to strengthen referral pathways to advice to ensure a cash first approach is embedded.
- Poverty Awareness Session: The Tackling Poverty Team have been delivering poverty awareness sessions to a wider range of teams within the council/CPP including social work, health and addiction services. This not only raises awareness of poverty but provides an opportunity to explore developing referral gateways with each specific service. This not only helps make services more aware of the needs of low income families but opens up the possibility of income maximisation. A good example is the Infant Minds Matter programme which is a multi-



disciplinary team supporting infant mental health including psychiatry, psychotherapy, mental health nurses and Early Years practitioner. The team received poverty awareness training and are establishing a referral pathway.

- Birth Registration is highlighted as an opportunity to promote uptake of Scottish Child Payment. The Tackling Poverty Team will be working with registrars offices across North Lan to support them to promote the Scottish Child Payment when registering births.[Glasgow previously took a similar approach, it might be worth speaking to them to learn from their experiences if you haven't already. I think [Gary.Devine@glasgow.gov.uk](mailto:Gary.Devine@glasgow.gov.uk) was involved in this.
- Uptake of Education Benefits - Working is ongoing to facilitate online application and to cross-check and automate access to FSM and School Clothing Grants. The council is also trying to maximise uptake of free school meals through parental engagement (inviting parents of new children in for a meal), developing menu choices, ensuring practical arrangements are adequate (looking at sitting, overflow areas etc), surveys of parents and children. A new information management system has recently been implemented to give insights into trends of uptake, preferred meals etc.
- Community Wealth Building Statement: The report highlights "*a commitment to ensure that wealth is generated, circulated and retained in communities and localities. The council is currently mapping further areas of development. Hopefully there will be a Community Wealth Building Commitment Statement early in 2024 whereby any relevant projects, programmes of work strategies and action plans must demonstrate how Community Wealth Building principles and approaches are applied.*"
- There is also an action to 'Identify employment pathways within labour market growth sectors'.
- The Parental Employability Support Fund (delivered through Prospects for Parents). This includes reference to a holistic approach with links to income maximisation and childcare ("The Prospects for Parents programme also provides access to child care advice and access to funds such as the child care development fund and the discretionary fund, as well as health interventions and access to training/work experience.")

In terms of data and intelligence, the report draws on a relatively narrow range of sources (largely SIMD and CiLIF data) there may be scope for data and intelligence to be given more consideration to ensure responses are targeted and responsive to local circumstances. While the report is clearly grounded in data and evidence relating to the local area, NLC might want to consider whether data work carried out in other areas would be of use. IS /PHS would be happy to discuss approaches taken in other areas relating to, for example, understanding uptake of FSM/SCG at a school catchment areas level.

In terms of the voice of lived experience, the Let's Talk: 3 Questions project appears to be a really effective way to reach and engage children and young people. Follow up question remain about how to engage parents and carers as well as children. A question for discussion is whether SEF/PEF have or could contribute towards this programme of work and/or the School Tackling Poverty plans referenced in the report. This would help to embed the project and ensure the views expressed by children and young people can be taken forward in a meaningful way, supporting both child and family wellbeing and attainment.

Areas for further consideration:

Despite being a strong report (with particular strength in relation to income maximisation services) there are several themes it might be useful to explore further in future reports.

- Firstly, childcare is mentioned very little in this report. While reference is made in relation to parental employability support there is no reference, for example, to the accessibility / availability / flexibility of the childcare offer or how it might support wider commitments within the report such as ensuring parents – and those in the priority groups – can access employment opportunities / training etc. Consideration might be given, for example to the rate of uptake or eligible 2 places among low income families and/or whether access to childcare is widely reported as a barrier to employability support, employment etc.
- Housing - and the provision of affordable homes - is mentioned but this is not expressly linked with the housing needs of families with children. Likewise issues such as the number of children in temporary accommodation is not discussed. Perhaps there is scope for North Lan to explore this issue in more depth with housing colleagues and consider the potential of drawing express links between the LCPAR/Tackling Poverty Strategy and local housing strategies.
- It is really positive to see community wealth building etc. referenced in the report and links being drawn between this and a long term reduction in child poverty. There is perhaps a question of whether discussions are being had to ensure the benefits of this approach flow to families with children and particularly those in the priority groups. Are jobs being created with the skills, caring responsibilities and location of families with children (and those in the priority groups) in mind for example?

# Child Poverty Self-Assessment

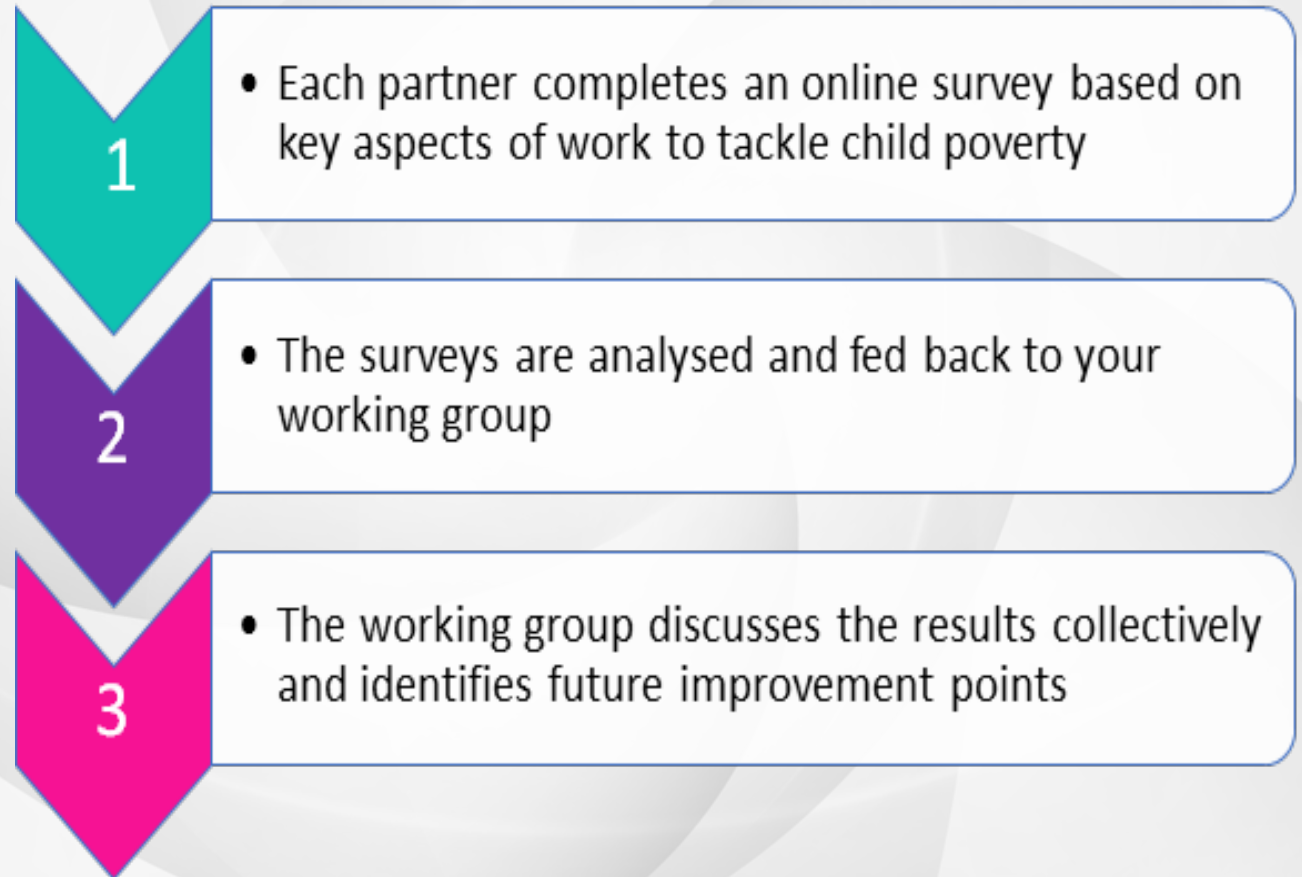
January 2024

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**LIVE  
LEARN  
WORK  
INVEST  
VISIT**

# The Self Assessment Process

- ❖ Understanding Local Need
- ❖ Using a Wide Range of Policy Levers
- ❖ Understanding Our Progress
- ❖ Ways of Working



## Understanding Local Need

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The partnership has a clear understanding of the levels of distribution of child poverty in the area	9	5			
The partnership has a clear understanding of the reasons that child poverty persists in the area	8	6			
The profile of poverty includes information about the priority group and those with protected characteristics (either qualitative or quantitative data)	8	5	1		
The partnership approach is informed by those who lived experience of poverty	5	8			
The Local Child Poverty Action Report articulates the profile of child poverty in away that conveys the importance of agenda to others e.g. elected members	8	6	1		

## Understanding Local Need

Please provide details of where you feel the partnership is performing well in relation to “understanding local need”	Please provide details of how you think the partnership can improve its approach to “understanding local need”	Please provide examples of how feedback from those with lived experience influences policy and action in your area
<ul style="list-style-type: none"> <li>❖ Childrens services plan</li> <li>❖ Joint strategic needs analysis/up to date data all linked</li> <li>❖ Voice of children</li> <li>❖ Local engagement via surveys/ The Three Questions</li> <li>❖ Relationships across the partnership</li> <li>❖ Understanding local need</li> <li>❖ SIMD profile data is clear on child poverty</li> </ul>	<ul style="list-style-type: none"> <li>❖ Gathering data intelligence around protected characteristics</li> <li>❖ Community boards/local improvement plans – make better use</li> <li>❖ Within NHSL improve engagement with wider health colleagues</li> <li>❖ Look more at existing data we have e.g. health surveillance</li> <li>❖ More local focus groups</li> <li>❖ Further surveys and listening events</li> <li>❖ Provide data on types of benefits recorded for priority groups – Use Stats Explore Data</li> <li>❖ Comparisons with national data, suggest a survey of the people who have received benefit checks over the past year to provide qualitative data across all priority groups with lived experience</li> </ul>	<ul style="list-style-type: none"> <li>❖ The Three Questions / survey for the TP strategy / action plan</li> <li>❖ The Promise Champions Board</li> <li>❖ Engagement re Childrens Services Plan</li> <li>❖ Communication and engagement via MH Strategy</li> <li>❖ Recruitment of volunteers with lived experience from local areas</li> </ul>

## Using A Wide Range of Policy Leavers

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
An appropriate balance is struck between actions which might reduce poverty in the medium to long term (promoting access to employment, job creation) and those that might be described as more short term crisis intervention ( such as emergency food provision)	10	4			
The activity described in the LCPAR draws all the specific impact that policy and practice will have for low income families with children	4	8			2
The activity described in the LCPAR draws the specific impact for those from the priority groups and those with protected characteristics	6	7	1		
Tackling child poverty is specifically reflected in broader covid recovery and renewal plans	7	7			
The report identifies new or improved actions that will make a significant and long term impact on child poverty locally	7	6			1

## Using A Wide Range of Policy Levers

<p><b>Please provide details of where you think the partnership is performing well in relation to using a wide range of policy levers.</b></p>	<p><b>Please provide details of how you think the partnership can improve its approach to using a wide range of policy levers to tackle child poverty (whether that's improvements to existing activities or new areas of activity).</b></p>
<ul style="list-style-type: none"> <li>❖ Routine enquiry which is established, but also expansion and new member of staff funded through partnership now in post to focus on this</li> <li>❖ Mental health and suicide prevention training taken up by staff across all levels of the system</li> <li>❖ Holistic Supports added as another driver to highlight the importance of additional supports (links with NHSL Health Promoting Health Service)</li> <li>❖ Partners working well using a wide range of policy levers and tackling poverty drivers</li> </ul>	<ul style="list-style-type: none"> <li>❖ Making sure full system has awareness and opportunity to know and be involved across all the partners, not just Senior Managers or specific levels of staff</li> <li>❖ TPT and partners working well to maximise income for children</li> <li>❖ A conference/development session/workshops on identifying improvements or new areas for activity</li> </ul>



## Understanding Our Progress

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The partnership has a clear long term outcomes set out in your LCPAR	7	4			3
The partnership has a shared understanding how your actions are contributing to the longer term outcomes expressed in your LCPAR	5	9			
There are suitable baselines and indicators in place that will help establish whether progress is being made that might contribute to tackling poverty	3	11			
Actions are described in the plan are being appropriately monitored and/or evaluated to understand the impact they are having for families with children on low income	3	11			
The partnership understands/are considering the impact of your policies and practices in those with protected characteristics and those from priority groups	11	3			
There are clear and appropriate mechanisms of accountability and oversight for the actions in the report? (ie there is a group or body clearly tasked with overseeing the project)	3	11			

## Understanding Our Progress

Please provide details of where the partnership is performing well in relation to Understanding Our Progress	Please provide details of how you think the partnership can improve the approach to Understanding Our Progress
<ul style="list-style-type: none"> <li>❖ Clear governance structures and reporting cycles in place</li> <li>❖ Improvements of Tackling Poverty Team systems to monitor priority group referrals</li> <li>❖ Director of Public Health and other Senior Management involved and active around the agenda, strong leadership visible</li> <li>❖ CAB performance stats</li> <li>❖ The LCPAR would benefit from a summary of those indicators where the partnership is performing well to highlight where indicators improving, remain the same, not improving at the beginning of the report</li> </ul>	<ul style="list-style-type: none"> <li>❖ How can health do more to capture details around priority groups when looking at child poverty (learning from the TP Team)</li> <li>❖ Improvements in how we capture case studies and other data on a regular, ongoing basis. We have Partnership Teams channel</li> <li>❖ Could a repository be set up on the Channel and reminders at 12 weekly meetings for partners to “add as they go”</li> <li>❖ Promotion of current successes</li> <li>❖ Meet individually with each service to discuss progress our child poverty actions are strategically reflected in our Local Housing Strategy, Strategic Housing Improvement Plan and Rapid Rehousing Transition Plan. In terms of long term and short term outcomes, perhaps these could be highlighted early on in the LCPAR, as a summary as this would help to assess whether there is the correct balance and make it clear to the partnership/reader</li> </ul>

## Ways of Working

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The right people/organisations are involved in your working group to take forward the post covid priorities for reducing child poverty. Think about a wide cross section of council services, third sector organisations & community planning partners	10	4			
The structure and governance in place to develop, implement and monitor the local plan involves people at a sufficiently senior level to influence strategic change where necessary	12	2			
The sign off process for your LCPAR gives you senior/strategic buy in to the agenda which further supports your work, including resource allocations	10	2			2
The culture of your organisation supports an approach where child poverty is considered a priority issue for all services to consider as part of their approach	10	4			

## Ways of Working

Please provide details of where you consider your child poverty working group is performing well in relation to Ways of Working	Please provide details of how your Child Poverty Working Group can improve all its approach to Ways of Working
<ul style="list-style-type: none"> <li>❖ Senior management buy in</li> <li>❖ Workforce training and awareness</li> <li>❖ Communications and consistency in campaigns across partners</li> <li>❖ I can discuss service priorities with Senior Officers in the TPT out-with the TPOAG, the new approach of meeting individually with services to discuss priorities and actions will be beneficial</li> </ul>	<ul style="list-style-type: none"> <li>❖ Continued focus/maintain alleviating child poverty as a priority using UNCRC as a lever</li> <li>❖ Improve on work with seldom heard groups / those with protected characteristics – think about representation around the group – could we scope the reps around the group to ensure all groups are covered</li> <li>❖ Keep working together, building partnerships having key contacts in each organisation to improve service and eliminate duplication of service</li> <li>❖ The child poverty working group improving its approach by having individual meetings with relevant service colleagues</li> </ul>

# North Lanarkshire Council Report

## Wellbeing & Tackling Poverty Committee

Does this report require to be approved? ☐ Yes ☒ No

Ref AG/JC/AMcG

Date 26/04/24

## Towards a Fairer North Lanarkshire – Tackling Poverty Strategy 2023 to 2026 Update

**From** Alison Gordon, Chief Social Work Officer (Education, Families, Justice & Integrated Practice)

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**Telephone** 01698 332001

### Executive Summary

In line with the Plan for North Lanarkshire and new Programme of Work (Resilient People), the purpose of this report is to provide an update on the Tackling Poverty Strategy 2023 to 2026, Local Child Poverty Action Report and associated Action Plans with a particular focus on the driver of **Holistic Supports**.

The Policy and Strategy Committee approved the refreshed '*Towards a Fairer North Lanarkshire*' Tackling - Poverty Strategy for 2023-2026 and the Local Child Poverty Action Report 2023, on 28<sup>th</sup> September 2023. The new and refreshed Tackling Poverty Strategy is closely aligned with the *Resilient People* strand of the Council's Programme of Work and encompasses an integrated multi service approach, alongside an increased focus on working externally with all community planning partners, communities, and people with lived experience of poverty co-ordinated through the Tackling Poverty Officers Action Group (TPOAG).

The TPOAG held on 22<sup>nd</sup> March 2024 agreed that actions in relation to community benefits should be moved to the 'Income from Employment' action plan and reported on at a later date. The meeting also agreed that the revised approach to Financial Education should be reflected in the Tackling Poverty Action Plan, with reference to MACA/MACA Plus being removed. and the actions being split to reflect the work being targeted to adults and that to children and young people.

### Recommendations

It is recommended that the Wellbeing and Tackling Poverty Committee:

- (1) Note and approve the update of the tackling driver 'Holistic Supports.'
- (2) Acknowledge that reports on the remaining Tackling Poverty Drivers will be submitted to the Committee over the course of the remaining 2024/25 reporting cycles.

### The Plan for North Lanarkshire

Priority All priorities

Ambition statement All ambition statements

Programme of Work Resilient People

## 1. Background

- 1.1 The Policy and Strategy Committee approved the refreshed '*Towards a Fairer North Lanarkshire*' Tackling - Poverty Strategy for 2023-2026 and the Local Child Poverty Action Report 2023, on 28<sup>th</sup> September 2023. The Strategy and Action Plans sets out our ambition to continue to tackle poverty and child poverty, building on our previous actions and many of the positive foundations achieved through the previous strategy for 2020-2023. The new and refreshed Tackling Poverty Strategy encompasses an integrated multi service approach within the Council, alongside an increased focus on working externally with all community planning partners, communities, and people with lived experience of poverty.
- 1.2 The Tackling Poverty Strategy supports the Plan for North Lanarkshire's new Programme of Work priorities and ambitions, to both mitigate and prevent the longer-term harms associated with poverty.
- 1.3 The holistic and integrated approach is fundamental to the *Plan for North Lanarkshire* and whilst maintaining strong links with other elements of the Council's Programme of Work. Tackling Poverty is embedded as a core strand of the '*Resilient People*' Programme, whose principal aim is to deliver whole family support locally, when families need it, in a way that is consistent with The Promise Principles and The Tackling Poverty Strategy. Fundamental to this is an integrated approach, working with partners, to provide an earlier and more effective response to need. This includes promoting the strengths and skills of individuals and families, increasing economic activity, and providing practical and emotional support, integrating this family support with the roll out of town and community hubs to maximise opportunities for community-led and strengths-based approaches.
- 1.4 The Tackling Poverty Strategy within the ***Resilient People*** programme of work recognises the importance of a holistic approach reflected also in the addition of holistic support within the national framework set by *Best Start, Bright Futures*, the current national child poverty strategy and that often the most direct, efficient and effective way of helping families is to provide responsive financial support and economic opportunities to achieve lasting change. The new Strategy reflects this, being structured around the four key drivers of: -
  - Increasing income via employment.
  - Maximising income via social security benefits.
  - Reducing the cost of living; and
  - Holistic Supports
- 1.5 The new Tackling Poverty Strategy also continues the approach of incorporating the Local Child Poverty Action Report (Action Plan), aligning both Plans into the same lifespan from 2023 to 2026. Both the local authority and NHSL have agreed that the Local Child Poverty Action Reports should be an integral part of the overall strategy also enabling our statutory duty to report to Scottish Government on an annual basis and recognising that child poverty is integrally linked with poverty and wellbeing within the wider community. To support reporting and measuring impact amongst targeted groups the action plan will detail which "strategy/plan" each action relates to, identifying those actions that are specifically aimed at the priority groups identified within the national child poverty strategy,

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## 2. Report

### Approach to measuring progress and impact:

- 2.1 The Wellbeing and Tackling Poverty Committee held on 3<sup>rd</sup> November 2023, were advised that the TPOAG agreed new monitoring templates for the tackling poverty drivers to allow us to track *"How we will know if we are making a difference"*. Each TPOAG meeting will have a specific focus on one of the four drivers, supporting a 'deep dive approach' to allow the Group to analyse in detail each action, using national and local data (quantitative and qualitative) to ensure that the Actions within the driver, and the outcomes set by the Scottish Government and our Action Plan are being met and to consider further actions should progress not be achieved as anticipated,
- 2.2 The TPOAG have also identified 20 new measures and approved by the Resilient People Board in January 2024 which will in turn form part of the Council's wider Strategic Performance Framework.
- 2.3 In 2021/22 the Tackling Poverty Officers Action Group also implemented a RAGG system that will continue to be applied to the Action Plan, for each of the poverty drivers and support management of the programme; the details of which are.
- Red – Action remains outstanding.
  - Amber – Work has started on this action but requires further work to complete.
  - Green – Action is completed and remains ongoing.
  - Grey – Action has been completed and requires no further action.
- 2.4 Using this approach the Tackling Poverty Officer Action Group will identify tasks that are completed (or ongoing), tasks that are amber or red will be taken to the Resilient People Board for further consideration.

### Update – Holistic Supports

- 2.5 Holistic Supports are the wrap around supports delivered collaboratively to address the impacts of poverty, not only the financial impact but the wider health and wellbeing impacts on individuals and families.
- 2.6 There are currently eight actions in "Holistic Supports" (appendix 1), however, further consideration by the TPOAG of the Action Plan has resulted in changes to some actions, this will mean the current eight actions reducing to seven.
- 2.6.1 'Community Benefits' will move from monitoring under 'Holistic Supports' to the 'Income from Employment' driver.
- 2.6.2 All reference to MACA/MACA Plus' will be removed from the Action Plan, and those actions referencing this or financial education under 'Reduce the Cost of Living' and 'Supporting the Plan' will be incorporated into two actions on Financial Education (one for adults, the other for children and young people) in Holistic Supports. This reflects the broader and more tailored approaches being taken to financial education across the partnership.
- 2.7 **Action One - Sustain Tenancies** – Tenancy sustainment is measured when a house has been let and sustained for over 52 weeks, houses returned within the year are considered a tenancy failure. In 2022/23 the measure for this action concentrated on the work done by Income Maximiser/Sustainability Officers who generated over £15

million in additional income via 4007 benefit checks for residents of North Lanarkshire Council properties. However, it was agreed at the TPOAG, that whilst ensuring income is fully maximised is the first step to maintaining a tenancy there are many other supports involved and the measure should reflect the holistic support provided towards the outcome of sustaining a tenancy and not simply the income maximisation work which would be reported under its own driver.

- 2.8 The TPOAG identified that the additional supports to maintain a tenancy included areas of work such as repairs, anti-social behaviour team interventions, garden maintenance etc. This is also linked to the commitment from the Council to deliver the Scottish Government initiative; *Home First*, which has driven a new focus and approach to increasing sustainable housing for people who have multiple and complex needs and who may have a history of rough sleeping and repeat homelessness.
- 2.9 Following discussion at the TPOAG, the group agreed that activity carried out by the CAB Housing Project (funded by NLC) should be reflected in this action in future reporting.
- 2.10 The tenancy sustainment for North Lanarkshire in the year 2022/23 was 90.99%, this is close to the national average of 91.2% and slightly higher than 2021/22 which was 90.92% with an National Average of 90.7%.
- 2.11 Action One has been given a green on the RAGG status, as this work in this area is progressing as planned.
- 2.12 **Action Two - Whole Family Support** – Whole Family Support will concentrate on early intervention and prevention services at a universal level to children and families. The services delivered will be bespoke packages integrating into existing GIRFEC and GIRFE pathways.
- 2.13 In line with the Tackling Poverty Strategy, Whole Family Support will adopt a cash first approach, the governance around this, together with ensuring work is targeted effectively and we are not duplicating but enhancing existing services, will be established and overseen by a Reference Group.
- 2.14 Action Two has been given an amber on the RAGG status, as there has been considerable preparation work done for enhancement of early support services however the roll out of new supports through our hubs is tied to the implementation of a new commissioned service via Barnardo's and linked Community and Voluntary Service Partners. Following confirmation of the contract award at Education, Children and Families Committee in February this will now begin from April 2024.
- 2.15 **Action Three - Arrest/Referral Service** – The Tackling Poverty Action Plan identified enhancing the existing Arrest/Referral Service provided by Phoenix Futures who will meet with people who have been arrested due to drug offences and offer support to them. The Tackling Poverty Strategy reflected the ambition to enhance this service, recognising the links between poverty and addiction, a direct referral route to the Tackling Poverty Team was established.
- 2.16 The referrals to the Tackling Poverty Team have been low from this initiative, however, in a bid to address this the Tackling Poverty Team will provide Poverty Awareness Sessions to the Phoenix Futures staff who deliver this service and provide them with literature that can be included in information packs for people.



- 2.17 Action Three has been provided with an amber on the RAGG status, work has been identified to look at increasing the number of referrals via this Service.
- 2.18 **Action Four - Poverty Awareness Sessions** - Bespoke Poverty Awareness Sessions have been created to meet the interests of a range of audiences and to promote the potential contribution a range of staff and community groups to this agenda. To date 328 people have attended these sessions; internally we have delivered the sessions to 254 staff from education, social work and Community Learning and Development as well as to 74 people from NHS Lanarkshire and third sector organisations.
- 2.19 Internally the training is currently completed on an ad hoc basis at the request of managers. Recently the Tackling Poverty Officers Action Group discussed how best to develop this, to ensure the sessions are delivered on a more formalised footing. The Group identified potential areas for this such as embedding sessions in induction for probationary teachers and newly qualified social workers. VANL and NHS Lanarkshire noted that a rolling programme of these sessions could also be included in their Workforce Development Training calendars.
- 2.20 Action Four has been given an amber on the RAGG status, this work is ongoing with actions being agreed at the TPOAG to ensure further roll out across our internal and external services.
- 2.21 **Action Five – Community Solutions** – Consideration has been given to moving the contribution of the Community Solutions model to a different driver, however, following the launch of the website the previous day by VANL, the Tackling Poverty Officers Action Group made the decision that the driver should remain under Holistic Supports. Whilst the wider activity and impacts of this model are also reported elsewhere, specifically through the Health and Care Partnership it has been agreed that a future TPOAG meeting will receive a report focussing on areas most relevant to the Tackling Poverty Strategy.
- 2.22 Action Five has been given an amber on the RAGG status, this work is ongoing following the recent launch of the website.
- 2.23 **Action Six – Financial Education (Adults)** As noted above the decision to incorporate all actions related to financial education into two headings, under Holistic Supports was agreed at the Tackling Poverty Officers Action Group on the 22<sup>nd</sup> March 2024.
- 2.24 The Financial Education programme for adults is delivered through the Multiply Project, this has been funded for 2 years via the UK Shared Prosperity Fund. Since its inception in April 2023, 54 sessions have been delivered to 334 people. The evaluation of the sessions has been extremely positive.
- 2.25 Whilst the majority of the financial education sessions have been delivered in conjunction with Community Learning & Development, the Multiply Team also developed and delivered a programme to people due for release from Addiewell Prison. This has proven to be a successful programme and further sessions have been arranged throughout the year.
- 2.26 The TPOAG have identified that it would be beneficial for the Multiply Team to explore more delivery opportunities with partners in the third sector to deliver further programmes.

- 2.27 Action Five is green in the RAGG status, this work is established and whilst courses will continue to be adapted to meet the audience, this is now working as part of the Strategy.
- 2.28 **Action Seven – Financial Education (Children and Young People) During** the development of the Tackling Poverty Strategy Children and Young People throughout North Lanarkshire were asked “three questions.”
- How is the cost-of-living crisis affecting you?
  - How is the cost of living affecting others in the community?
  - What can we do to help?
- 2.29 In response to the last question “what can we do to help,” the children and young people identified Financial Education within their top three responses.
- 2.30 The Tackling Poverty Team are working with education to create a package suitable for primary school children. Discussions remain ongoing to consider how this is best delivered within Secondary education establishments.
- 2.31 Action Six has been given red in the RAGG status. Whilst discussions are taking place to produce material for primary school children, programme delivery has not yet started. There is a need for a co-ordinated approach for our school leavers. Given the importance of this area priority will be given to engagement with education colleagues over the period in order that a clear delivery plan is in place for the next school year.

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### **3. Measures of success**

- 3.1 The successful delivery and outcomes of the 2023 – 26 Towards a Fairer North Lanarkshire Tackling Poverty Strategy Action Plan.

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### **4. Supporting documentation**

- 4.1 Appendix 1 Updated Action Plan “Holistic Supports” – April 23 to March 2024



**Alison Gordon**  
**Chief Social Work Officer**

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## 5. Impacts

<b>5.1 Public Sector Equality Duty and Fairer Scotland Duty</b> Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?  The work reflected in this report is fully aligned with the requirements of the Fairer Scotland Duty, its purpose being to reduce the inequalities caused by socio economic disadvantage.  If Yes, has an assessment been carried out and published on the council's website? <a href="https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments">https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments</a> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>5.2 Financial impact</b> Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
<b>5.3 HR policy impact</b> Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
<b>5.4 Legal impact</b> Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?
<b>5.5 Data protection impact</b> Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to <a href="mailto:dataprotection@northlan.gov.uk">dataprotection@northlan.gov.uk</a> Yes <input type="checkbox"/> No <input type="checkbox"/>

5.6	<b>Technology / Digital impact</b>
<p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p>	
<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	
<p>If Yes, please provide a brief summary of the impact?</p>	
<p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p>	
<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
5.7	<b>Environmental / Carbon impact</b>
<p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p>	
<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	
<p>If Yes, please provide a brief summary of the impact?</p>	
5.8	<b>Communications impact</b>
<p>Does the report contain any information that has an impact on the council's communications activities?</p>	
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	
<p>If Yes, please provide a brief summary of the impact?</p>	
<p>The Tackling Poverty Officers Action Group Subgroup has developed a Communications Plan (Global Messages/Events) with Corporate Communications.</p>	
5.9	<b>Risk impact</b>
<p>Is there a risk impact?</p>	
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	
<p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p>	
<p>Tackling Poverty has been identified as a Corporate Risk, with the Chief Social Work Officer as the risk lead. Towards a Fairer North Lanarkshire - Tackling Poverty Strategy sets out a planned approach which seeks to eliminate poverty or make very significant reductions in the level of poverty resulting in benefit to the residents and including improvement in the overall level of health and wellbeing of communities.</p>	
5.10	<b>Armed Forces Covenant Duty</b>
<p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p>	
<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	
<p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>	
5.11	<b>Children's rights and wellbeing impact</b>
<p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p>	

Yes ☒ No ☐

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

In North Lanarkshire we recognise that tackling poverty and inequality does not fall to one Service, or one Sector, we must therefore work together to use our resources effectively and efficiently to ensure that all our communities have access to opportunities that will lead to better outcomes for people in terms of employment, wellbeing and inclusive growth.

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes ☒ No ☐

## Appendix 1

### Tackling Poverty Strategy Action Plan 2023 - 2026

TP Strategy  
and LCPAR

TP Strategy

No	Action	Brief Description	Holistic Supports		RAGG	applies to TPS &/or LCPAR	Lead Team	Monitoring Information
			Baseline April 2023	Current Status Feb 2024				
1	Sustain Tenancies	Deliver increased financial advice and assistance via 6 income maximiser/sustainability officers	£15,041,070 income generated 4007 benefit checks completed		green	TP Strategy and LCPAR	Housing Solutions	* Income generated via income max/sustainability officers * number of benefit checks completed <i>tenancy sustainment levels</i>
2	Whole Family Support	To create a flexible, reliable and integrated support for families to ensure that every family who needs support gets the right support at the right time	n/a	Barnardos awarded contract in March 2024. Reference Group established	amber	TP Strategy and LCPAR	Education, Children and Families	* number of referrals * number of referrals go onto child protection * number on an Order from Children's Hearing * number coming off Orders * number of kinship carers * Number escalating or other supports and services * number of referrals out to other services
3	Arrest / Referral Service	The North Lanarkshire Arrest Referral Service is focussed on early intervention by providing support to people whilst held in police custody and connecting them to services within the community to address individual needs.	n/a	2 referrals received from the Arrest / Referral Service	amber	TP Strategy and LCPAR	Justice Services and the Tackling Poverty Team	* number of referrals * income generated * debt advice provided * numbers attending financial education
4	Poverty Awareness Sessions	Bespoke poverty awareness sessions for council, NHS and third sector partners	n/a	254 council staff 40 NHS staff 34 third sector staff	amber	TP Strategy and LCPAR	Tackling Poverty Team	* Number of people attending training * number of referrals following training
5	Financial Education - Adults (Multiply)	helping adults to improve their numeracy skills, people can access numeracy qualifications with the access of the community learning and development service and will be able to access financial education from the tackling poverty team	n/a	334 attendees 54 sessions	green	TP Strategy and LCPAR	Tackling Poverty Team	* number of people attending sessions * number of sessions delivered
6	Financial Education - Children and Young People	Following the "three questions" delivery of financial education to young people	n/a	discussions with education to look at financial education programme	red	TP Strategy and LCPAR	Education and Tackling Poverty Team	* number of people attending sessions * number of sessions delivered