

Outcome 1: Increase the participation of seldom-heard/under-represented voices in local decision-making processes

| Development area | Action | Due date | Update – January 2023 | Lead Officer |
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| Corp EO1.1: Attain LGBT Silver Charter Award status | Inclusion of the LGBTQI community - achievement of the LGBT Silver Charter Award from LGBT Youth Scotland | 31 December 2022 | <p>Work continues to progress this improvement action in collaboration with participants who attend the Clyde Pride Youth Action Group. The Group is working through the process as part of their Youth Group Programme.</p> <p>This improvement action has been delayed due to the impact of Covid-19 in terms of the Group meeting and support from LGBT Youth Scotland. It has also been impacted by the recent temporary closure of Greenock I Youth Zone with the Group having to find alternative accommodation.</p> | Hugh Scott, Service Manager - Community Learning and Development, Community Safety and Resilience and Sport |
| Corp EO1.2: Implement the Community Grants Fund (CGF) | Delivery of the new model of combining all relevant funding streams into one CGF and ensure that applications are furthering the aims of the Council, advancing equality, and ensuring that funding reaches as many organisations as possible | 31 March 2025 | The new model of CGF commenced in the financial year 2021/22 and is a smoother process for many local groups/organisations. New reporting on applications and equality gives supports the provision of in-depth information to the Education and Communities Committee. | |

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| Corp EO1.3: Learning opportunities for New Scots | Support for New Scots - further develop learning opportunities around adult literacy and numeracy for the New Scots who have settled in Inverclyde with the aim of increasing their confidence when accessing goods and services | 31 December 2022 | The Community Learning and Development (CLD) Team has continued to expand English for speakers of other languages (ESOL) services with short-term additional COSLA funding for Afghan and Ukrainian New Scots. This has led to 121 New Scots receiving ESOL literacy and numeracy support. The CLD Team has also delivered 12 language practice activities to support New Scots with accessing local activities and services. | |

Outcome 2: Improve support for older people in the community

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| Corp EO2.1: Develop Frailty Assessment Tool | Early intervention and prevention of frailty in older people - review and develop the use of the Frailty Assessment Tool with the aim of developing multi-disciplinary planning for service users and patients. Scope and explore how services contribute to the prevention of frailty. | 31 March 2023 | An initial meeting has taken place to review the current Frailty Assessment Tool and how it can be further developed across adult services. Between April 2022 and March 2023, we will monitor frailty scores and aim to evidence improvement of the scores following intervention from services. Consultation will take place with assessment staff from both the Care at Home and Inverclyde Centre for | Debbie Maloney, Service Manager – Innovation and Independent Living; Janis Delaney, Service Manager |

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| | | | Independent Living Teams between January and March 2023 to explore how both services link together to improve frailty score of service users. | |
| Corp EO2.2: Implement the Health and Well-Being Recovery Plan (HWBRP) | Delivery of the new HWBRP with the aim of preventing falls and improving activity and movement in people with long-term conditions | 31 December 2022 | Work continues post Covid-19 to ensure access to GPs and the wider multi-disciplinary team, including the Community Connectors. | Alan Best, Service Manager - Health and Wellbeing; Emma Cummings, Service Manager - Advice and Support Services |
| Corp EO2.3: Support access to well-being services | Access to Community Connectors, GP Community Link Workers and Welfare Rights Officers - provide support to enable residents to access services that support their well-being | 31 March 2024 | Post Covid-19, services have developed routes to access services including GPs and the multi-disciplinary teams/Community Connectors to foster the right service approach. | Alan Best, Service Manager - Health and Wellbeing |
| Corp EO2.4: Develop Access 1st service | Promotion of the Access 1st service - further development of the service to raise awareness of it among local residents as the first point of contact to access services which aim to support them to live a safe, healthy, active and satisfying life; feel respected and included in their local community; and feel they have the same opportunities as others who do not have a long-term condition or disability | 31 March 2023 | Access 1st has recognisable branding and is promoted via a number of mediums including internal Council/Health and Social Care Partnership Services; GP Surgeries; Community Link Workers; the Ardgowan Hospice; Acute Hospitals; and community groups like <i>Your Voice</i> and the <i>Inverclyde Carers' Centre</i> . Officers also attend local community events and functions to promote the service. Ongoing development work | Alan Brown, Service Manager – Assessment and Care Management; Martin McGarrity, Service Manager/Team Leader - Assessment and Care Management |

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| | | | across Health and Community Care Services continues. | |

Outcome 3: Take action to prevent violence against women and girls in Inverclyde

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| Corp EO3.1: Progress Equally Safe at Work Accreditation | Apply for the next stage of Equally Safe at Work Bronze Accreditation. Identify learning from the first stages of the programme and opportunities for the Council to advance gender equality and prevent violence against women across its workforce. | 31 March 2023 | A working group has been established to progress this improvement action, comprising Officers from across the Council. An Elected Members' Briefing on this topic will take place on 2 February 2023. | |
| Corp EO3.2: Improve housing outcomes for women and children affected by domestic abuse | Improve housing outcomes for women and children affected by domestic abuse - COSLA is leading on this work and it is included in the National Equally Safe Delivery Plan. COSLA is in discussion with Scottish Government regarding capacity and engaging with services in local areas to identify needs. The Violence Against Women Multi-Agency Partnership (VAWMAP) will be part of this discussion on | 31 March 2025 | This improvement action is being progressed through the VAWMAP Action Plan. It is linked to a national priority identified through the VAW National Network. A National Working Group was to be set up for this priority that the local services would take direction from; however, there has been a delay to this work at a national level. | Sharon Sale, Violence Against Women Co-ordinator |

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| | how to improve housing outcomes in our area. | | | |
| Corp EO3.3: Improve outcomes for women with learning disabilities affected by domestic abuse | Be part of a national advisory group led by NHS Scotland to identify outcomes that affect women who have a learning disability and are experiencing domestic abuse. Consider how improvements can be implemented at a local level and work with local partners to put this into practice. | 31 March 2023 | A National Working Group is planned on the subject of this improvement action; we will consider how the identified priorities could be applied at a local level. We intend to incorporate this area of work into the training courses we plan to develop to identify the issues of women who have a learning disability and are experiencing domestic abuse. | |
| Corp EO3.4: Safety consultation with women and girls | Identify safety issues experienced by women and girls in the local community - work with community safety colleagues to carry out a consultation to determine if women and girls perceive any safety impediment in using Inverclyde public paths, parks and cycle ways and, if so, how any identified issues may be addressed. The survey is structured to identify gender related concerns, help us understand perceptions and experiences which affect or limit women undertaking activity in public space and assist us in identifying areas of our services, | 31 March 2022 | At its meeting on 22 April 2021, Inverclyde Council tasked Officers with carrying out a survey to determine women's perception of safety when undertaking activities in public spaces. The survey, and a supplementary survey, were conducted throughout 2021. The results were analysed to identify common issues raised within the responses and reported to Education and Communities Committee on 8 March 2022. The Committee endorsed a strategic approach to developing outcomes from the survey and requested that a further report on completion of the analysis of the results and with responses from males separated. | Ross Scullion, Team Leader - Community Safety and Resilience |

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| | communities and public spaces which could be improved. | | Further analysis was carried out by the Community Safety and Resilience Team and used to inform the development of a Strategic Action Plan. The results and the Action Plan were noted and endorsed by Education and Communities Committee on 30 August 2022. | |

Outcome 4: Increase the diversity of the Council workforce

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| Corp EO4.1: Review the Council's understanding of racism | Identify potential improvement actions around racism - undertake a review of the Council's understanding of racism and the structural barriers that may exist and thereafter incorporate the findings of the review into the devising of our Corporate Plan 2022/26 | 31 March 2023 | Through background reading and research, a number of potential mechanisms have been identified on how to best review the Council's understanding of racism. These include undertaking research with our Black and Minority Ethnic staff on their experiences in the workplace to help guide future policy and practice. | Morna Rae, Service Manager - Corporate Policy, Performance and Partnerships |
| Corp EO4.2: Implement the Minority Ethnic Recruitment Toolkit (MET) | Recruitment of employees from minority ethnic communities - consider how we can implement the use of the Scottish Government's (SG) MET with the aim of supporting the recruitment of Inverclyde Council employees | 30 September 2022 | An analysis of the Toolkit has been completed and an action plan is being developed to progress the relevant actions not currently undertaken by the Council. | |

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| | from Minority Ethnic communities. This action will be progressed as part of our review into recruitment advertising. | | The Corporate Recruitment and Selection Training Course has been amended to reflect suggestions from the Toolkit, for example, regarding unconscious bias etc in shortlisting/ interviewing. | Barbara McQuarrie, Service Manager – Human Resources and Organisational Development |
| Corp EO4.3: Improve our equality data | Improve the equality data held on the composition of our workforce – the recruitment portal has updated its equal opportunity (EO) questions tied to the changes in the Census 2022. The form is ready to be released after the school Summer break 2021 to ask all staff to update their EO statistics. | 31 March 2023 | All Council employees were asked to update their EO data in February 2022. Those employees without direct computer access received forms via their Services. We continue to collect data on new starts via the Recruitment Portal. | |

Outcome 5: Improve the economic prospects of people who are furthest from the Labour Market including young people, older people and disabled people

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| Corp EO5.1: Promote the Young Person's National Entitlement Cards (NEC) for people aged 11-25 years | Publicise the Cards with the aim of promoting engagement with the initiative and the uptake of free travel for all under 22 years olds from 31 January 2022 | 31 March 2025 | Local engagement with the NEC scheme is progressing well, with one of the highest uptakes in Scotland. | Hugh Scott, Service Manager - Community Learning and Development, Community Safety and Resilience and Sport |

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| Corp EO5.2: Re-establish the Local Employability Partnership (LEP) | The LEP is re-established to ensure the Local Outcomes Improvement Plan (LOIP) 2017/22 and SG employability policies and programmes are delivered locally. Regular LEP meetings take place. A Delivery Plan 2022/23 is created through partnership working outlining employability priorities for the following financial year. | 31 March 2023 | The LEP was re-established in August 2021 and meets on a monthly basis. The LEP and the meeting structure is always under review to ensure that the right participants are around the table and what other sub-groups are required. | Jennifer Horn, Regeneration Manager |
| Corp EO5.3: Deliver employability interventions | Inverclyde Jobs Pledge - deliver improvement actions in line with the relevant elements of the individual Covid-19 Recovery Plans which support delivery of LOIP 2017/22 Priority 3: The local economy | 31 March 2023 | <p>As mentioned above, the LEP has been meeting on a monthly basis and a draft 3 Year Delivery Plan has been produced with finalisation due later in Summer 2023.</p> <p>Job vacancies continue to be advertised locally and shared with local employability partners under the Inverclyde Works branding. Over 200 wage subsidies have been issued.</p> <p>The Council is progressing well with this year's Modern Apprenticeship positions and continues to support those from previous years and those who are post-qualification. The Council currently has 87 apprentices in the programme.</p> <p>A significant number of Inverclyde organisations are accessing workforce</p> | Stuart Jamieson, Interim Director - Interim Director - Environment and Regeneration; Steven McNab, Head of Organisational Development, Policy and Communications |

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| | | | <p>development opportunities, ranging from short, one-day training initiatives to bespoke upskilling courses. A primary support is our Flexible Workforce Development Fund which is available for both small-to-medium enterprises and larger employers to upskill and re-skill their workforce to meet changing organisational needs. To date, West College Scotland has delivered over £500,000 worth of employee-led training across the West Region, covering a range of organisations from across the public, private and third sector.</p> | |