

theWorks

Issue 213 | October/November 2016 for all South Lanarkshire employees

Inside

Cover story:
Good news as Jackie
opens school library

Get set for festive
family fun



South Lanarkshire Council recognises that good communication is a prerequisite to success. That is why we produce a monthly magazine for employees of the council, South Lanarkshire Leisure and Culture Ltd and The Lanarkshire Valuation Joint Board.

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The Works is published by South Lanarkshire Council's Communications and Strategy. As well as being entertaining and informative, The Works contains news on policy developments and personnel issues. It is also cost effective - concentrating all corporate information for employees in a single publication.

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Suzanne says...



Flu

Information will be available soon on how to access a flu voucher from the council and the eligibility criteria. Criteria will generally cover those employees who work in health and social care, and/or work with vulnerable people. In the meantime, here is some general information on flu taken from NHS inform website:

How long does flu last and is it serious? If you have flu, you generally start to feel ill within a few days of being infected. You should begin to feel much better within a week or so, although you may feel tired for much longer.

You will usually be most infectious from the day your symptoms start and for a further three to seven days. Children and people with weaker immune systems may remain infectious for longer.

Most people will make a full recovery and won't experience any further problems, but elderly people and people with certain long-term medical conditions are more likely to have a bad case of flu or develop a serious complication, such as a chest infection.

How you catch flu: The flu virus is contained in the millions of tiny droplets that come out of the nose and mouth when someone who is infected coughs or sneezes. These droplets typically spread about one metre. They hang suspended in the air for a while before landing on surfaces, where the virus can survive for up to 24 hours.

Anyone who breathes in the droplets can catch flu. You can also catch the virus by touching the surfaces that the droplets have landed on if you pick up the virus on your hands and then touch your nose or mouth. Everyday items at home and in public places can easily become contaminated with the flu virus, including food, door handles, remote controls, hand-rails, phone handsets and computer keyboards. Therefore, it's important to wash your hands frequently.

Preventing the spread of flu: You can help stop yourself catching flu or spreading it to others with good hygiene measures. Always wash your hands regularly with soap and warm water, as well as:

- regularly cleaning surfaces such as your computer keyboard, phone and door handles to get rid of germs
- using tissues to cover your mouth and nose when you cough or sneeze
- putting used tissues in a bin as soon as possible

The flu vaccine is available for free on the NHS for:

- anyone over the age of 65
- pregnant women
- anyone who is very overweight (with a body mass index over 40)
- children and adults with an underlying health condition (particularly long-term heart or lung disease)
- children and adults with weakened immune systems

So if you come under these criteria you can access a free vaccination from your GP.

“ Every single new home we build is modern and fitted out to high specifications

In previous updates I have written about the pressure on budgets and ongoing financial constraints. We are not alone in this – it is the same across most of the public sector.

However, even in this difficult financial climate we continue to do an enormous amount of work for local communities, not just through the provision of our day to day services but also in the long-term investments we make on their behalf. I recently saw an excellent example of this in the form of our council house building programme.

I visited a number of our sites, including our 70-home development in Fernhill, and Baird Hill in East Kilbride, where 28 homes have been built on land vacated when the Murray Primary School was rebuilt as part of the Primary Schools Modernisation Programme.

Similar housing developments are being completed in a number of places: 36 homes in East Kilbride at the former Canberra Primary School and Maxwellton Avenue; 12 amenity flats in Old Mill Road, Uddingston; and further developments due to be built across South Lanarkshire.

The standard of our housing is first class but one of the most impressive factors of these new developments is how the individual needs of new tenants are being taken into account. It is really encouraging that all of the new housing is to varying needs standard, making every property more suitable for meeting a diverse range of tenant needs.

We are also taking the opportunity to adapt designs to meet these specific needs, often completing design and construction only after we know which resident or family will move into the house.

This represents great progress as we have high demand for special needs housing which is difficult to meet from existing stock, so in this new age of council home building we are helping get people with particular needs into suitable homes.

Every single new home we build is modern and fitted out to high specifications. They are also all ‘Silver Plus’ standard in terms of energy efficiency, keeping down the bills for residents and making a contribution to our collective efforts to reduce our carbon footprint. So, as well as providing quality homes that meet individual needs, there is a wider payback from this type of capital spend.

The same is true of our investment in schools. This year’s exam results were the best ever for South Lanarkshire, with SQA results in August showing a 77% pass rate in Highers, 81% in Advanced Highers, 81% at National 5 and 95% at National 4 level.

Huge credit for this must go to the pupils themselves, as well as their teachers, and the parents and carers who support them. However, I believe success flourishes most easily in a good environment, and that this has been created by our schools modernisation programme.

Modern buildings are also easier to run than old buildings which are in need of constant repair, bringing wider benefits. For example, an analysis of the first 88 primary schools we rebuilt shows the annual costs of vandalism and other criminality has fallen significantly, from £736,414 to just £58,775.

In times of austerity this represents a significant saving, and shows it is important to make smart choices on positive, long-term investments which prevent unnecessary spend as well as bringing benefits to local communities.

As we come to the end of the schools modernisation programme work continues to review our future needs, taking into account a growing population with more emphasis on early years, and further consideration of catchment areas and community needs.

This sort of long-term approach will ensure that we continue to invest appropriately in South Lanarkshire’s future. ■

New face

Since my last update there has been a change in the Corporate Management Team, with Val de Souza joining as Executive Director of Social Work and Chief Officer of the South Lanarkshire Health and Care Partnership. I am sure you will join me in welcoming Val on board.

Val takes the place of Harry Stevenson, who retired on 1 September after more than four decades in social work. I would like to take this opportunity to repeat my thanks for his work over the years, and my best wishes for his retirement.

Ward changes

As I’ve previously noted, preparations are well in hand for the council elections. In mid-September the Scottish Government announced that it would accept the Boundary Commission’s proposals for South Lanarkshire.

This means 64 councillors will be returned in May 2017, three fewer than were elected in 2012. There will be three, rather than four, Elected Members representing each of the wards Avondale and Stonehouse, Blantyre, and East Kilbride Central North.

Now that the decision has been made we will of course work with the new arrangements and plan accordingly.



Lindsay Freeland Chief Executive

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Chief Executive’s update *October/November 2016*

Val delighted to take on new challenge

A new Executive Director of Social Work and Chief Officer of the South Lanarkshire Health and Social Care Partnership has been appointed.

Val de Souza was previously the Head of Shared Social Services and Chief Social Work Officer for Stirling and Clackmannanshire Councils for almost five years.

Over the last couple of months she has shadowed Harry Stevenson a few times before his retirement as Chief Officer.

Val said: "I'm absolutely delighted to be joining South Lanarkshire Health and Social Care Partnership.

"I've certainly been impressed by the enthusiasm, energy and level of participation and engagement I've experienced so far at senior management and at locality level. These are strengths I'll be focusing on.

"Another reflection is that coming into post here takes my own career full circle. My first job in social work was working in a multidisciplinary learning disability team, headed by a clinical psychologist, and employed by the Eastern Health Board in Dublin.

"I guess what also really makes me tick - and has always motivated me - is pursuing social justice and tackling health inequalities, which are closely intertwined with the health and social care agenda.



Val is looking forward to her new challenge

"Throughout my career, I've never lost sight of how important it is to listen, to engage and to be influenced by others when we are striving for common goals, and ultimately how important it is to work together across a range of challenges.

"I think my belief in the importance of listening - and being open to ideas - chimes with the well established ethos of participation and engagement I've witnessed here so far." ■

Fond farewell for Harry



Harry with his wife Susan at his retirement presentation

Executive Director of Social Work Resources, Harry Stevenson, has retired from the council.

Harry, who spent a decade as Executive Director, was also the Chief Officer of South Lanarkshire Health and Social Care Partnership since 2014.

Harry's first career was in the shipyards in Greenock, where he developed an interest in the personal problems and challenges many of his colleagues faced on a daily basis.

It was during that time he realised he wanted to focus his time and career to improving the life opportunities of people.

Harry began working as a volunteer at a youth club and then with the Simon Community in Glasgow who supported homeless people. He then managed to get his first post in social work as a trainee social worker in Rutherglen in 1975 before going on to complete professional training in 1978.

For the first 20 years of his social work career Harry worked with Strathclyde Regional Council, before moving to South Lanarkshire during local government reorganisation.

Harry paid tribute to all his colleagues, saying: "Over all these years I've worked with a huge number of talented colleagues.

"Whether they've been a part of a team I've led or part of the vibrant partnership.

"I have been a colleague to so many people committed to their work, to doing their best and devoting more time, energy and emotion than you would expect providing support, care and protection to vulnerable people.

"To have been part of that has been a real privilege."

He also paid tribute to his replacement, adding: "I wish Val, the senior management team, all staff and partners the best in driving the next stage of the journey. This is an exciting time and there is every reason to feel optimistic that we can continue to make a positive difference to people's lives." ■

theWorks cover story



Janitor Nancy with pupils in the library



Teachers Isla MacLeod, Vikki Hamilton, Depute Head Teacher Becca Turnbull and Head Teacher Elaine Henry with Jackie Bird

New library at Udston Primary

“

Having Jackie here really put the icing on the cake of a tremendous project.

”

Former Udston Primary School pupil Jackie Bird received a warm welcome from around 300 pupils when she made a special visit to open the school's brand new library.

The BBC Reporting Scotland anchor presented the school with a copy of the book 'Little Women', which she said had inspired her to go into journalism.

Jackie, who still has her Udston school tie, said: "It's a privilege to be invited to open this wonderful new library.

"Reading can be inspiring and inclusive and I couldn't agree more with the school's philosophy that reading unlocks the imagination and takes you places that you've never been before. It's a fantastic resource for the pupils."

The new library has been funded through grants from Education Scotland and the Co-op, as well as through fund-raising by the school and the parent council.

The pupils themselves chose an outer space theme for the library with planets suspended from the ceiling, lava lamps, star pillows and even an astronaut.

Becca Turnbull, Depute Head, said: "Creating the new library has been a real team effort and the result is a creative and stimulating space that the children want to visit to borrow books.

"Our aim is to give them access to books for their enjoyment and also to develop positive, life-long reading behaviours that will raise literacy attainment levels."

Head Teacher Elaine Henry added: "It was great that Jackie took time out from her busy schedule to open the library and the children were all delighted to see her.

"Almost all the pupils recognised her from TV and I am sure she will have inspired many of them with her enthusiasm for reading. Having Jackie here really put the icing on the cake of a tremendous project which the whole school have participated in."

Among those who were instrumental in the creation of the new library was school janitor Nancy Gallacher – read more about her input in the Customer Care awards on page 12. ■

Exhibition showcases young people 'making it their own'

A unique project giving lone parents, young mums and looked after young people interior design skills recently culminated in a showcase of success at Chatelherault Country Park.

Led by the Cultural Co-ordinators, 'Making It Our Own' provided visual arts input and supported the development of creative ideas and practical skills, with funding from Creative Scotland's Open Project fund.

The project had 32 participants from Carluke, Hunter and Langlea children's houses, Burnbank Family Centre young parents' group and Cambuslang Family Centre Young Mums' Group.

Three professional artists – Deborah Campbell, Kirsty McCabe and Laura Spring – worked with the group, focusing on designing and creating soft furnishings and artwork as well as furniture renovation and transformation.

All materials were funded and participants also got a small shopping budget each.

Friends, family and invited guests came along to Chatelherault recently to admire the huge range of work produced by the group which included one-off lamps, pictures, cushions and storage items.

Kimberley Moffat, cultural co-ordinator, explained: "The idea seems such a simple one but the difference it has clearly made to those who took part is significant." ■



Some examples of the work produced following the project



Museum staff help get the show on the road



Sharon Paton with the Silver Bell; Barrie Duncan with Antque's Roadshow expert Robert Tilney

One of the oldest horse racing trophies in the world was the star attraction as Sunday night TV staple the Antiques Roadshow rolled into New Lanark recently.

The Lanark Silver Bell is more than 400 years old and its rarity and heritage significance make it impossible to accurately value.

South Lanarkshire Leisure and Culture museum staff were on hand to answer any questions visitors had about the Bell which was held by the Royal Burgh of Lanark and then Clydesdale District Council until re-organisation in 1996, when it became part of South Lanarkshire Council's collections. It is currently on display at Hamilton's Low Parks Museum.

SLLC General Manager Gerry Campbell said: "There is no doubt that from a

historical point of view the Lanark Silver Bell is one of the most important horse racing trophies in the world.

"Its history – it was crafted in Edinburgh between 1608 and 1610, with the earliest winner's shield dated 1628 – make it a truly unique piece and we are delighted to have it in our collection."

More than 2000 visitors were at New Lanark as presenter Fiona Bruce and the team of 30 experts sifted through a staggering array of paintings, furniture and other family heirlooms.

Fiona said: "We never know who or what is going to turn up on the day.

"The visitors, the objects they bring, their stories and the location all combine to make a fabulous experience that we aim to capture for the viewers." ■

Are your details up to date?

Employees are being urged to make sure their personal details are up to date as part of the 2016 National Fraud Initiative.

The NFI exercise, which the council has taken part in for over a decade, allows potentially fraudulent claims and payments to be identified, and can point to inconsistencies which require further investigation.

Throughout October, the council has to provide a range of data to Audit Scotland which is then matched with data supplied by other councils and government agencies.

Among the information provided to Audit Scotland is:

- employee payroll data
- housing and council tax benefit and recipients
- taxi trade and personal licence holders
- blue badges
- council housing tenants.

Many of the discrepancies found during the investigations will, however, be down to simple errors. And that's why holding the correct details for all employees is crucial, particularly if circumstances have recently changed

For more information on the National Fraud Initiative contact Cecilia McGhee on 01698 454628. Advice on financial matters is available through various sources including Money Matters Advice services in all local areas. Contact Danielle Lang Personnel Adviser on 01698 454132. ■



Save energy to save jobs

The council has found more than £100m in efficiencies in recent years, with further savings expected to be needed for some years to come.

As part of this, employees across the council are being reminded about the importance of saving energy – and the money it can save the organisation. The council spent £10.6m on energy last year.

The Save Energy to Save Jobs campaign launching this month will promote simple ways everyone can make a difference and become more energy efficient.

Employees will be reminded of the importance of turning off lights, computers and heaters when not in use.

The first main focus of the campaign will remind employees to keep thermostats below 21 degrees Celsius and to set heating timers to match working hours.

Chief Executive of South Lanarkshire Council, Lindsay Freeland, said: "This campaign will encourage all employees to think about simple things they can do to save energy."

"Most people are very energy savvy in their own homes, we want to spread the message that it's important to be the same in the workplace."

The campaign is also being backed by the Joint Trade Union Committee, and Stephen Smellie, Unison Representative said: "This will encourage everyone to examine every aspect of the service they provide to see if savings could be made that won't impact on jobs or service delivery." ■





Union J



Gina McKie

Although it might seem like a long way away, South Lanarkshire Council are already gearing up for the festive season. Here The Works looks at the schedule for the Christmas light switch on events.

Top acts ready festive cheer



Crowds enjoy a previous switch-on event in East Kilbride; Christmas lights on Lanark High Street

Towns across South Lanarkshire will be hosting a feast of festive family fun at this year's Christmas lights switch-on events.

Hamilton town centre will welcome chart sensations and former X-factor semi-finalists, Union J, to their event on Saturday, 19 November. The boyband have enjoyed four top ten hits in the UK charts, with You Got It All reaching number two in 2014. They will be taking to the stage thanks to the support of the Hamilton BID.

The Christmas lights will be switched on at 6pm with a traditional Christmas market also in town from 9am until 5pm on the day.

Lanark's Christmas lights will be switched on the same day (Saturday, 19 November), with the main attraction a Christmas Fairytale Sing-a-Long featuring classics from Frozen, Tangled, Beauty and the Beast, Little Mermaid and many more.

The Royal Burgh will also host Scotland's largest one day Christmas Market, featuring almost 100 stalls from across Scotland and northern England selling crafts, specialist gifts, food and drink from 9am until 5pm.

Main Street will be closed off to traffic on the day and the Christmas lights will be switched on at 5pm.

East Kilbride's event, based in the Village, takes place on Sunday 20 November with the crowds being entertained by



“ There is a real family atmosphere in each town during the switch-on celebrations and there is something for everyone to enjoy.

Provost Eileen Logan

to bring

Michelle McManus and top tribute act Dolly Mix who mimic one of the most successful girl groups of recent years, Little Mix.

A festive market will be at East Kilbride from 12pm until 5pm with the lights going on at 5pm.

Carlisle's turn will come on Friday, November 25 (lights on at 6pm), Rutherglen's lights go on at 4.30pm the following day (Saturday, November 26) with the final event taking place on Sunday, November 27 in Cambuslang (lights also on at 4.30pm).

Michelle McManus and Dolly Mix will once again be wowing the crowds at all three venues, with fun fairs adding to the party atmosphere.

Also entertaining the crowds at all venues will be performances from local dance and theatre groups, a festive sing-a-long and, of course an appearance from Santa Claus. The fun will begin a few hours before each switch on time and anyone wishing to go along is advised to arrive early to guarantee a good spot to catch all the performers.

Regardless of the weather, snow is guaranteed, as the switching on of the lights will trigger a fall of flakes from above.

Paul Harper from Heart Scotland Radio will be the host at Hamilton, East Kilbride and Cambuslang, while Radio Clyde's Gina McKie will do the honours at Lanark, Carlisle and Rutherglen.

Provost Eileen Logan will be at all events except for Hamilton as she will be attending the Lanark switch-on.

She said: "I've had the privilege of attending the Christmas light switch-ons for a number of years now and each one of them has been memorable and special in their own right.

"I hope as many people as possible will come along and help us celebrate what have become hugely successful and enjoyable local events.

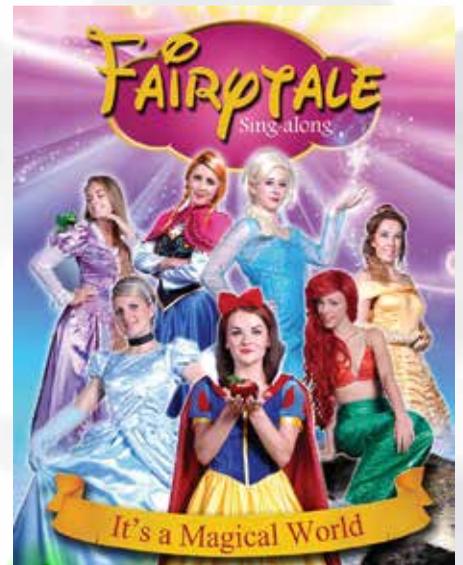
"There is a real family atmosphere in each town during the switch-on celebrations and there is something for everyone to enjoy."



Paul Harper



Michelle McManus



Carbon Corner



The Clyde Walkaway and link routes

Previous editions of carbon corner have included information about The Clyde Walkway, the route linking Glasgow city centre with New Lanark. There is a series of maps on the council's website which shows how the route links Glasgow to Cambuslang to Strathclyde Country Park to Cardies Bridge to Crossford and onto New Lanark. The maps detail the type of terrain, the distances and places of interest on route. The maps also include information on link routes around the walkway so that you can see the easiest way to access the 40 miles of walkway.

A recent project, the Clyde Walkway Community Links project, has improved paths linking the communities of Rosebank, Ashgill, Dalserf, Larkhall, Law, Crossford, Nemphar and Braidwood with the Clyde Walkway. The Clyde Walkway runs close to the River Clyde for most of its length passing through spectacular scenery and many interesting and important sites which offer insights into the rich cultural, natural and industrial heritage of the Clyde Valley. As the walkway runs close to the Clyde and the valley is a steep sided gorge, this means there is a linear route through the valley but

all the larger population settlements on the shoulders of the valley had poor walking or cycling access in to the valley and the main long distance route. The project was designed to address and create these links with these larger areas of population.

The next phase of the project will connect these link routes right into the heart of Clyde and Avon Valley settlements with routes people take on an everyday basis. All the newly improved trails are available on the Clyde and Avon Valley website www.clydeandavonvalley.org/explore

So, the next time you think of going for a drive at the weekend, why not visit the walkway and get some fresh air and exercise instead. ■



Contact

If you have any comments or ideas for what you'd like to see featured in Carbon Corner please contact: save_carbon@southlanarkshire.gov.uk

Autumn Step Challenge

Last month's carbon corner featured the Spring Step Challenge and the benefits participants gained from taking part. It's time to dust off your pedometer, dig out your scarf and gloves because the Walk at Work Step Count Challenge is back for an extra special autumn challenge.

The nights may be drawing in and there is a definite chill in the air but this is a great time of year to get out and enjoy a crisp walk into work or kick leaves on a lunchtime stroll. The Walk at Work Step Count Challenge is designed to get workplaces walking.

The challenge starts on Monday 31 October and lasts for four weeks and you can register at www.stepcount.org.uk

You need to enter as a team of five people and your workplace can enter as many teams as you like. You can purchase pedometers for your team, or you can use your own pedometer, favourite app or gadget. You'll get a user account where you can record your daily steps, share comments with your team and track your team's progress on the leaderboards. There will be the usual competitions, prizes and more.

Wrap up and join the autumn challenge to walk more and feel the difference.



Leaping Leo the Lion ‘pride’ of Active Schools



Bailey meets Leo with Senior Active Schools Co-ordinator Fiona Wood

She said: “I really enjoy art and the idea for a lion as the mascot seemed to just pop into my head, I think Leo looks great.”

General Manager of South Lanarkshire Leisure and Culture Gerry Campbell said: “The Active Schools team do a fantastic job in engaging our schools and communities in physical activity, sport and leadership.

“The figures released by sportscotland, the national agency for sport, show that during 2015/16 20,000 young people attended the 17,600 extracurricular sessions offered throughout the school year. These sessions were supported by 797 volunteers as well as 97 local sports clubs.

“Our new mascot not only provides an additional fun element to our events it is also a great way to connect with children and draw them in to participating. Bailey did a great job with her design.” ■

Meet Leaping Leo, the new mascot for Active Schools South Lanarkshire.

He was designed by 10-year-old Blackwood Primary School pupil, Bailey White and unveiled at her school where she got the first chance to see her creation come off the page.

Bailey’s design was chosen following a South Lanarkshire wide competition to design a new mascot for Active Schools.



Countryside team needs wildlife detectives

The Countryside and Greenspace team (CAG) has launched a campaign to get local people involved in tracking down an increasingly rare native resident.

The water vole – the largest of the British voles - has disappeared from more than 94% of its former habitat over recent decades, and now local authorities, wildlife trusts and volunteers across the UK are on a mission to ensure its survival.

Current records are sparse across South Lanarkshire and the team is calling on residents to report any sightings to help build an accurate picture of numbers on the ground.

Flyers and posters with top tips how to spot a water vole have also been distributed, and include some facts that might make sighting one a little easier e.g:

- average 14-22cm long (not including their furry tail)
- short, rounded body, blunt muzzle and small ears, almost entirely hidden in thick brown fur
- live mainly along well-vegetated banks of slow flowing rivers, ditches and lakes
- more active during the day than at night

For more information on water voles or if you’d like to get involved with the survey, search South Lanarkshire Countryside Rangers on facebook.

The project is funded by South Lanarkshire Council and Heritage Lottery Fund supported Clyde and Avon Valley Landscape Partnership. ■



The hunt is on to find water voles.

Customer care awards

Employee Recognition Quarter ended June 2016

★ Individual winner

Nancy Gallacher Janitor, Udston Primary School, Community and Enterprise Resources

Not only is Udston Primary's new library out of this world, but the pupils think their janitor Nancy Gallacher is too.

The outer space theme for the library, which opened in August, was chosen by the pupils themselves with planets suspended from the ceiling, lava lamps, star pillows, rocket cushions and even a wall-walking astronaut.

While the books and furniture have been financed through grants and school fund-raising activities, all the soft furnishings, including the astronaut suit, were provided and made by Nancy.

Nancy has been a well-loved janitor at Udston for two years and a council employee for 29 years but previously worked as a seamstress at Hector Pows in Blantyre. And she still uses her sewing skills whenever she can, often helping out with costumes.



But Nancy takes it in her stride and is more than happy to do it. She said: "It's a pleasure to see how much enjoyment the kids get from their new library.

"We wanted to create a colourful and different space that the kids want to be in to encourage them to pick up a book and read. The kids seem to be delighted with the library and if they're happy, I'm happy."

★ Team winners

Land Services Team, Community and Enterprise Resources – Steven Baillie, William Brown, George Clarkin, Robert Cullen, Billy Curl, John Laing, Brian Lettis, Steven Logan, Frank Nicolson and John Robertson



Transforming the grounds of two sheltered housing complexes helped the Land Services Team scoop the award for this quarter.

They received several nominations for their work at the grounds at Plover Drive and Wingate Park Sheltered Housing Complexes.

One nomination stated that team had taken the projects from paper to reality giving the residents who live there a better quality of living. The team had been challenged by weather, design issues, tenant issues and had gone "above and beyond" to help everyone involved and to deliver work of the highest standard. They went beyond the expectations of the Project Officer and the service provided was impeccable.

Other nominations from residents wanted to express what a marvellous job had been done and that the hard work and effort had not gone unnoticed. One resident wrote to say that "the men were very courteous, helpful and good mannered" while another wanted to say "many thanks to the team for a job well done and appreciated by all".

The line manager also appreciated the work provided by the team members in successfully completing the landscape refurbishments for two major sites in East Kilbride and the excellent standards of work achieved.

Employee Recognition nominations Quarter ended June 2016

Individual nominations Community and Enterprise Resources

David Barber
Nancy Gallacher

Education Resources

Jocelyn Healy

Housing and Technical Resources

Gael Craig

Team nominations Community and Enterprise Resources

Plover Drive and Wingate Park
Sheltered Housing – Land
Services Team

Social Work Resources

Forth Home Care Team

The following employees were
commended:

Community and Enterprise Resources

Jacqui Hendry

Finance and Corporate Resources

Sandra McLaren

Housing and Technical Resources

Anne Adams

Jack Baptie

Martin Bennett

Anne Campbell

Karen Curran

Helen Dorman

Lynsey Douglas

Susan Grant

Shona Jessup

Christine Lennox

Hazel McCahon

Fay McCallum

James McCue

Gemma McGregor

Alan McInally

Janice McLachlan

Hazel McMichael

Alan Millar

Lynn Miller

Calum Muir

Donna Peters

Mark Small

Sharon Smith

Caroline Stewart

Craig Watt

Alexis Dougan and Martin

Ainsley and Charles Reilly,

Electrical Team – East Kilbride

Clydesdale Homeless Team –

Fiona Grant and Heather Murray

Home Happening Team,

Lanark – Jordan Black, Robert

Phillips, Stevie Jack, Stuart

Pickett, Andy Brown and Alan

Houston

East Kilbride Q and A Team

Joiners – Ian Thomson and

Calum Muir

Social Work Resources

Fiona Adam

Lorna Allison

Agnes Austin

Teresa Currie

Siobhan Docherty

Aileen Gibney

Kathleen Harper

Jean Marshall

Ross Mason

Donna Richford

David Scobie

Moira Simpson

Kimberley Smith

Ian Anderson, Graeme Gee

and Mark Whitfield – Lanark

Home Care and Occupational

Therapist Team

Janie Anderson, Community

Support Co-ordinator and

Canderavon Day Care Team

Jennifer Stewart and Mark

Whitfield, Social Worker and

Occupational Therapist Team

Rutherglen Q and A is moving

Rutherglen Q and A is moving to a new location in the town at the end of October as part of a modernisation of the service.

On Monday 24 October, the Q and A will move next door into Rutherglen Library. As part of the move, the modernised facility has been redesigned to connect customers to council services through computer and phone booths that are free and easy to use.

A Customer Service Assistant (CSA) will still be on hand to advise customers on the best way to carry out their business with the council – which might be online or by speaking directly to the relevant service.

The new location at Rutherglen Library will also mean a change in opening hours: 9.15am to 4.45pm Monday to Thursday and 10am to 4.45pm on a Friday.

Rutherglen is one of four Q and As modernising this year as part of a move to improve customer access to the council, which also includes phone systems, web and text services. Larkhall, Carlisle and Blantyre have already relocated into their local libraries and are delivering services using the new model.

The previous Q and A model had been in operation for 18 years. However, over recent years, the number of residents using Q and A facilities has significantly decreased, while advances in technology mean that more and more people are going online to do business with the council.



Q and A staff are ready for the move

Patrick Murphy, Head of Finance (Transactions), says the emphasis of the service is changing. “The aim of modernising the service is to ensure that customers have their business dealt with as quickly and efficiently as possible and our experienced CSA will be on hand to ensure that happens,” he said.

“Our customers are leading the way here and we’re responding to how they want to do business with us. There simply isn’t the same demand for a face-to-face service that there once was so it’s not efficient to continue to invest the same resources in that direction when we can be putting them to better use elsewhere.”

You said . . . we did . . .

Learning from complaints

This article continues with our theme on how complaints can provide a wealth of information about how our customers feel about the services that we deliver and where a small change can make a difference to both the customer and the service.

Examples of what we have learned

The following case study has been provided by Housing and Technical Resources and demonstrates how they have learned from complaints received from customers living in the community in and around our schools

What their customers said...

A South Lanarkshire resident complained that they were unhappy at being removed from the HomeHappening improvement list and in particular that there was a complete lack of communication about this and why it had happened at all.

What we did...

Following the complaints an apology was issued to the resident explaining the reasons for removal from the list. The customer has since been reinstated on the HomeHappening list for installations of new kitchen, bathroom and central heating

system and will be provided with the appropriate advice and assistance to enable the works to be carried out.

How we expect our service to get better...

As a result of the actions taken the Resource expects relations with local residents to remain positive. The Resource has also commenced a review of tenants who have been removed from the programme and is ensuring that appropriate communication is taking place with them so as provide advice and assistance to enable them to be included in a future programme should they wish to do so.

Further information and guidance

If you need further information or guidance about learning from complaints, please speak to your line manager or resource complaints champion. A list of Resource complaint handling champions can be found on the intranet; see the complaints handling pages.

have
your
say

Advice from Personnel...

Wear It Pink - Breast Cancer Awareness

October is Breast Cancer Awareness Month, a worldwide annual campaign involving thousands of organisations, to highlight the importance of breast awareness, education and research.

One of the main fundraising events is 'Wear It Pink'. The official date is 21 October 2016 and the Council will mark this event on Friday 7 October 2016.

Breast cancer is often thought of as a condition that only affects women, but men can also develop it.

The cause of male breast cancer is unclear, but factors known to increase your chance of developing the condition include:

- Age – most cases affect men over the age of 60
- Having a family history of breast cancer (male or female)
- Obesity – a body mass index (BMI) of 30 or more

Around 50,000 women and 400 men are diagnosed with breast cancer each year and one woman in eight will be diagnosed with breast cancer in her lifetime. There are around 12,000 women and 80 men who will die from breast cancer each year. The biggest risk factor,

after gender, is increasing age. 80% of breast cancers occur in women over the age of 50.

Earlier detection, increased knowledge and understanding of the biology of breast cancer and better treatments mean that survival rates after a diagnosis of breast cancer are improving. More than 8 out of 10 people survive breast cancer beyond five years.

The symptoms to look out for are:

- A change in size or shape
- Redness or a rash on the skin around the nipple
- Discharge that comes from the nipple without squeezing
- A swelling in your armpit or around your collarbone
- A lump or thickening that feels different from the rest of the breast tissue
- A change in skin texture such as puckering or dimpling
- Your nipple becoming inverted or changing its position or shape
- Constant pain in your breast or armpit

However, the good news is that more people are surviving breast cancer than ever before and people are surviving longer thanks to advances in research,

new treatments, earlier diagnosis, breast screening and breast cancer awareness. The earlier breast cancer is found, the better the chance of beating it – so you can see how important it is to make regular checks.

'Wear it Pink' 7 October 2016

South Lanarkshire Council will be supporting 'Wear it Pink', co-ordinated by the Healthy Working Lives Group, with a variety of fund-raising activities planned to help fund breast cancer research which has helped save so many lives.

Resources are also supporting the event by running their own fund raising activities.

For further information on breast cancer or for fundraising ideas visit:

www.wearitpink.org
www.breastcancercare.org.uk
www.breastcancernow.org



National Stress Awareness Day

National Stress Awareness Day takes place on 2 November 2016. It is a good opportunity to consider what stress is and supports that may help reduce it.

Stress can be a product of excessive pressures or demands placed on a person whether this is in their personal lives and/or at work. Stress is not a medical diagnosis, but severe stress that continues for a long time may lead to a diagnosis of depression or anxiety, or more severe mental health problems.

People's tolerance of stress varies. A situation that is intolerable to one person may be stimulating to another. It can be helpful to learn to recognise your own responses to stress and develop skills to deal with it well. Sometimes, individuals can reduce the effects of stress by being more conscious of the things that cause it, and learning to handle them better, using relaxation techniques as well as other lifestyle changes.

Below is a reminder of supports available which may be helpful for employees who are experiencing stress or are looking to maintain good wellbeing.

Council policies:

- Mental Health and Wellbeing policy
- Managing Stress at Work policy
- Flexible working policy
- Employee Assistance Programme (EAP): The council provides an EAP which offers practical and emotional support for employees, including access to counselling; cognitive behavioural therapy; physiotherapy; discounted complementary therapies and signposting to financial advice. More information can be accessed on the intranet or contact the employee support team on 01698 454631 or email susan.murphy@southlanarkshire.gov.uk

- Healthy Working Lives: continues to promote health and wellbeing in the workplace and encourages employees to adopt a healthy lifestyle. The Council has continued to maintain the requirements of the Healthy Working Lives Gold Award and also holds the Mental Health Commendation Award.
- Supporting Carers in the workplace - The council has achieved the Carer Positive award at engaged (first) level, which recognises its support of employees who are carers.

intranet.southlanarkshire.gov.uk/carers-employee

intranet.southlanarkshire.gov.uk/carers-manager

Men's Health – Prostate Disease

Prostate cancer is the most common cancer in men in the UK, with over 40,000 new cases diagnosed every year. Nearly 1 in 2 men in Scotland will be affected by prostate disease at some stage of their lives and 1 in 11 is likely to develop prostate cancer.

The more men who are aware of their prostate, what to look out for, and how to seek help, the greater the numbers of those who can be treated. Encouragingly, survival rates have improved significantly over the past 10 years.

Symptoms

Prostate cancer usually develops slowly, so there may be no signs you have it for many years. Symptoms often only become apparent when your prostate is large enough to affect the urethra. When this happens, you may notice things like an increased need to urinate, straining while urinating and a feeling that your bladder has not fully emptied.

Causes

It is not known exactly what causes prostate cancer, although a number of things can increase your risk of developing the condition. These include:

- **Age** – risk rises as you get older and most cases are diagnosed in men over 50 years of age.
- **Family history** – having a brother or father who developed prostate cancer under the age of 60 seems to increase the risk of you developing it.
- **Obesity** – recent research suggests that there may be a link between obesity and prostate cancer.
- **Exercise** – men who regularly exercise have also been found to be at lower risk of developing prostate cancer.
- **Diet** – research is ongoing into the links between diet and prostate cancer. There is evidence that a diet high in calcium is linked to an increased risk of developing prostate cancer.

Treatment

Treatment for prostate cancer will depend on your individual circumstances. For many men with prostate cancer, no treatment will be necessary. Active surveillance or “watchful waiting” will mean keeping an eye on the cancer and starting treatment only if the cancer shows signs of getting worse or causing symptoms.

When treatment is necessary, the aim is to cure or control the disease so it doesn't shorten life expectancy and affects everyday life as little as possible. Sometimes, if the cancer has already spread, the aim would be to prolong life and delay symptoms.

Prostate Scotland

Prostate Scotland is a Scottish charity set up to provide information, advice and help on prostate health and diseases of the prostate. Prostate Scotland aims to provide men and their families and partners with information about the prostate.

They have also included a simple self test tool on their website which is a useful guide to the severity of symptoms and a dietary and lifestyle section for health advice in prostate disease prevention.

To access this website and the self test tool, please visit: www.prostatescotland.org.uk

Further information on prostate cancer and disease can also be found on:

www.nhs.uk/conditions/Cancer-of-the-prostate/Pages/Introduction.aspx

Please help our Nine-4-Thirty Capital Appeal: £9 million for 30 years, so that we can reconfigure and refurbish our hospice and make it fit for the future. Come along to one of our fundraising events to help us reach our target.

Glamouringo

Glamorous Bingo Night hosted by

Jane McCarry 'Isa from Still Game'

Drinks on arrival, 3 course meal, entertainment, bingo, retail stalls and much more!

Friday 11 November 2016 at The Grand Central Hotel, Glasgow

Time: 7.30pm Tickets: £39



Email: capitalappeal@standrews.scot.nhs.uk or call 01236 772048 to book

Saturday 29 October in The Town House, Hamilton

Glasgow Phoenix Choir Concert

In aid of St Andrew's Hospice Capital Appeal



The Glasgow Phoenix Choir



Time: 7.30pm

Tickets: £10.00

VIP tickets: £20.00 includes Prosecco and finger food buffet from 6pm

Book online: www.sllcboxoffice.co.uk or email capitalappeal@standrews.scot.nhs.uk or call 01236 772048