

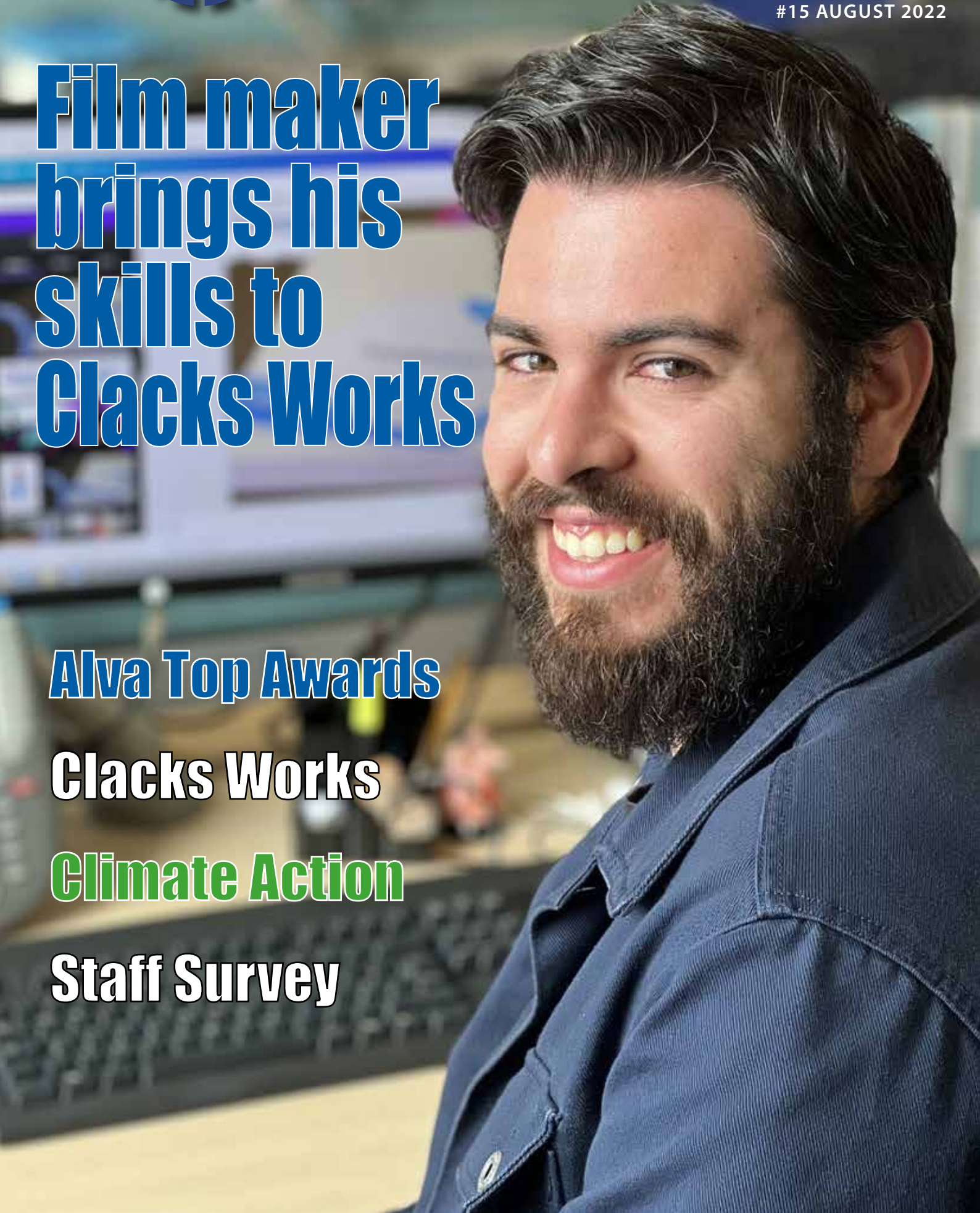
Film maker brings his skills to Clacks Works

Alva Top Awards

Clacks Works

Climate Action

Staff Survey



Chief Executive Perspective



Dear Colleagues

As we move into the later stages of our Scottish summer, I hope that you have made time to enjoy some timeout with family and friends, and to relax. We have come through an incredibly protracted and challenging period and this looks set to continue, albeit with new challenges to address through the autumn and beyond, including tackling the inflationary pressures we are seeing both at home and in our workplace. It is so important that we all take care of our mental and physical health by prioritising time to rest and recharge. I would encourage you all to make this time.

As we've enjoyed the glorious weather this year, many of you will also have seen the strengthening parallel narrative in respect of climate change impacts. Around 12 months ago, Clackmannanshire Council agreed a Climate Emergency motion. At the recent August Council meeting, a paper was agreed by Council setting out a range of actions and initial targets that will not only allow the Council to meet its duties in this regard but encourage local participation and action in positively tackling climate change impacts through the work of the Climate Emergency Board and local Climate Change Fora. An Interim Climate Change Strategy was also approved as the basis of consultation.

At the same meeting, Council agreed the Target Operating Model Framework and associated principles. The paper provides a flexible framework which provides a bridge from our current operating arrangements to where we need to be in the future to ensure service and financial sustainability. The paper does not set out a specific structure or propose individual service delivery models/ options at this stage but will provide a consistent basis for evaluating proposals as they come forward.

This work is very closely aligned with work that has already started in preparation for the next budget round. The Council has a range of well established processes which support the Budget and these will continue. However, to promote alignment with the introduction of the Target Operating Model and the embedding of a consistent corporate approach, a new Budget Challenge Board process has been introduced.

The Board will take a more zero-based approach to budget setting and provides a clear forum within which different models of service delivery can be considered and cross-portfolio, corporate opportunities/options are maximised. This work is being taken forward by Lorraine and Lindsay in their capacities as Strategic Director (People) and the Council's Section 95 Officer respectively.

As ever there is much to celebrate with some fantastic work going on with, and in, our communities. This is down to the fantastic commitment you demonstrate to Clackmannanshire, irrespective of the latest context or challenges. For that, I thank all of you and would remind you again to ensure you also prioritise your own health and well being. The County would not achieve what we do without your contribution.

Best wishes

Nikki Bridle Chief Executive

Film maker brings his skills to Clacks Works



As we continue our journey towards our new way of working, it's nice to introduce some of our newest colleagues. Here, we hear from Theo Panagopoulos who has joined the Clackmannanshire Works team as Digital Media and Marketing Assistant.

What is your role in the Council?

I am the Digital Media and Marketing Assistant of Clackmannanshire Works, the Council's employability service. I promote the valuable work we do here in helping people find work through social media, highlighting case studies and creating press releases. I also distribute two different bulletins on behalf of the Clackmannanshire Local Employability Partnership (LEP), the vacancy bulletin where I highlight available opportunities across the Forth Valley area as well as a monthly newsletter celebrating good news stories and sharing events, training and services led by our LEP Partners.

What does a typical day look like?

The exciting thing of this job is that no day is the same! Most of the days, I create content for social media promoting the service to different target groups, I monitor data, I source case studies and design the LEP bulletin. However, this week I have been also developing an exciting advertorial which will soon be shared with the Alloa Advertiser.

What were you up to before you came to work at Clackmannanshire?

I was born and raised in Athens, Greece where I studied in Communication and Media studies and moved to Scotland 4 years ago to study Documentary film. What I find so exciting in working in Clackmannanshire Works is that the type of marketing I do is focused on helping local people and storytelling, two aspects that made me fall in love with documentary as well!

What do you like to do outside of work?

Out of work, my passion lies in filmmaking, having done two documentaries in the past and now being shortlisted for Screen Scotland's scripted competition for emerging writers called Sharp Shorts. I have also experience in social film programming having worked last year with the Scottish Mental Health Arts Festival and earlier this year with SAFAR Film Festival.

You'll find Clackmannanshire Works on Twitter and Facebook where Theo will be sharing opportunities and good news across the many programmes managed by the team. Find them on Facebook at facebook.com/clacksworks or on Twitter @clacksworks.

Clackmannanshire
WORKS

Enjoy a flexible retirement with the help of Shared Cost AVCs

According to the Retirement Living Standards website, an assumed income of around £16,700 per year in retirement is just enough to cover the basic needs of a two-person household with some money left over to spend on hobbies and holidays.

Retirement should be enjoyed, which is why we've made our Shared Cost Additional Voluntary Contribution (Shared Cost AVC) scheme available to LGPS members. Shared Cost AVCs will enable you to make important tax savings now, whilst saving for your future.

This extra pot of money is built up alongside your main scheme pension, with the flexibility to alter your contributions as needed, with a minimum contribution of £2 per month.

The benefits can be withdrawn flexibly as needed in retirement. You can take it all in one go, or as a series of withdrawals depending on how much you need and when.*

Join a webinar hosted by our partners AVC Wise to learn more at avcwise.co.uk/book.

*Dependent on the combined value of other LGPS benefits.

A Pension is a long-term investment; the fund value may fluctuate and can go down. Your eventual income may depend upon the size of the fund at retirement, future interest rates and tax legislation.



New arrivals

Thank you to the eagle eyed member of staff who spotted this gull, with three wee fluffy chicks (one is hiding in the grass), which hatched out on the wall of Greenside cemetery behind our Kilncraigs headquarters. The photos proved popular when we shared them on our social media channels.



ALVA ACADEMY WINS at Scottish Education Awards

Excellence in Clackmannanshire education has been recognised in the prestigious Scottish Education Awards, with Alva Academy winning two awards at the ceremony in Glasgow earlier this year.

The school won in two categories, having been nominated in four categories.

Music Teacher David Clifford, won the Teacher of the Year, which recognises teachers who are bringing learning to life by engaging and inspiring all children and young people to fulfil their potential.



Alva Academy also received the Secondary Making a Difference award, which goes to the school that has shown effectiveness in transforming the life chances of the children and young people which it serves.



Other nominations were also received in the categories of Curriculum Innovation and for Shiona Finn for Lifetime Achievement.

Liz Recognised in Birthday Honours

Alloa Academy's Liz Thomson was recognised in Her Majesty the Queen's Birthday Honours in the year of her Platinum Jubilee.

Liz, who is a Depute Headteacher at Alloa, was awarded a British Empire Medal for services to education in Scotland

Liz has worked at Alloa Academy since 2008, becoming a Guidance Teacher, and then working as a Depute Head on improving attainment and destinations for the young people who attend the school.

She said: "I'm overwhelmed and humbled to receive this prestigious award. I absolutely love working with the young people, families and staff at Alloa Academy, and I love working in Clackmannanshire."



Time for Us All to Take Climate Action



The impacts of climate change are becoming increasingly clear with Scotland's ten hottest years having all occurred since 1997 and Scotland's highest ever temperature of 35.1°C registered in July 2022.

The Council has agreed to be more ambitious in our actions to help to address climate change setting out how its net zero target was being brought forward to 2040 at the latest, and an area-wide target of net zero by 2045 was being set in a report to the August Council meeting.

Our new Interim Climate Change Strategy sets out a framework for achieving these targets while including means of aligning all strategic decisions, budgets and approaches to planning decisions with a shift to net zero greenhouse gas emissions.

Given the on-going cost of living crisis harnessing the poverty-alleviation potential of decarbonisation is becoming increasingly pertinent.

Despite introducing a range of new decarbonisation opportunities, the Interim Strategy also recognises the extensive activity that we are already taking to reduce emissions.

Ongoing work includes the development of a Regional Energy Masterplan, a review of property assets and shared assets, initiatives to make schools, homes and buildings more energy efficient, significant investment in active travel infrastructure and the electrification of the Council fleet.

As part of the Be the Future programme the Council is also transforming Clackmannanshire through innovation and partnership in order that the protection and enhancement of natural resources becomes an enabler of economic prosperity, just transition and wellbeing.

However, for the net zero targets to be achieved, it is crucial to gather bright, innovative and creative ideas from right across the Council and beyond.

This is why we urge you to contact us with any suggestions and ideas that you have which could contribute to our net zero targets or to register your interest in getting involved climatechange@clacks.gov.uk

Gene Rauch

Gene Rauch, who worked in our Housing Strategy team for 10 years, has died aged 80.

Gene was originally from Iowa and worked in international development before joining the Council in 2007 as a Research and Information Officer. When he left in 2017 he was a Policy Planning Co-ordinator.

His obituary can be read on the Washington Post's website:

<https://www.legacy.com/us/obituaries/washingtonpost/name/eugene-rauch-obituary?id=36242867>



Customer Charter Refresh

The Customer Service's Team will be meeting with a range of services soon to assist with the refresh of the Customer Charter.

The Council's Customer Charter is a key document which provides clarity for customers and services on a set of standards that underpin the services the Council provides.

The Charter sets out the Council's commitment to delivering a high standard of customer service to local people and businesses across all services areas and across all customer channels.

The Charter is a key strategy which is assessed through the Council's Annual Governance Statement process. The existing charter in place was developed and agreed in 2012 and has not been updated since then.

Important factors are to ensure the charter is aligned with the Council's values; ensure that all services are consistently working to deliver high quality services and to ensure that both service sand customers have an awareness of the Charter when delivering services on behalf of the Council.



Look out for opportunities to engage on shaping the Customer Charter soon.

Future Ways of Working – Kilncraigs Reception



The public reception at the Council's headquarters at Kilncraigs has been closed since March 2020. While there has been a significant shift to digital and telephony based customer service during the pandemic, with many transaction type services now delivered differently post-Covid, there is a need to review the role of reception as the front line for all visitors into Kilncraigs.

The need to move resources to where they will provide the best value requires to be balanced with statutory obligations, considerations of equality duties and practicalities of providing a face-to-face service at our corporate headquarters building.

Through the Future Ways of Working project there is an opportunity to review how we deliver customer services which best suit the needs of customers and services but which also make the best use of our assets and resources. Additionally there is opportunity to ensure that we consider some of the challenges and issues that were present at reception before the pandemic so we resolve and manage these as much as possible.

Customer Services has looked at a number of options for the future of Kilncraigs reception. The solution needs to reflect the ways that services currently operate, the nature of hybrid working and the availability of staff to respond to face-to-face customer enquiries.

A report recommending that a hybrid model is initially adopted, allowing a limited walk up face-to-face service in the morning and pre-arranged appointments with services in the afternoon has been agreed by SLG.

However, before any new model is implemented it is vital that we gather feedback from services and customers to shape the future of face-to-face customer services at Kilncraigs. This will also help to assess how services are currently being delivered and what reception services will look like moving forward.

Look out for your opportunity to provide feedback, which will be via an online survey.

Clackmannanshire Works and the Kickstart Scheme

Clackmannanshire Works is the Council's employability service. It was set up in 2008 to help local people gain the skills and experience to get into work or progress in employment and to help local businesses develop and support local people with jobs and training.

Since it started, Clackmannanshire Works has provided support for thousands of local people between the ages of 16 and 67 years old. They include young people leaving school who are looking for work experience or apprenticeships, unemployed adults of working age who need support to overcome a range of barriers to employment, and parents who need to increase their income either through supporting them into work or increasing their wages and/or hours. Just in the past year alone, Clackmannanshire Works has engaged with over 600 local people and supported over 250 people into work.

Since late 2020, Clackmannanshire Works has been involved in the UK Government's Kickstart scheme. The scheme was set up to mitigate the impact of Covid-19 on young people by providing funding to employers to create new 6-month job placements for 16 – 24 year olds who are currently on Universal Credit and at risk of long-term unemployment. It was rolled out nationally in September 2020, with employer applications being taken until December 2021 and final candidate applications being put forward to job placement opportunities until end of March 2022.

To enable local businesses the opportunity to get involved in the Kickstart scheme and offer placements to young people, Clackmannanshire Works linked up with Stirling and Falkirk Councils to create a regional Forth Valley Gateway. The role of the Kickstart Gateway was to source new job placements with employers and match eligible young people up the opportunities created.

Across the Forth Valley, 201 young people secured job placements with 67 employers. In Clackmannanshire, 53 young people were placed with 13 employers, one of which was Clackmannanshire Council who created placements for 19 young people across a number of different services including HR, CLD, Roads, Fleet and Waste.

Several of the young people have since secured employment with the Council, one of whom is Kaya Wilson.

Kaya first decided to apply for the Kickstart placement in Fleet services last July as his favourite hobby was mechanics. After a couple of weeks he got an interview and 6 weeks later he started his 6 month placement with the Council. During the Kickstart scheme, he was put through a number of courses and gained qualifications in First Aid, Manual Handling,

Vehicle Marshalling, Small Plant Tool Awareness and Hand Arm Vibration (HAVS). He also received training in interview skills and CV building to prepare him for applying for future job opportunities. The training and experience gained during his Kickstart placement stood Kaya in good stead to apply for and be successful in securing a 4 year Modern Apprenticeship in Mechanics with Fleet services.

Kaya says: "I enjoy learning new skills during my apprenticeship and have improved a lot on my abilities. It keeps me in a good structure routine from Monday to Friday and my colleagues have been very helpful in taking the time to answer my questions while on the job."

Iain McDonald, Senior Manager for the Environment Service shares his experience: "The Kickstart scheme allowed me to identify potential new talent and fill some key positions such as apprentice mechanic, roadworker and IT/admin staff posts. The support I got from everyone at Clacks Works was fantastic and especially Tracey who assisted me greatly in bringing in potential recruits, helping with the paperwork and being supportive to the candidates. We have managed to find jobs for all those who completed the 6 months, some have come back as agency workers in Land Services and many of them got a chance to work on the BBC Beechgrove Garden project."

For more information on how Clackmannanshire Works could support your service to take on apprentices or provide work experience placements for local people, please contact us by email at cworks@clacks.gov.uk or by phone on 01259 452196.



Clackmannanshire
WORKS

Mental Health Support Available

The last couple of years have seen challenging times for many of us, so it is perhaps not surprising that we have seen an increase in mental health related issues. Anyone can experience mental ill health – sometimes it is triggered by a particular event or situation, but often it can be caused by a build up of minor ‘niggles’.

In December 2021 the Council agreed a revised Employee Mental Health and Wellbeing Policy to help support employees and promote good mental health. The full policy is on Connect.

All employees have responsibilities under the policy. These include:

- Raising any issues at work promptly and working with managers and others to resolve situations.
- Looking out for signs of mental ill health in others and encouraging them to seek support when needed.
- Treating others with dignity and respect.

Stress is part of life and can affect all of us. Understanding it and learning good coping strategies are life skills. Stress can be work related or of a personal nature, and individuals who are suffering from stress for whatever reason, must have support and access to help. Stress is not a mental health problem itself but it increases our risk of developing anxiety, depression and other mental health problems.

The signs of stress vary from individual to individual but recognising the main symptoms is the first step to building resilience.



**Healthy
Working
Lives**



Physical symptoms may include:

- muscle tension
- feeling sick or dizzy
- sweating
- racing heart
- tiredness and exhaustion
- headaches

Psychological and emotional symptoms of stress include:

- feeling angry or irritable
- anxiety
- reduced interest in activities previously enjoyed
- worrying more
- thinking negatively
- poor concentration

A number of measures are in place to help support employees. These include:

Mental Health First Aiders – these are employees who have been trained to support and signpost those experiencing mental ill health to appropriate strategies and resources.

Employee Assistance Programme – this provides a number of options including a website with useful tips and hints, counselling, Cognitive Behaviour Therapy, Eye Movement

Desensitisation and Reprocessing Therapy. This can be accessed via www.pamassist.co.uk or phoning 0800 8824102.

Mental Health at Work website brings a lot of resources together and can be accessed via <https://www.mentalhealthatwork.org.uk/>

A number of e-learning courses are available on Clacks Academy under the Staff Health & Wellbeing section. Face to face training which will be compulsory for all managers is also currently being procured.

Wellbeing Champions are also being introduced across the Council. These are employees who promote mental health and wellbeing and will be trained to help support colleagues.

Stress Risk Assessments – if the cause of stress is work related, this is a tool which can help to identify the issues and put a plan in place to help minimise any stress.

Further information is available on Keeping Staff Connected or by contacting the Health & Safety Team on x2225 or hands@clacks.gov.uk.

Sauchie Nursery Celebrates 50th Anniversary

Staff at Sauchie ELC have held a range of events to mark the establishment's 50th anniversary.

Sauchie Nursery School opened its doors to the first cohort of children on 6 October 1971.

While many things have changed over the last half century, Sauchie Early Learning Centre remains at the heart of the community.

As part of the anniversary celebrations a bench has been installed, dedicated to the community of Sauchie ELC past, present and future.

And a willow tree has been planted to ensure that future generations of children and families will have a space to sit, meet, remember and reflect.

Lynsey Graham, head of Sauchie ELC, said: "I feel very privileged to be a part of this wonderful establishment. Sauchie ELC is a very special place to be."

"This celebration is a great opportunity for the whole community to come in to the setting and share this 50th celebration together."



Supporting Resilient Communities

The extreme heat incidents over the summer have reminded us all of the pressures faced by our communities in weather related incidents. In Clackmannanshire, we're at the forefront of helping local residents and organisations to come together to respond to emergencies and incidents.

Our Emergency Planning Team has been leading work alongside colleagues from throughout the Council to support communities to set up Resilience Groups. As a result, we now have six groups operating, supported by the Council and other emergency responders.

Our work was recognised recently at the SCVO annual Gathering Conference in Glasgow. The Scottish Flood Forum and the Scottish Government gave a presentation on community resilience which praised Clackmannanshire's programme as an example of good practice which emphasises partnership working and ongoing support.

We now have six community resilience groups along the Hillfoots – Menstrie, Alva, Tillicoultry, Dollar, Dollar Caravan Park and Muckhart and a combined Hillfoots Resilience Group where members share good practice. Three of the groups have now moved over to full community resilience rather than just dealing with flooding and are now training people to open and staff rest centres within their own community.



Emergency Planning Officer Karen Kirkwood said: "I'm really pleased that the hard work that colleagues and partners have put into supporting the creation of these groups has been so successful. We have seen the real benefit of community based resilience in recent incidents such as flooding and major storms. We'll be continuing to support these groups to deal with the challenges that lie ahead."

Staff Survey 2022 - Results

The latest Staff Survey took place in late 2021.

The survey, which was anonymous, focused on three themes:

- wellbeing
- communication
- homeworking

It's important that we provide feedback on these results, so staff can see where we are succeeding, where we need to develop and what we need to improve upon.

Thank you to everyone who completed the survey - **676** people responded, and this is spread across all our Council services. That represents a participation rate of **68%**, which is a small reduction from last year's level of 70%, but remains above our first staff survey result from 2018 of 63%.

Feedback from staff is most positive with regards to people having a sense of achievement for the work they undertake, and being treated with dignity and respect.

Views become more mixed with regards to:

25% of respondents not feeling valued for their work

24% not feeling supported to undertake their work

In terms of general themes, staff provided feedback on difficulties with IT kit, challenges with communication with their managers, and the impact of homeworking on relationships with colleagues.

So what comes next?

- ▶ Drafting our Strategic Workforce Plan to take account of your views, and address the issues you have raised
- ▶ Continue to develop the Council's approach to homeworking and IT through the digital champions programme
- ▶ Continue to support your wellbeing through our range of staff supports, available online via the Keeping Staff Connected pages
- ▶ Offer new skills based training with Forth Valley College for managers on tackling new ways of working, and the challenges for teams that these bring.

These results will also be presented to Service Bi-Partites in conjunction with our Trade Unions, so as to get service specific feedback which we can use to develop support for you both now, and in the future.

Lottery Winners

In the January draw, Tricia Lamb from the Whins Resource Centre won £1,000 and Robert Breingan who works in our Burial Grounds won £250. Also winners of £250 were Kenny Moore from Roads in the February draw, and Alison Bonner from IT in the March draw. Karen Docherty, who works at Alva Primary, also won £1000 in the March draw. Aileen Gray, who works at Lornhill, won £250 in the April draw. In the May draw, Erena Boyle, who is a school crossing patrol officer and school meals officer at Banchory Primary, won £1,000 and Leeann Maitland, who works at Strathdevon Primary as a Learning Assistant won £250.

If you're a member of the CFSLA you can apply for top-up funding for any fundraising you do which is 20% of the amount raised, up to a max of £250.

For more information on the CFSLA staff lottery, please see <http://www.cfslalottery.org.uk/>

New Caretaker for Kilncraigs

Craig Russell has taken up the post as the head caretaker at Kilncraigs from Monday 29th August 2022, I am sure everyone will make him feel welcome and help him to settle into his new post.

Clackmannanshire's Family Wellbeing Partnership – what is it?

You may have heard colleagues talking about our Clackmannanshire Family Wellbeing Partnership, but what is it? And, what can it bring to Clackmannanshire?

The Clackmannanshire Family Wellbeing Partnership is the name given to a series of projects that support our young people and their families to make a difference in their communities. It is designed to encourage our families to have a say in improving things that matter to them.

The Clackmannanshire Family Wellbeing Partnership has four key priority areas:

- ▶ **Moving STRIVE from crisis intervention to an early intervention model**
- ▶ **Employability Support, focussing on flexible work options**
- ▶ **Community around the school**
- ▶ **Accessibility in Early Years Child Care**

Who's involved in Clackmannanshire Family Wellbeing Partnership?

The Family Wellbeing Partnership Team for Clackmannanshire is led by Lorraine Sanda (Strategic Director, People) with the support of Murray Sharp (Programme Manager, Family Wellbeing Partnership), Veronica Cully (Senior Manager – Inclusion and Partnerships, People), Colin Bruce (Chief Education Officer), Denise Penman (Seconded Head Teacher, Family Wellbeing Partnership) and Janet Adam (Acting Depute Headteacher, Alloa Academy).

We work in partnership with Columba 1400 and are funded by the Scottish Government's Social Innovation Partnership which is a collaboration between the Scottish Government and The Hunter Foundation.

Where can I see examples of the Family Wellbeing Partnership in action?

In May 2022, in partnership with the LENS, we held an Investment Day where local groups presented their ideas to a panel with the hope of securing funding to take their ideas forward. Seven groups were successful and we're

looking forward to seeing these ideas become reality. Watch a short video from the day here: <https://vimeo.com/720190894>



Information is shared about how young people view their experiences of Columba 1400 Value Based Leadership programmes: <https://www.youtube.com/watch?v=RBPBjkNGEi8>



On 21st June, colleagues from across the council took part in a Reconnect Day. This involved an overview of progress to date, an update about the work of Columba 1400 and opportunities to discuss ongoing work with colleagues from a range of areas within the local authority. Pupils from Alloa Academy delivered a presentation about territory mapping workshops attended by young people from our three secondary schools. Territory mapping is a form of mind mapping about aspirations and how we might overcome potential barriers to achieving these.

Where can I find out more?

There will be a brief update every two weeks to keep everyone informed. In addition, any of the staff involved will be happy to talk to you about the Clackmannanshire Family Wellbeing Partnership so please get in touch if you have any questions.