

# Equality policy





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## Gaelic

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## Turkish

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## Urdu

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# Foreword

## **Councillor Steven Purcell**

### **Leader of the Council**

Glasgow has changed significantly in the last few years. There are more jobs than ever before, and new homes, schools, businesses and leisure facilities are appearing across the city.

However, we know that we still have a lot of work to do to help everyone in Glasgow share in our success. In too many parts of the city we face long-term problems such as unemployment, ill health and addiction. Our social renewal agenda will aim to make sure that all Glaswegians are included in and can take part in the city's economic success and translate the physical investment more directly into social benefits.

We also know that poor health, high levels of unemployment and low levels of educational achievement affect particular groups of Glaswegians. By tackling these issues through social renewal and the commitments in the equality policy, we will make sure that all communities benefit from the city's redevelopment successes. As a result, social renewal will help to prevent people from being excluded from society and will promote equal opportunities for everyone who lives and works in Glasgow.



## **Councillor Irene Graham**

### **Equalities Spokesperson**

We, Glasgow City Council, are committed to providing high-quality services that everyone can use. As an employer, we value diversity (people's differences) and want a workforce that reflects the community that we serve. Our equality policy is the document that will shape and guide our equality work.

We believe that Glasgow's diversity is a strength but we often see evidence of discrimination, inequality and hostility towards minority groups. It is unacceptable that sections of our community should experience harassment or discrimination. As a council, we take our responsibilities for promoting equality seriously.

While we have made a lot of progress in the council and in work with our partners, we know that we still have a lot of work to do.



# Why we need an equality policy

**Glasgow is Scotland's largest city, with a population of about 580,000 people. The population increasingly includes people from many different backgrounds.**

We are the city's largest employer, and provide a wide range of essential public services. Our agreed key objectives (aims) are to:

- ★ **provide accessible council services that are effective and offer value for money;**
- ★ **create a cleaner, safer and environmentally friendly city;**
- ★ **include everyone in society;**
- ★ **tackle poverty and improve health and well being;**
- ★ **maintain the physical, social, economic, cultural and environmental redevelopment of Glasgow; and**
- ★ **develop Glasgow's metropolitan role (function as a major city), quality of life, heritage and services.**

We also lead on community planning and encourage a partnership approach to tackling all aspects of life in Glasgow, from jobs and health to tourism, transport and the built environment.

We first produced an equality policy in 1998 and revised it in 2001. We have now decided to review the policy to reflect changes in the law, changes in our responsibilities and the increasing diversity (differences) of the city's population.

5.4% of the population belong to a black or ethnic minority group.

1 in 4 people have a disability or long-term limiting illness.

15% of people are aged 65 or over.

It is estimated that 6% or 7% of the population are lesbian, gay, bisexual or transgender (for example transsexual people or transvestites)

We need an equality policy because we know that prejudice and discrimination still affect the lives of many of our citizens. We know that the way organisations work often leads to unintentional discrimination against groups of people ('institutional discrimination'). This results in reduced opportunities for some of our citizens and limits their access to jobs and services.

1 in 5 women will experience domestic abuse at some time in their lives.

People from ethnic-minority groups and disabled people experience higher levels of unemployment.

7% to 9% of older people are victims of at least one form of abuse.

Significant numbers of gay men and lesbians report bullying and harassment due to their sexuality.

Since we first published our policy, we have put in place policies and structures and have many examples of good practice in equality work. However, we know that we need to improve our approach to mainstreaming (making sure that all aspects of our business processes (how we plan, manage and monitor our work) take account of and reflect the different needs of the population).

As a major provider of services in the city, we are committed to providing high-quality services which everyone can use.

As an employer, we value diversity and want a workforce that reflects the community that we serve. The term '**diversity**' refers to the fact that we are all different. Having a diverse workforce improves our work. It makes sure that we draw

from the widest available pool of talent and that we relate better to the community that we serve. Tackling discrimination helps to make sure that we attract and keep the very best workforce.

Our commitment to equality is supported by a legal duty to provide all services and employment opportunities fairly and to keep to all relevant codes of practice. We welcome our responsibilities as an employer, as a provider of services and as a leader of public opinion, and value the legislation that supports our policy commitments to equality and fairness. By law, we must promote equality and publish our plans to do so.

# What is equality?

The term **'equality'** does not simply mean treating everyone the same. It means understanding and tackling the different barriers to equal opportunities for different groups of people.

While many of the barriers can be different, however, members of equality groups (the group listed below) share similar experiences of discrimination and exclusion from jobs, services and other aspects of life in the city.

Discrimination can happen in a range of different ways, for example:

- ★ a hostile or prejudiced response due to being a member of an equality group;
- ★ physical barriers to accessing services; and
- ★ lack of information or services in a suitable language or format.

Equality is not about benefiting some people at the expense of others - equality benefits everyone.

## EQUALITY WORK

Our equality work will prioritise the following groups.

- ★ Disabled people
- ★ People from black and ethnic minority groups (including gypsies, travellers, asylum seekers and refugees)
- ★ Women
- ★ Lesbians, gay men, bisexual and transgender people
- ★ Older people (those over 60) and younger people
- ★ Faith (religious and belief) communities.

Belonging to one of these groups makes people more likely to experience discrimination and disadvantage. People who fall into these categories often face much higher than average levels of social and economic exclusion, for example:

- ★ limited education and training opportunities;
- ★ lower income and earnings;
- ★ higher levels of unemployment;
- ★ poorer quality housing;
- ★ poorer physical and mental health; and
- ★ increased risk of developing addictions to drugs or alcohol.

We also know that some people experience multiple discrimination (discrimination for several reasons).

We follow the social model of disability which means that we understand that the barriers to disabled people securing equality are due to the physical environment and people's attitudes. Disabled people include those with physical and sensory impairments (difficulties), learning disabilities and mental illness.

Our main priority is social renewal. This means that we want to make sure that all Glaswegians are included in and can take part in the city's economic success. Social renewal will help us to prevent exclusion and promote equal opportunities for everyone who lives in Glasgow.

# How we will deliver

## Our equality work has the following aims.

We will:

- ★ **work to end unlawful discrimination;**
- ★ **promote equal opportunities; and**
- ★ **promote good relations between people from different communities.**

We will make sure that any partnerships we are involved in and any contractors who carry out public work on our behalf follow these principles.

Examples of partnerships we are involved in

Glasgow Community Planning Partnership - making sure public services are delivered effectively.

Community Health and Care Partnerships - delivering primary health care and social care.

Glasgow Violence Against Women Partnership - improving responses to violence against women.

We will make sure that equality is central in all aspects of our business, at planning, delivery and monitoring stages.

The principles set out in this policy will be supported by a detailed corporate equality action plan. This plan will be available on our website. We will report on progress every year and the report will be made public.

All our services will update and develop their service action plans as necessary, setting out the particular equality issues facing their service and their arrangements for delivering improvements in relation to these issues.

Under race relations law, we have published our race equality scheme (plan). From 2006, we will also publish a disability equality scheme and a gender equality scheme in 2007.

# Responsibility for delivering the policy

**All our staff and elected members (councillors) must help us put this policy into practice and make sure that equality is part of our main policy discussions.**

Our spokesperson on equality is on our main decision-making committee, the Executive Committee, and we also have spokespeople on issues affecting older people and young people.

We will work to make sure that our councillors are aware of their own rights under equality law and are aware of good practice in relation to how councillors are treated. We will provide information and training to improve councillors' awareness of equality law and good practice in relation to employment, delivering services and working with partners.

The Chief Executive will have ultimate responsibility for making sure the policy is put into practice and will be supported in this by the Corporate Management Team.

The Head of Corporate Human Resources is responsible for arrangements for recruiting and training staff.

The Head of Corporate Policy will make sure that suitable structures are in place to put into practice and monitor the policy, in relation to delivering services.

Directors and senior managers will be responsible for making sure that the policy is put into practice and followed in their area of responsibility, in relation to employment and delivering services.

# What the law says

**The main pieces of legislation which support our work are as follows.**

## LOCAL GOVERNMENT IN SCOTLAND ACT 2003 & GUIDANCE

“Local authorities are required in carrying out the functions of best value, community planning and the power to advance well being, to encourage equal opportunities and observe equal opportunities requirements”

This means that, by law, we must deliver better and more responsive public services. We must work with other public organisations, where appropriate, to do this.

## DISABILITY

The Disability Discrimination Act 1995 as amended by the Disability Discrimination Act 2005

It is illegal to treat disabled people less favourably than other people for a reason related to their disability. Service providers and employers must make reasonable adjustments for disabled people to allow access to jobs and services.

This includes making reasonable adjustments to their premises to improve access.

From December 2005, everything that we do will be covered by the law.

Under the Disability Discrimination Act 2005, all public organisations must take action to improve services and employment opportunities for disabled people.

## SEX

The Sex Discrimination Act of 1975 and the Amendment of 1986

The Sex Discrimination (Gender Reassignment) Regulations of 1999

Employers and service providers should not discriminate against someone because of their sex or marriage, or because they plan to under-

go, are undergoing or have undergone gender reassignment (the process of becoming legally recognised as the opposite sex to that shown on their birth certificate). Neither direct nor indirect discrimination are allowed.

The Equal Pay Act of 1975 and the Amendment of 1983

A person has a right to the same pay and benefits as a person of the opposite sex in the same employment, where the man and the woman are doing the same work, work rated as equal or work that is proved to be of equal value.

The Equality Act 2006 sets out a public-sector duty where public authorities must prevent unlawful discrimination and promote equal opportunities between men and women.

## RACE

The Race Relations Act of 1976 and the Amendments of 2000

The Race Relations (Amendment) Regulations 2003

Public authorities must:

- ★ **prevent unlawful racial discrimination;**
- ★ **promote equality of opportunity (equal opportunities) between people of different racial groups; and**
- ★ **promote good relations between people of different racial groups.**

Discrimination covers four areas: direct discrimination, indirect discrimination, harassment and victimisation.

## **SEXUALITY**

The Employment Equality (Sexual Orientation) Regulations 2003

These provide protection against discrimination in employment or vocational training because of someone's sexuality. Discrimination includes direct discrimination, indirect discrimination and harassment.

From October 2006, it will also be illegal to discriminate against any person because of their sexuality when providing goods and services.

## **RELIGION & BELIEF**

The Employment Equality (Religion and Belief) Regulations 2003

These provide protection against discrimination in employment or vocational training because of someone's religion or belief. Discrimination includes direct discrimination, indirect discrimination and harassment.

The Equality Act 2006 makes it illegal to discriminate against anyone because of their religion or faith when providing goods or services (from October 2006).

## **AGE**

The Employment Equality (Age) Regulations 2006

These prevent unjustified age discrimination in employment and vocational training (from October 2006).

## **HUMAN RIGHTS ACT 1998**

This makes the European Convention on Human Rights part of British law and allows people to rely on basic human rights in the British courts. There are clear links and overlaps between equalities and human rights principles, for example, freedom of thought, conscience and religion and the right to respect for private and family life.

# The action we will take to improve equality

## AS A SERVICE PROVIDER

**We are committed to providing high-quality services that everyone can use. We have set out below the things that we will do to achieve this. However, we recognise it may also be appropriate and necessary to provide separate services for particular groups or to expand an existing service.**

We organise and support a wide range of youth services across the city. A specific service programme is also available for lesbian, gay, bisexual and transgender young people.

We are introducing a home library service which arranges to deliver books and other library materials to people who cannot visit libraries in person.

## POLICY & PLANNING

We will develop and publish a corporate equality action plan which will set out what we will do to put the policy into practice.

We will include equality in all our business processes (how we plan, manage and monitor our work) and we will develop and test methods and systems to support this.

We will work to make sure that we consider equality in our corporate and departmental policies and plans, including budget and service plans and service reviews.

We will assess the effect of new and existing policies and plans on equality groups.

Where necessary, we will identify new corporate procedures for taking equality issues forward, for example, to improve access to services for disabled people and to tackle violence against women.

We will work with partners as appropriate to improve services for equality groups.

We are developing a deeper relationship with faith (religious and belief) communities to make sure that our policies and functions take account of their needs.

We and the Scottish Executive are jointly funding a three-year post for an Interfaith Liaison Officer. An important role of this post is to develop good relations between us and faith communities.

We will make sure that organisations that receive grants have equality policies in place on employment matters and delivering services.

Where appropriate, we will include equality commitments in agreements that we are part of.

## MONITORING

We will monitor access to services by equality groups, report publicly on the results of this monitoring and take action to improve our performance.

We will link equality monitoring to our performance management framework (how we measure how our services are performing).

## CONSULTATION & COMMUNICATION

We will consult equality groups about new policies and plans, involving them as early as possible in the process.

We will also aim for ongoing communication with equality groups and organisations.

We will report back regularly to equality organisations on equality outcomes.

We are committed to consulting and involving voluntary-sector equality networks in our policy and planning processes. We will review the process for this to make sure that our consultation arrangements best reflect changes in law, changes in structures and other agendas.

We will communicate our commitment to equality to all our employees and everyone living in Glasgow.

We will make sure that information about services is accessible and use appropriate ways of communicating. We will produce documents and promotional material in plain language, community languages and in a range of other formats to suit the needs of different groups and individuals.

We manage and promote the Glasgow Translation and Interpreting Service on behalf of a range of agencies across the city to meet the needs of people who do not speak English.

We will make sure that all the images we use in our sponsored publications and promotional material promote positive images of all citizens, including women, disabled people, black and ethnic-minority groups, lesbians, gay men, bisexual and transgender people, older people (those over 60) and young people, and people from faith (religious and belief) communities.

We will make sure that, where relevant, council consultations take account of equality.

We carry out a citizens' panel survey twice a year. Each survey asks Glaswegians about different aspects of life in the city and asks for their views on our services.

We analyse the survey results by age, sex, disability, race and ethnic origin to assess whether there are any particular issues affecting the equality groups.

## COMPLAINTS

We have reviewed our complaints procedure to make sure that it is easy to use. You can make comments, complaints or compliments about any council service in person at any council office, in writing or by phone. There are more details on our website.

We will record and monitor complaints by equality groups. We will analyse the resulting information to identify barriers and improve the way we deliver services.

# The action we will take to improve equality

## AS AN EMPLOYER

**We are committed to providing equality in all areas of employment, including recruitment, training, development, and terms and conditions of employment. We recognise that our success depends on recruiting, developing and keeping the right people with the appropriate skills, knowledge and experience. We believe that a diverse workforce, reflecting the community it serves, will result in an organisation that is better able to respond to the needs of everyone who uses our services. To achieve this, we will do the following.**

### MONITORING & SETTING TARGETS

We will assess the effect of new and existing policies and practices. This will allow us to measure the effect of our actions and make sure that they do not discriminate against any group or person for racial reasons. We will work towards expanding this approach to all areas of equality work.

We will continue to set annual targets every year within all services and develop action plans for recruiting people from black and ethnic minorities, women and disabled people. We will develop a diversity plan and extend this to include other priority groups, for example, older people (those over 60), younger people, people from faith (religious and belief) communities, and lesbians, gay men, bisexual and transgender people.

We currently monitor and report our performance in terms of our workforce profile and recruitment statistics for people from black and ethnic minorities, women and disabled people. We also monitor incidents of disciplinary action, grievance and reasons for leaving employment among black and ethnic-minority employees.

We will develop our monitoring and reporting arrangements further and consider appropriate methods for extending these to other priority areas, such as older and younger people, people from faith (religious and belief) communities and lesbian, gay, bisexual and transgender people.

### POSITIVE ACTION

We recognise that inequalities within society prevent certain groups from competing effectively for jobs. We have developed and continue to explore the further development of positive action schemes to provide relevant training for people in target groups before they apply for jobs.

We have created a museums trainee post targeted at black and ethnic-minority people. This is a two-year post and the trainee will be given the opportunity to develop the skills they need to compete for vacancies in the museums service.

### EMPLOYEE DEVELOPMENT & TRAINING

We have developed training schemes across the council to reinforce our commitment to challenge prejudice and discrimination, and promote equality when providing council services.

Through induction, we will make sure that all employees understand our equality policy and their responsibilities.

We will make sure that everyone who is responsible for recruiting and managing employees receives appropriate training and guidance on our equality and employment policies and understands their responsibilities.

We will support and develop the network of employee forums representing different equality groups, and we will work with them and other partners as appropriate to make sure our policies and procedures are effective, appropriate and relevant.

### **COMPLAINTS**

Discrimination and harassment in the workplace is not acceptable. To directly confront harassment and victimisation, we have developed an employee harassment policy which we regularly monitor. This is supported by a network of trained harassment advisors.

If an employee or person applying for a job feels that they have been unfairly treated or discriminated against, they can make a complaint. We will deal with this in line with the agreed procedure (that is, the employee harassment procedure or the recruitment complaints procedure).

**You will find more information on our equality policy and practice on our website at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
Or, you can phone us on **0141 287 3841****

