



Glasgow City Council
General Purposes City Policy Committee

Report by Chief Executive

Contact: Afton Hill

Item 3

1st March 2022

Equality Outcomes 2021 to 2025 Action Plan

Purpose of Report:

To present the action plan to support the Council Family Equality Outcomes 2021 to 2025.

Recommendations:

- Consider the attached Equality Outcome action plan,
- Consider if there are any additional areas that should be included in the action plan,
- Agree to support the delivery of the Equality Outcome action plan.

Ward No(s):

Citywide:

Local member(s) advised: Yes No consulted: Yes No

PLEASE NOTE THE FOLLOWING:

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1. Introduction

- 1.1 The Equality Act 2010 sets out the public sector [general equality duty](#) that requires public authorities to pay due regard to the need to eliminate unlawful discrimination, victimisation and harassment; advance equality of opportunity; and foster good relations.
- 1.2 The Scottish Government introduced [specific duties](#) for Scottish public authorities, to enable better performance of the public sector equality duty. One of these specific duties requires the Council to publish a set of Equality Outcomes every four years.
- 1.3 Following engagement with stakeholders, a range of research gathering and extensive consultation, the Council Family developed a new set of [Equality Outcomes for 2021 – 2025](#) which were approved by [City Administration Committee on 22 April 2021](#). A list of the Equality Outcomes is available at [Appendix 1](#).
- 1.4 Given Covid-19 response and the flexibility required in the way we have been delivering services over the short to medium term, it was agreed that the supporting action plan would be developed during 2021 in order to incorporate actions from renewal plans and recovery taskforces.

2. Equality Outcome Action Plan Development Process

- 2.1 The development of the action plan included wide range of contributions from stakeholders, including; the Equality Working Group, specialist officers from across the Council Family, Elected Members, Third Sector organisations, especially the Glasgow Equality Forum and the Social Recovery Taskforce. The following stages outline the approach taken.

Suggestions received during Outcome development	During the consultation work to develop the equality outcomes, stakeholders made a number of suggestions for potential actions and areas of consideration, linked to the themes of the outcomes. These areas were highlighted during development discussions with officers and wherever possible resulting actions have been identified and included in the draft action plan.
Strategies and Plans	Meetings were held with a number of specialist officers across the Council Family to consider 3 key questions against each of the outcomes: <ul style="list-style-type: none">• What activity do the Council Family currently have in place which could support the outcome?• How can we respond to suggestions made by stakeholders during the development of the outcomes?• What areas are under development and how can we ensure that equalities are at the forefront of any goals?

Social Recovery Taskforce	Actions and activities were drawn from the work of the Social Recovery Taskforce and associated workstreams.
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- 2.2 Following this scoping activity, actions were proposed on the following criteria:
- Ability to measure and adequately evidence progress;
 - Whether there is a real opportunity that action by the Council Family will bring about positive change; and
 - Delivery supports the Council Family’s role in society.

Consulting on the draft action plan

- 2.3 The draft action plan was shared with stakeholders for comments and suggestions.

Online consultation with stakeholders	Open from December to first week in February for equality organisations in the city, Council Family staff and Elected Members. The survey is also targeted at the Public Petitions and General Purposes Committee.
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- 2.4 The number of responses were lower than hoped for, but not unexpected given the pressures on time for organisations and individuals as a result of COVID-19 response and the increase of the Omicron variant during this time. However, we have incorporated suggestions for specific actions throughout the development process both for the outcomes and the action plan and will continue to remain open to suggestions for specific actions from stakeholders.
- 2.5 Given Covid-19 response and the flexibility required in the way we deliver services over the short to medium term, we aim to take an active responsive approach to the action plan and will include the option to add additional targeted activity as need is identified, over the duration of the action plan.

3. Equality Outcome Service Delivery Action Plan

- 3.1 The draft action plan is detailed at appendix 2. The action plan includes how we will measure progress towards achieving the outcomes through national and Glasgow Council Family indicators. It also includes a range of targeted projects that will support the delivery of the outcomes. This structure is an aim to ensure the action plan is robust and will demonstrate impact rather than volume.
- 3.2 Based on the feedback from stakeholders during the outcome development process, the outcomes are separated into outcomes for Council service delivery, the Council as an Employer and for the Education Authority, although there is crossover and areas of joint working between the outcomes this will ensure clarity over the key target audience. This draft action plan represents the activity to support the service delivery outcomes, there are also action plans for GCC as an Employer and for Education. Corporate HR will present an updated staff equality action plan to the CMT in early Spring.

4. Next Steps

- 4.1 We will present an update on year 1 activity, against each of the outcomes to Committee after recess. When we report on progress, we will also include comparative data where possible. We will align equality-related performance reporting with existing public performance reporting and embed actions within service planning documents.

5 Policy and Resource Implications

Resource Implications:

Financial: None

Legal: None

Personnel: None

Procurement: None

Council Strategic Plan: Commitment 98.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify. This action plan is directly aligned to support the Equality Outcomes

What are the potential equality impacts as a result of this report? It is anticipated that this action plan will have a positive impact on equality, due to the targeted nature of the actions. Individual programs will be subject to standard equality impact assessment process.

Please highlight if the policy/proposal will help address socio-economic disadvantage. Tackling socio economic disadvantage will be considered throughout the action plan. In particular where there is a cumulative impact for protected equality groups.

Climate Impacts:

Does the proposal support any Climate None

Plan actions? Please specify:

What are the potential climate impacts as a result of this proposal? None

Will the proposal contribute to Glasgow's net zero carbon target? None

Privacy and Data Protection Impacts: None

6 Recommendations

6.1 The committee is asked to:

- Consider the attached Equality Outcome action plan,
- Consider if there are any additional areas that should be included in the action plan,
- Agree to support the delivery of the Equality Outcome action plan.

Appendix 1: Glasgow Council Family Equality Outcomes 2021 to 2025

Glasgow Council Family Equality Outcomes 2021 to 2025	
1.	An increased proportion of women, black and minority ethnic people, younger people, disabled people and LGBTI+ are supported to enter employment or training.
2.	Disabled people, black and minority ethnic people and older people have an improved experience in accessing services that meet their needs through more regular and systematic involvement in design of service delivery across the Council Family.
3.	Service users are provided with information accessible to them on services provided by the Council Family particularly, those who face barriers through disability, language and digital exclusion.
4.	Glasgow's work to end violence against women and girls results in: <ul style="list-style-type: none"> • women and girls can access the right services based on identified need and are protected from further harm; • experiences of women and girls inform the planning and activity to eradicate gender-based violence and • prevention approaches support tackling the root causes of violence against women and girls
5.	LGBTI+, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime through our work with partners to; <ul style="list-style-type: none"> • prevent hate crime before it happens • encourage people to report hate crime when it happens • improve service responses to victims
6.	The importance of tackling social isolation and loneliness is recognised and prioritised through our work with partners.
GCC as an Employer	
7.	Glasgow City Council create and celebrate a diverse and inclusive workplace.
8.	Black and minority ethnic people and disabled people have increased representation within Glasgow City Council's workforce
9.	Glasgow City Council has reduced barriers faced by women in the workplace.
10	Glasgow City Council employees are supported to have improved mental and physical health and wellbeing.
11	Glasgow City Council has progressed LGBTI+ inclusion in the workplace
Education Authority	
12	Glasgow City Council (Education Services) has developed a more strategic approach to delivering equality and diversity curriculum in schools that has been developed in partnership with the third-sector and achieves external validation where possible.
13	Glasgow City Council (Education Services) has developed a more strategic approach to challenging discrimination in schools and ensuring that everyone is engaged in taking forward this approach.

14 Glasgow City Council (Education Services) has continued to improve outcomes in relation to attainment and achievement for children and young people including those experiencing socio-economic disadvantage, those for whom English is not their first language, those who identify as black and minority ethnic and disabled children and young people.

Appendix 2: Glasgow Equality Outcomes, Draft Service Delivery Action Plan

OUTCOME 1

An increased proportion of women, black and minority ethnic people, younger people, disabled people and LGBTI+ are supported to enter employment or training.

General Duty: Advancing equality of opportunity

Strategic Plan Theme: A Thriving Economy

HOW WE WILL MEASURE THIS OUTCOME

Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

National Outcome Indicators	
Indicator	Data Source
Employment Rates of People of Working Age (16 to 64 years) <ul style="list-style-type: none"> • Employment Rate (16 – 64 years) • Black and Ethnic Minority • Disabled People • Young people (16 to 24 years) • Women 	Annual Population Survey (2019)
Gender Pay Gap in Scotland	Office of National Statistics
Unemployment rate of LGBTI+ people in Scotland	LGBT Youth Scotland - Life in Scotland

Glasgow Council Family Outcome Indicators	
Indicator	Lead Service/ALEO
<ul style="list-style-type: none"> • Number of <i>Women into Business</i> events held • Number of businesses attending <i>Women into Business</i> events • Number of <i>Ethnic Entrepreneurs</i> community based events held • Number of tailored one to one <i>Ethnic Entrepreneurs</i> support sessions undertaken • Number of businesses supported by the Community Business Boost programme 	Chief Executive's Department (Economic Development)
A new monitoring dashboard for the No One Left Behind (NOLB) approach is under development and appropriate measures will be added to the Equality Outcomes Action Plan, when available.	Chief Executive's Department (Economic Development)
Percentage of apprentice intake to City Building who are from a black and minority ethnic background.	City Building
Percentage RSBi employees who have a disability.	City Building
Number of TESC funded positions within RSBi	City Building
Number of Coach Core apprentices and demographic data.	Glasgow Life
Number of Kickstart students and post programme outcomes	Glasgow Life
Number of Volunteers and equality demographic data	Glasgow Life
Number of courses, participants and equality data for learning programmes	Glasgow Life

HOW WE WILL DELIVER THIS OUTCOME

Activity to support this outcome will also be included in a number of targeted projects:

Project	Overview of Project or relevant actions
Chief Executive's Department	
<u>Economic Development:</u>	
Both Economic Development's core employability funding, the European Social Fund grant, and Scottish Government Employability Funding are all targeted at supporting those Glasgow residents that face barriers to entering volunteering, training, FE/HE or employment. Economic Development manage the design, commissioning and monitoring of these funds and a breakdown of current funding streams and projects is listed below. Note that there will be a change in reporting as of 2023 with a move away from separate funds which will ensure clearer outcomes. The actions will be updated from 2023 to reflect this.	
Glasgow Guarantee Employability and Recruitment Portal	Supports unemployed Glasgow Residents age 16 to 64 years to access employment and Modern Apprentice Opportunities via a wage incentive to employers
European Social Fund	Targets those with multiple barriers to employment including women, black and minority ethnic people, disabled people and LGBTI+. Part funds specific specialist support for lone parents delivered by One Parent Families Scotland, BAME by Bridges Programmes and Health conditions/disability by Enable. There is also internal GCC services for young people with autism and learning disability.
No One Left Behind	Scottish Government Annual Grant Offer - targets those with multiple barriers to employment including women, black and minority ethnic people, younger people, disabled people and LGBTI+. Provides match funding to ESF programme to March 2023.
Parental Employability Support Fund	Scottish Government Annual Grant to end of March 2022. Funding support to lone parents, disabled parents and parents of disabled children, BAME parents, young parents under 25.
Young Person's Guarantee (YPG) Scottish Government Annual Grant	<p>Target group 16 – 24 years including black and minority ethnic, disabled, LGBTi and Care Experienced needing support to access and/or sustain volunteering, training, FE/HH, employment and MA opportunities</p> <ul style="list-style-type: none"> ○ Developing the Young Workforce – Key workers in all education establishments targeting those young people with multiple barriers who may not make a positive transition from school including Care experienced, Disabled, Black and Minority Ethnic ○ Towards Better Futures and On Route – Post school service targeting those that either require support to engage with employability service or need support to transition into FE/HE, Employment or MA. ○ Volunteering Project – supports those young people who have significant barriers to employment via a supported volunteering placement in the 3rd Sector ○ Step Up Glasgow – 6 month job placement targeted at school leavers with barriers to employment that need pre work experience to transition into employment. ○ Employability Key Workers based in Health & Social Care Partnership – provides employability support to those young people accessing social care and primary health services including Family Nurse, Mental Health Services, Addictions and Homelessness

Project	Overview of Project or relevant actions
	<ul style="list-style-type: none"> ○ Transition to MA Project – targets young people with Autism Spectrum Disorder through sector profiling, job placement in Council family and job coach
Financial Inclusion	
Disabled People Employment ILM	The project seeks to deliver intensive personal development training, digital skills and a level 2 VQ qualification and employment opportunities specifically tailored to the individual needs of disabled people. Through this more disabled people will be ready for employment and have employment experience to increase their chances of employment.
Glasgow Helps Single Parents (OPFS)	<p>To support lone parents (of which the majority are women in the city) with the following;</p> <ul style="list-style-type: none"> • Support into employment or training • Access to welfare rights advice • Support with digital connectivity • Support for access to food • Support and access to energy/fuel advice support • Emotional support
Employability Support Fund Application for Universal Credit Hubs	The objective is to provide ongoing support for our most vulnerable citizens to claim benefits that they are entitled to as well as access other support such as employability. The hubs contain in-house accredited digital skills training to enhance employability and provide resources such as access to computers with screen readers for those that suffer from visual impairments.
Clyde Gateway-Supporting Families into Employment	<p>The project will:</p> <ul style="list-style-type: none"> • Support wellbeing and resilience across all areas; financial, emotional and physical, recognising that family wellbeing is directly influenced by socio-economic factors that interact and impact across a family's home, neighbourhood, learning and work environments. • Support families to develop skills by identifying training, learning and work opportunities that will enhance their employability and life chances for the future.
Terrence Higgins Trust Partnership	In partnership with the Terrence Higgins Trust, the project aims to help those people in Glasgow who are have blood borne viruses. It will work to help provide Financial Inclusion and employability support to those who use the services. The people that use the service are amongst the most marginalised in the city, often with the intersectionality of protected characteristics, thus by offering these services, they provide a chance for the individuals to improve their lives.
Glasgow Life	
Coach Core	Sports Modern Apprenticeship Scheme run in partnership with the Training Academy assists young people in developing skills, in confidence building and supporting employability for young people who are not attending school. The scheme is inclusive of those of BAME backgrounds, and supportive of disabled young people.
KickStart employability programme	For young people in conjunction with Museums, Galleries Scotland (MSG) and for some posts, Our Shared Cultural Heritage project
School pupil work experience placements	Some of which will support pupils from ASN schools
Volunteering	Opportunities across libraries, arts and music, museums, sports and events

Project	Overview of Project or relevant actions
Learning programmes	The following which would assist people in gaining employment; Digital Skills learning programmes, Adult literacy and numeracy classes and ESOL classes
Community Justice	
Tomorrow's Women Glasgow	Women in the justice system are supported to access education, volunteering, and employment opportunities. Outcomes are monitored through the use of Outcome Star.
City Building	
Promote opportunities in construction to black and minority ethnic groups	City Building will promote opportunities in construction to black and minority ethnic groups through the craft apprenticeship scheme, attending recruitment fairs, offering work experience programmes and organising participation events during National Modern Apprenticeship Week.
RSBi	RSBi will continue to offer employment facilities to 260 employees (over 50% of whom are disabled), including 109 Work Choice positions. Work Choice is a DWP supported employment programme designed specifically for people who, due to their disability may find it difficult to find or sustain employment.
Training	
Training	By training council staff in the following areas, council staff could be more likely to be aware of other people's needs and to reach out to these communities to improve their services, including; Autism Spectrum Condition Basic Awareness, Deaf Awareness, Deafblind Awareness, Dementia Basic Awareness, Sight Loss Awareness, Supporting Employees Who Are Carers, Equality and Diversity – Race and Age
Future activity:	
Transport Strategy	Year 2 activity will include developing actions, in consultation with stakeholders, to support the outcome: 'Transport responds and contributes to continued and inclusive economic success and a dynamic, world class city.'
Digital Glasgow Strategy	Work towards our goals for the Digital Economy: We want to tackle digital exclusion and improve digital participation as a matter of social inclusion.

OUTCOME 2

Disabled people, black and minority ethnic people and older people have an improved experience in accessing services that meet their needs through more regular and systematic involvement in design of service delivery across the Council Family.

General Duty: Fostering good relations and Advancing equality of opportunity

Strategic Plan Theme: Resilient and Empowered Neighborhoods and A Well Governed City That Listens and Responds

HOW WE WILL MEASURE THIS OUTCOME

Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

National Outcome Indicators	
Indicator	Data Source
Overall satisfaction with Council Family services <ul style="list-style-type: none"> • Overall • BME • Disability in the household 	Glasgow Household Survey
The Council provides high quality services <ul style="list-style-type: none"> • Overall • Age (older People 60 – 74 years) 	Glasgow Household Survey

Glasgow Council Family Outcome Indicators	
Indicator	Data Source / Lead Service/ALEO
The council rarely takes residents' views into account when making decisions that affect them <ul style="list-style-type: none"> • Overall • Race • Disability • Age (Younger People 16 – 34 years) 	Glasgow Household Survey
Would like to be more involved in decisions that affect their area <ul style="list-style-type: none"> • Overall • Race • Age • Disability 	Glasgow Household Survey
The council designs its services around the needs of the people who use them <ul style="list-style-type: none"> • Overall • Race • Sex • Disability 	Glasgow Household Survey
Children's Disability Sports Programme - number of meetings and outcomes agreed for delivery	Glasgow Life
Sports/exercise activity for BAME communities - number of meetings and outcomes agreed for delivery	Glasgow Life

Glasgow Council Family Outcome Indicators	
Indicator	Data Source / Lead Service/ALEO
Glasgow Life Access Panels - number of access panel meetings per annum and service/exhibition design implications	Glasgow Life

HOW WE WILL DELIVER THIS OUTCOME

Activity to support this outcome will also be included in a number of targeted projects:

Project	Overview of Project or relevant actions
Chief Executive's Department	
contactSCOTLAND Training	Promote the uptake of contactSCOTLAND training across the Council Family, focussing on front facing services. contactSCOTLAND-BSL is a Scottish Government service that connects deaf BSL users throughout Scotland through an online BSL interpreting video relay service (VRS) with all of Scotland's public authorities and voluntary organisations
Accessible consultation guidance	Develop guidelines for supporting and promoting accessible consultation as part of the corporate consultation guidance.
Employability Services	The Scottish Approach to Service Design is being used to co-design and co-produce the range of employability services that Economic Development Manage.
Financial Inclusion	
Financial Inclusion Support in Secondary Schools (FISO)	The project aims to create a programme where one on one support can be offered by a Financial Inclusion Support Officer to establish entitlement to benefits, perform a financial health check and assist with debt management. Through such initiatives, it aims to reduce inequality and poverty which in turn can help citizens flourish. In particular it aims to focus on providing these services to Black and Minority Ethnic families.
Financial Inclusion Support in ASN Schools	The objective is to provide support to young people and parents of disabled children within ASN schools to raise awareness of how they can maximise their income. The service has been customized by using a person centered approach which takes into consideration the needs of the individual who has Additional Support Needs and providing them with the most suitable support that they require.
Community Empowerment Services	
Locality and community Programmes	A new city-wide community engagement group was been created in Dec 2021 and includes representatives of different equalities groups, to ensure that diverse representation is central to future community engagement activity.
Locality and community Programmes	A range of local structures/models that approaches to joint working between Residents and Public, Third Sector Agencies via Thriving Places, Area Partnerships and other locality planning structures such as the Thriving Places neighbourhoods and G53 Together, where focus is on co-production of localised services. Community membership of these will target diverse communities and increase representation.
Citizen Panel pilots	A pilot of three Citizens Panels attached to the Area Partnerships in 2022. Targeted work to include people with protected characteristics will be part of the process.

Project	Overview of Project or relevant actions
Community Councils	A renewed look at a project to engage with equalities groups to join community councils, now that many are operating fully post-pandemic.
Community Plan	The Community Plan for Glasgow is currently being renewed to include actions from the Social Recovery workstreams. Community engagement on the plan will target equalities communities
Community Engagement Group	A new city-wide community engagement group was been created in Dec 2021 and includes representatives of different equalities groups, to ensure that diverse representation is central to future community engagement activity.
Neighbourhoods, Regeneration and Sustainability	
Accessibility of City Centre	Scope options for an accessibility audit of the City Centre.
Road Safety	<p>The Scottish Government has set new targets to reduce the number of people aged 70 and over killed or seriously injured by 20% by 2030. Glasgow's new Road Safety Plan to 2030 identifies older pedestrians as Vulnerable Road Users (VRU's) under the new Safe Systems approach to road safety. The Safe Systems approach takes into consideration that older road users will make mistakes and therefore NRS and its partners need to ensure that sufficient measures are put in place to minimise the risk of a collision occurring and, when it does occur, minimise the severity of the collision through such measures as speed reduction.</p> <p>NRS Road Safety and partners will continue to engage directly with this road user group through inter-generational education (Time Traveller resource), publicity and community engagement.</p>
Glasgow Life	
Children's Disability Sports Programme	Parents of disabled children meet in a forum with Glasgow Life staff to assist in programme selection and planning for the Children's Disability Sports Programme.
Sports/exercise activity for BAME communities	A group for BAME service users will be set up to help plan sports/exercise activity for BAME communities
Access Panels	Access Panels at Museums feed in experiences of all protected characteristic groups and help the Museum plan services
Training	
Training	<p>By training council staff in the following areas, council staff could be more likely to be aware of other people's needs and to reach out to these communities to improve their services, including;</p> <ul style="list-style-type: none"> • Autism Spectrum Condition Basic Awareness • Deaf Awareness • Deafblind Awareness • Dementia Basic Awareness • Sight Loss Awareness • Supporting Employees Who Are Carers • Equality and Diversity – Race and Age
Future Activity	
Transport Strategy	Year 2 activity will include developing actions, in consultation with stakeholders, to support the outcome: 'Transport has a positive role in tackling poverty, improving health and reducing inequalities' and 'Places are created where we can all thrive, regardless of mobility or income, through liveable neighbourhoods and an inclusive City Centre.
Digital Glasgow Strategy	Work towards the Digital Community Engagement and Empowerment goals;

Project	Overview of Project or relevant actions
	<ul style="list-style-type: none"> • We will work with communities to design a new digital service that will provide communities with better access to information about their area. • We will involve communities in the design of our services, particularly where we are re-designing services using digital technology, and supporting involvement in public service evaluation and planning through a variety of means. <p>Work towards the Digital Public Services goals;</p> <ul style="list-style-type: none"> • We want to embrace the potential that digital technology provides to redesign our services around the citizen, enabling services to become more integrated, more proactive, and more personalised. <p>We want to empower communities through better access to information and using digital technology to increase civic participation.</p>

OUTCOME 3

Service users are provided with information accessible to them on services provided by the Council Family particularly, those who face barriers through disability, language and digital exclusion.

General Duty: Advancing equality of opportunity

Strategic Plan Theme: A Well Governed City That Listens and Responds

HOW WE WILL MEASURE THIS OUTCOME

Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

National Outcome Indicators	
Indicator	Data Source
Percentage of respondents who agree or strongly agree: The council is good at letting residents know about the services it provides	Glasgow Household Survey

Glasgow Council Family Outcome Indicators	
Indicator	Data Source
Respondents using any of the Council's online services (website, App or Social Media). <ul style="list-style-type: none">• Overall• Age• Race	Glasgow Household Survey
Residents who have access to the internet for personal use.	Glasgow Household Survey

HOW WE WILL DELIVER THIS OUTCOME

Activity to support this outcome will also be included in a number of targeted projects:

Project	Overview of Project or relevant actions
Chief Executive's Department	
Available of alternative formats	Explore opportunities to promote availability of alternative formats and languages to support access to information in the way that best suits the service user.
Improved knowledge of responding to access requests	Support staff to understand how to respond to an access request by creating a resource of 'How to's' including booking interpreters, requesting translations, alternative formats etc.
Support with 'Contact Us'	Explore opportunities to include ContactScotland icon and link where a telephone contact number is available, in order to support Deaf BSL users with contacting Council services

Project	Overview of Project or relevant actions
Elected Member Equality Training	Equality training is a mandatory part of elected member development so that they are able to act as role models within the communities they serve. The action will be measured by the types of training offered and the percentage participation
Equality Training	The Council will consider options to implement a revised mandatory equality training standard for the Council Family at all levels of the organisation. The core of the training will be e-learning, supported by toolbox talks and face-to-face training that meets the needs of public-facing employees. Core elements will include general equality awareness, raising awareness of hate crime, violence against women.
Financial Inclusion	
Pensioner Poverty Project	The main aim of the project is to reduce pensioner poverty within the city in line with the objectives of the People Make Glasgow Fairer Strategy. As many pensioners are digitally excluded, the project aims to provide citizens with accessible information which can help to enrich their lives.
Employability Support Fund Application for Universal Credit Hubs	The objective is to provide ongoing support for our most vulnerable citizens to claim benefits that they are entitled to as well as access other support such as employability. The hubs contain in-house accredited digital skills training to enhance employability and provide resources such as access to computers with screen readers for those that suffer from visual impairments.
Addressing Digital Inclusion for Disabled People	The project seeks to engage with disabled people identifying as wanting digital support, assessing their needs and providing support in the best way. The goal is to assist disabled people to have the skills and confidence to use digital technology in everyday life and access employability services and seek employment where possible and practicable. The service users will have access to information/training and devices specifically designed for their needs and provided by a specialist organization in the form of the Glasgow Disability Alliance.
Community Empowerment Services	
Local planning structures	Local planning structures use a range of methodology to ensure information is accessible to all local residents and are encouraged to participate in local groups, activities in consultation with key stakeholders and that meetings are accessible to all.
Community Council support.	The ongoing Community Council Briefings can cascade any and all information relating to equalities to all CCs across the City with the CCs themselves taking responsibility/initiative for cascading further. Community Council events will strive to improved accessibility for all members. Community Council information will be available in a variety of languages and formats as required.
Glasgow Life	
Accessibility audit	Annual audit across all of our main websites
Glasgow Life Website	A project to upgrade Glasgow Life websites from a legacy Customer Management System (CMS) to a modern platform, which incorporates all of the latest accessibility standards. This will include; <ul style="list-style-type: none"> • training of content creators in the requirements for accessible content, including text descriptions of any images for blind or partially-sighted users. • Plugins such as BrowseAloud and ReachDeck which provide additional website features for users with various sight and cognitive impairments. • Direct links from our venue pages to the relevant pages of AccessAble and Euan's Guide, which provide further details of physical access support and facilities at our venues.

Project	Overview of Project or relevant actions
	<ul style="list-style-type: none"> • Adherence to a style guide to ensure consistent communications in terms of plain English and typefaces. • Design work follows accessibility guidelines in terms of colour contrast, shapes and layout etc. • Use of a refreshed image library to depict all of the communities with whom we work and customers/visitors who use our venues and services.
Digital translation	Translation of communications into community languages and, where printed material is being used e.g. leaflets we can get translation done on a request basis.
Training	
Training	<p>By training council staff in these areas, they are better equipped to provide information in an accessible format, including:</p> <ul style="list-style-type: none"> • Autism Spectrum Condition Awareness • Deaf Awareness • Deafblind Awareness • Dementia Awareness • Sight Loss Awareness
Future Activity	
Digital Glasgow Strategy	<p>Work towards the Digital Inclusion and Participation outcomes;</p> <ul style="list-style-type: none"> • Everybody in Glasgow who needs it has supported access to digital technology and skills development opportunities • Access and support services are designed to include everybody <p>Including specific actions:</p> <ul style="list-style-type: none"> • We will establish a coherent city-wide catalogue of digital inclusion and participation training in partnership with all sectors in the city. • We will deliver the Digital Inclusion and Participation work within Glasgow's Community Learning and Development Plan 2018 – 2020.

OUTCOME 4

Glasgow's work to end violence against women and girls results in:

- women and girls can access the right services based on identified need and are protected from further harm;
- experiences of women and girls inform the planning and activity to eradicate gender-based violence; and
- prevention approaches support tackling the root causes of violence against women and girls

General Duty: Eliminating discrimination, harassment and victimisation

Strategic Plan Theme: A Well Governed City That Listens and Responds

HOW WE WILL MEASURE THIS OUTCOME

Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

National Outcome Indicators	
Indicator	Data Source
Recorded crimes of coercive control <ul style="list-style-type: none"> • Overall • Percentage of female victims • Percentage of male victims 	Scottish Government
Proportion of the population who have been subject to domestic abuse. <ul style="list-style-type: none"> • Incidents in Scotland per 10,000 • Incidents in Glasgow City per 10,000 	Scottish Government
Number of recorded incidents of domestic abuse in Scotland. <ul style="list-style-type: none"> • Overall • Proportion of incidents with female victim and male accused • Proportion of incidents with male victim and female accused 	Scottish Government
Percentage of crimes recorded in Scotland that are sexual crimes.	Scottish Government

Glasgow Council Family Outcome Indicators	
Indicator	Lead Service/ALEO
MARAC <ul style="list-style-type: none"> • Number of victims referred to MARAC. 	Neighbourhoods, Regeneration and Sustainability
ASSIST <ul style="list-style-type: none"> • Percentage of clients rating the ASSIST service as good or very good. 	Neighbourhoods, Regeneration and Sustainability
Routes Out <ul style="list-style-type: none"> • Number of positive outcomes achieved for women. 	Neighbourhoods, Regeneration and Sustainability
TARA <ul style="list-style-type: none"> • Number of referrals to TARA Service; • Number of women accessing the support of TARA 	Neighbourhoods, Regeneration and Sustainability

HOW WE WILL DELIVER THIS OUTCOME

Activity to support this outcome will drawn from the delivery of the Glasgow Violence Against Women Partnership Strategic Delivery Plan.

Priority	Actions
Neighbourhoods, Regeneration and Sustainability	
<p>Communities in Glasgow embrace equality and mutual respect and reject all forms of violence against women and girls.</p>	<ul style="list-style-type: none"> • Annually coordinate and deliver a programme of activity to raise awareness of harm caused by violence against women and girls by participation in local, national and international VAW Campaigns. • Proactively engage with communities to raise awareness of the harm caused by VAW&G creating greater understanding of the causes and consequences and the role they can play in tackling it • Deliver high quality age and stage appropriate activity which challenges gender stereotyping and promotes healthy positive relationships in primary and secondary schools across the city. • Develop a specific strategy to address the commercial sexual exploitation of women and girls in Glasgow • Coordinate and deliver a basic awareness training programme on violence against women • Coordinate and deliver specialist training events and workshops in line with identified need • Work in partnership with local Universities and Colleges to support the integration of Equally Safe in Colleges and Universities (ESCU) and the implementation of the ESHE Toolkit. • Work with partners and youth providers in the city to deliver interventions to raise young people's understanding and awareness of VAWG and the importance of healthy, respectful relationships. • Make available clear up to date and accessible online guidance about the services available to support affected women, girls and families. To ensure that information is well promoted.
<p>Women and girls thrive as equal citizens: socially, culturally, economically and politically</p>	<ul style="list-style-type: none"> • Ensure that the GVAWP strategic plan is integrated with other key city partnerships and plans. Including ADP; Community Planning; Health & Social Care IJB; Community Justice; Equality Groups; Public Protection Committees • To increase the priority that violence against women has in key city wide planning documents. • To embed an effective multi- agency financial inclusion plan for women and girls affected by male violence against women • Establish a specific working group to address the needs of women affected by immigration including Asylum Seeking and EU settlement (Brexit) • To engage with local equality groups to ensure that they are aware of the VAW&G agenda and understand the inequalities that underpin it. • Work with GCC to engage with Close the Gap Equally Safe at Work pilot as a shadow authority
<p>Interventions are early and effective, preventing violence and maximising the safety and wellbeing of</p>	<ul style="list-style-type: none"> • Operationally and strategically support and oversee the delivery of an effective multi-agency MARAC response to high risk victims of domestic abuse in the city • Identify funding to support the development of a dedicated MARAC support team

Priority	Actions
Neighbourhoods, Regeneration and Sustainability	
women, children and young people.	<ul style="list-style-type: none"> • Ensure that all specialist VAW&G services are underpinned by a gender analysis of VAW&G; are shaped and promote the views of women, children and young people affected; demonstrate the need for women-only spaces; adopt a rights based, person centred, needs led approach. • Work towards ensuring the provision of high quality interventions to engage women and children affected by VAW&G. • Convene a short life working group to consider the development of a local measurement framework. To identify and agree common data points all partners will collect to harmonise the approach to collation of equalities data in line with Equally Safe • Work with partners to ensure that violence against women services are accessible for women from diversity of communities in the city Black and ethnic minority, LGBT and disability communities • Support Public Sector partners to create a workforce that is competent, confident and proficient in identifying and responding to all forms of violence against women • To produce accessible multi-agency information including pathways for women and girls who are or are at risk of being subjected to forced marriage; trafficking; • Engage and consult with women and girls affected by gender based violence on our plans to develop services
Men desist from all forms of violence against women and girls and perpetrators of such violence receive and robust and effective response	<ul style="list-style-type: none"> • To introduce locally a challenging demand approach to tackle those who seek to buy sex in Glasgow. • To raise awareness of the multi-agency responsibilities in relation to the introduction of the Domestic Abuse (Scotland) Act 2017 • To be involved in the delivery of the Caledonian Programme in Glasgow to tackle male perpetrators of domestic abuse • To inform and contribute to GCC Licensing Services on the introduction of Sexual Entertainment Venue licensing • To work with partners to extend the learning and good practice developed by projects such as Support to Report • To ensure that criminal justice partners are aware of the experiences of women and girls accessing justice
Additional related actions	
<u>Glasgow Life</u>	
White Ribbon Campaign	Glasgow Life will continue to support the white ribbon campaign by distributing ribbons to libraries and, by curating a series of relevant literature that would be made available on our e-reading platform during the annual 16 days of action
Glasgow Life Youth club	Programmes cover violence against women in girls (these are only delivered where this is relevant to the group as each group has different needs)
<u>HSCP</u>	
Caledonian Project	This project works with men who have offences relating to domestic abuse. Monitor the activity of the team and the outcomes recorded for men who engage with this project
Training	
Training	Encourage staff to complete the GOLD training, Domestic Abuse Awareness Raising Tool (DAART)

OUTCOME 5

LGBTI+, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime through our work with partners to;

- prevent hate crime before it happens
- encourage people to report hate crime when it happens
- improve service responses to victims

General Duty: Eliminating discrimination, harassment and victimisation *Strategic Plan Theme: A Well Governed City That Listens and Responds*

HOW WE WILL MEASURE THIS OUTCOME

Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

National Outcome Indicators	
Indicator	Data Source
Hate Crime: Number of Charges Reported in Glasgow: <ul style="list-style-type: none"> • Racially aggravated crime • Religiously aggravated crime • Disability aggravated crime • Sexual orientation aggravated crime • Transgender identity aggravated crime 	Crown Office and Procurator Fiscal Service
Percentage of respondents who were aware that they could report to the police about being insulted, pestered or intimidated through.... <ul style="list-style-type: none"> • The Police Scotland website • A Third Party Reporting Centre 	Glasgow Household Survey
Glasgow Household Survey respondents who were worried about being insulted, pestered or intimidated based on their protected characteristics. <ul style="list-style-type: none"> • Overall • Religion • Race • Disability • Sex • Age • Sexual Orientation • Trans status 	Glasgow Household Survey
Respondents who had experienced hate crime or harassment but had not reported the most recent incident.	Glasgow Household Survey

Glasgow Council Family Outcome Indicators	
Indicator	Lead Service/ALEO
Prevention - We will work together to stop hate crime before it happens <ul style="list-style-type: none"> • Increased general public awareness of hate crime. 	Neighbourhoods, Regeneration and Sustainability

Glasgow Council Family Outcome Indicators	
Indicator	Lead Service/ALEO
Proportion of reported graffiti incidents that are offensive. (Offensive graffiti is categorised as an aggregate of Homophobic, Racist, Sectarian and Obscene graffiti.)	Neighbourhoods, Regeneration and Sustainability
Reach of Hate Crime Awareness Week Campaign	Neighbourhoods, Regeneration and Sustainability
Reporting - We will work together to encourage people to report hate crime when it happens <ul style="list-style-type: none"> • Number of views of relevant posts • Increased % of people are aware that they can report a hate crime through Police Scotland website 	Neighbourhoods, Regeneration and Sustainability
Responding - We will work together to improve Glasgow's service responses to victims <ul style="list-style-type: none"> • Staff report increased understanding of hate crime, and the support and resources available to individuals. • Victims say that services offer appropriate support. 	

HOW WE WILL DELIVER THIS OUTCOME

Activity to support this outcome will also be included in a number of targeted projects:

Project Activity		
Project	Overview of Project or relevant actions	Lead Service/ALEO
Develop New Hate Crime Action Plan	<p>A new Hate Crime Action Plan is under development during 2021 and 2022 to support the Glasgow Hate Crime Strategy 2018 - 2028.</p> <p>The action plan will be developed in partnership through the Hate Crime Working Group and cut across the three themes of:</p> <ul style="list-style-type: none"> ○ Prevention - We will work together to stop hate crime before it happens ○ Reporting - We will work together to encourage people to report hate crime when it happens ○ Responding - We will work together to improve Glasgow's service responses to victims 	Hate Crime Officer - Neighbourhoods, Regeneration and Sustainability
<i>Existing actions expected to continue beyond 2021</i>		
Prevention Coordinate an annual Hate Crime Public Education Campaign	<ul style="list-style-type: none"> • Identify target audiences • Define key messages for the year • Plan annual programme of activities • Link with national HCAW activities • Agree Partnership Coms plan • Monitor annual trends via Household Survey 	Neighbourhoods, Regeneration and Sustainability
Prevention Deliver multi stage intervention programmes in schools, targeted in	<ul style="list-style-type: none"> • Review hate crime profiles • Identify target schools • Make proactive approaches to schools • Promote an evidence-led targeted approach 	Education Services

Project Activity		
Project	Overview of Project or relevant actions	Lead Service/ ALEO
areas recognised as having issues with sectarian hate crime.	<ul style="list-style-type: none"> • Deliver Sense over Sectarianism programme with community partners 	
Prevention Explore how best to promote and support community cohesion at local level.	<ul style="list-style-type: none"> • Identify any promising practice in promoting community cohesion in cities of comparable size to Glasgow. Sources - desktop research; knowledge of working group members; knowledge of local community workers and activists. • Deliver a programme of community development activities that promote community cohesion, aligned to Thriving Places and HCWG priority neighbourhoods. 	CED (Community Empowerment)
Responding Roll out of GCC Hate Crime awareness GOLD module to wider GCC family	<ul style="list-style-type: none"> • Promote the module • Establish the baselines – • Monitor viewing/uptake figures 	Neighbourhoods, Regeneration and Sustainability
Responding Develop a Hate Crime Ambassadors Programme within services	<ul style="list-style-type: none"> • Community Planning Partners to identify Corporate Sponsors for the Hate Crime Ambassadors Programme • All Community Planning Partners sign up to Glasgow's Hate Crime Pledge • Develop a programme for each Community Planning Partner • Produce a hate crime tool kit for frontline staff • Cohort of Hate Crime Ambassadors trained in Glasgow City Council services 	Neighbourhoods, Regeneration and Sustainability
Responding Undertake mapping of relevant support services	<ul style="list-style-type: none"> • Develop a brief for service mapping • Identify resource • Commission external consultant to undertake service mapping • Compile and publish results 	
Associated Actions:		
Awareness Campaign	Glasgow Life can support the annual Hate Crime Awareness campaign by distributing posters, leaflets etc. to libraries.	Glasgow Life
Community Planning locality structures	Via Local Community Safety & Environmental Groups that promotes joint working with key stakeholders - opportunities for Third Party reporting via Third Sector Agencies and LHO's, as well as utilising a range of methodology that includes information cards, local newsletter, social media to highlight range of reporting methods aimed towards increasing awareness of various ways of reporting, relationships building between Police Scotland and Residents via community breakfasts and other localised activities, events	Community Empowerment Services.

Project Activity		
Project	Overview of Project or relevant actions	Lead Service/ ALEO
Training	Encourage staff to complete the GOLD training, Hate Crime Awareness	All

OUTCOME 6

The importance of tackling social isolation and loneliness is recognised and prioritised through our work with partners

General Duty: Fostering good relations

Strategic Plan Theme: A Healthier City

HOW WE WILL MEASURE THIS OUTCOME

Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

National Outcome Indicators	
Indicator	Data Source
<ul style="list-style-type: none"> Percentage of adults have contact with family, friends or neighbours less than once or twice a week Respondents that feel that they don't have a strong sense of belonging to their local community 	Scottish Household Survey
Percentage of adults in Scotland that often feel lonely and feel lonely sometimes	The Mental Health Foundation (2010).
<ul style="list-style-type: none"> Percentage of working-age adults who were disabled or off work for long periods due to illness were "frequently lonely" Percentage of men and women living in deprived areas that reported "frequent loneliness" 	Loneliness in Glasgow's Deprived Communities. GoWell

Note: Some challenges with consistent availability of data on social isolation and loneliness, indicators may be subject to change, depending on availability.

HOW WE WILL DELIVER THIS OUTCOME

Activity to support this outcome will also be included in a number of targeted projects:

Project	Overview of Project or relevant actions
Chief Executive's Department	
Financial Inclusion	
Pensioner Poverty Project	The main aim of the project is to reduce pensioner poverty within the city in line with the objectives of the People Make Glasgow Fairer Strategy. Part of the project aims to work with other projects such as the Glasgow Helps hub who can refer the citizen onto organisations who can help with loneliness/social isolation
Glasgow Helps	Helping our citizens of Glasgow, connect with the right support networks at the right time to enrich their lives – achieved by creating a joint understanding of their needs, securing and managing agreed support pathways to help build citizen resilience and enable participation in the life of the city.

Project	Overview of Project or relevant actions
	The Project has referral pathways to health and wellbeing service providers within the city which will help those who suffer from loneliness and social isolation.
Clyde Gateway- Supporting Families into Employment	<p>The project will:</p> <ul style="list-style-type: none"> • Support wellbeing and resilience across all areas; financial, emotional and physical, recognising that family wellbeing is directly influenced by socio-economic factors that interact and impact across a family's home, neighbourhood, learning and work environments. • By trying to increase social connections of the service users as well as providing emotional support, it aims to reduce the levels of social isolation and help build resilience.
Community Empowerment Services	
Locality programmes	via Thriving Places structures and other local Networks established to promote joint working in developing services/activities that tackle isolation/loneliness and some of the services/activities developed that includes; community breakfast/meals, local activity groups as well as community walks. These will be targeted at various communities who are more marginalised e.g, older people, LGBT, disabled people.
ADP recovery Communities	There is a community in each of the 3 sectors in the city and contact was maintained with people during the pandemic. This programme provides opportunities for people in recovery to socialise free of alcohol and drugs.
Glasgow Health and Social Care Partnership	
Socially Connected Glasgow Strategy	Develop Strategy
Glasgow Life	
Community Referral project	Support individuals who are referred to the project due to their experience of social isolation or loneliness.
Future Activity:	
Glasgow Life Mission Statement	Tackling Social Isolation and Loneliness has been written into the Glasgow Life Mission Statement. Relevant actions will be added to report progress of how this is being achieved.
Glasgow Digital Strategy	Work towards the Digital Inclusion and Participation Outcomes; Everybody in Glasgow has the opportunity to learn how to use digital to participate in the city's social life.
Transport Strategy	Year 2 activity will include developing actions, in consultation with stakeholders, to support the outcome: 'Transport has a positive role in tackling poverty, improving health and reducing inequalities' and 'Places are created where we can all thrive, regardless of mobility or income, through liveable neighbourhoods and an inclusive City Centre'