



Glasgow City Council

Operational Performance and Delivery
Scrutiny Committee

Report by Chief Executive Department

Contact: Afton Hill Ext: 70411

Item

<date of meeting>

EQUALITY OUTCOMES PROGRESS REPORT 2018

Purpose of Report:

This report presents progress on the Council's actions towards the Equality Outcomes for 2017 - 2021.

Recommendations:

The Operational Performance and Delivery and Scrutiny Committee is asked to:

- Consider and note the first year of progress towards delivering the Equality Outcomes for 2017 - 2021.
- Consider and note the employee monitoring data

Ward No(s):

Citywide: ✓

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

PLEASE NOTE THE FOLLOWING:

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1. Background

- 1.1 Under the Equality Act 2010, public sector organisations are required to publish a set of Equality Outcomes by 30 March every four years, and publish progress towards the outcomes every two years. In 2017, the Council Family developed its second set of Equality Outcomes, which build on the existing set and establish some new priorities. These outcomes are not meant to encompass all the work the Council Family does to reduce social inequality in the city. Instead, they reflect what are considered to be the priorities.
- 1.2 The next statutory progress report is due to be published by 30 March 2019. It is recognised by the Equalities and Human Rights Commission (EHRC) that it takes two years to be able to demonstrate real progress towards the outcomes. However, in the interest of best practice we have chosen to look at progress one year in, in order to highlight any issues at an early stage and to use the identified areas for improvement to inform the work plan of the Officer Equality Working Group for the coming year.




2. Introduction

This report presents progress towards the Equality Outcomes for 2017 – 2021 as of 2018. The outcomes were developed and agreed through extended stakeholder engagement with equality groups and build on the outcomes agreed in 2013. Further information on the development process can be found in paragraph 2.2 of the full report.

- 2.1 The outcomes are structured around four improvement aims, which were developed from the consultation feedback received when developing the outcomes:
1. Improve economic outcomes for people with protected characteristics.
 2. Increase people's knowledge about equality and fairness.
 3. Improve access to Council Family services by people with protected characteristics.
 4. Promote and support respect for equality and diversity.

3. Progress as of 2018

- 3.1 There are total of 54 actions divided between the 14 Equality Outcomes.
- 3.2 Each action/output has been assessed as one of the following:

	Progress is as expected. It is estimated that the agreed action will be achieved by 2021 or earlier.
	There are some areas of slippage in targets and/or timescales or there is currently limited information available by which to monitor progress.
	Progress does not appear to be as originally agreed in the action or there are circumstances that have prevented delivery of the action

Improvement Aim:	G	A	R	Total
1. Improve economic outcomes for people with protected characteristics.	10	5	0	15
2. Increase people's knowledge about equality and fairness.	6	2	0	8
3. Improve access to Council Family services by people with protected characteristics.	11	2	0	13
4. Promote and support respect for equality and diversity.	13	5	0	18
Total =	40	14	0	54

4. Policy and Resource Implications

Resource Implications:

Financial: None

Legal: None

Personnel: None

Procurement: None

Council Strategic Plan: Across full Strategic Plan

Equality Impacts:

Does the proposal support the Council's Equality Outcomes 2017-22 This report represents progress towards delivering all of the outcomes.

What are the potential equality impacts as a result of this report? Not required as the report is not proposing a new service, policy, strategy or plan, significant change to/review of a service, policy, strategy or plan or a decision about budgets

Sustainability Impacts:

Environmental: None

Social: None

Economic: None

Privacy and Data Protection impacts: None

5. Recommendations:

The Operational Performance and Delivery and Scrutiny Committee is asked to:

- Consider and note the first year of progress towards delivering the Equality Outcomes for 2017 - 2021.
- Consider and note the employee monitoring data

Equality Outcomes Progress Report 2018

1. Background

- 1.1 Under the Equality Act 2010, public sector organisations are required to publish a set of Equality Outcomes by 30 March every four years, and publish progress towards the outcomes every two years. In 2017, the Council Family developed its second set of Equality Outcomes, which build on the existing set and establish some new priorities. These outcomes are not meant to encompass all the work the Council Family does to reduce social inequality in the city. Instead, they reflect what are considered to be the priorities.
- 1.2 The next statutory progress report is due to be published by 30 March 2019. It is recognised by the Equalities and Human Rights Commission (EHRC) that it takes two years to be able to demonstrate real progress towards the outcomes. However, in the interest of best practice we have chosen to look at progress one year in, in order to highlight any issues at an early stage and to use the identified areas for improvement to inform the work plan of the Officer Equality Working Group for the coming year.

2. Introduction

- 2.1 This report presents progress towards the Equality Outcomes for 2017 – 2021 as of 2018. The outcomes were developed and agreed through evidence review and extended stakeholder engagement with equality groups and build on the set of outcomes agreed in 2013:
 - Consultation with stakeholders to identify key equality priorities, including elected members and equality organisations in the city (70 respondents);
 - A series of focus groups with members of the public who identify as having a protected characteristic (people with a disability or long-term health condition, people who identify as LGBT, people from Asian, African and Central and Eastern European communities, and young people aged 16 to 24);
 - Updating the Council Family’s database of evidence to ensure our baseline of key facts and figures about protected characteristics remains current;
 - A collaborative workshop for employees from across the Council Family to consider consultation findings and produce an initial set of priorities for consideration in outcome development (80 attendees);
 - Continued engagement with equality groups via the Glasgow Equality Forum;
- 2.2 The Public Petitions and General Purposes Committee and the Operational Delivery Scrutiny Committee considered the draft Equality Outcomes in February 2017 and they were approved by Executive Committee on 16 March 2017.
- 2.3 Progress towards the Equality Outcomes as of 2018 is presented in the tables on the following pages. The outcomes are structured around four improvement aims, which were developed from the consultation feedback received when developing the outcomes:

1. Improve economic outcomes for people with protected characteristics.
2. Increase people's knowledge about equality and fairness.
3. Improve access to Council Family services by people with protected characteristics.
4. Promote and support respect for equality and diversity.

2.4 The Council Family Group's Equality Outcomes for 2017 to 2021 are:

Improvement Aim	Equality Outcome
Improve Economic Outcomes for People with Protected Characteristics	1. An increased proportion of people with protected characteristics are supported to enter employment or training.
	2. Glasgow City Council female employees are supported to overcome any challenges that gender may present.
	3. Glasgow City Council employees who experience mental health issues are supported to help them manage any difficulties they experience or barriers they face.
	4. The Council Family has an improved knowledge about the demographic makeup of its workforce.
Increase People's Knowledge about Equality and Fairness	5. The Council Family has developed and delivered a consistent, and where necessary mandatory, approach to raising awareness about equality and diversity.
	6. Glasgow City Council 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.
Improve Access to Council Family Services by People with Protected Characteristics	7. Glasgow's Improvement Challenge (Literacy and Numeracy) has resulted in: <ul style="list-style-type: none"> • Children with learning disabilities have improved attainment • Pupils for whom English is not a first language have improved attainment • Any difference between attainment of males and female pupils is reduced.
	8. Service users with protected characteristics are provided with targeted, improved and more accessible information about the services provided by the Council Family.
	9. Barriers to participation in arts, learning, physical activity, learning and culture have been reduced for people with people with protected characteristics.
	10. People with protected characteristics are more regularly and systematically involved in service delivery design by the Council Family.

Improvement Aim	Equality Outcome
Promote and Support Respect for Equality and Diversity	11. The Council Family has visibly promoted and delivered events that promote and celebrate cultural diversity in Glasgow.
	12. Glasgow City Council is recognised as an employer that supports its employees who have protected characteristics.
	13. Survivors or, and those at risk of, gender-based violence or other targeted abuse are well supported.
	14. LGBT, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime.

3. Progress as of 2018

- 3.1 Based on the feedback we received from stakeholders, where possible, we have tried to make measures more robust and demonstrate impact rather than volume. This is not always possible due to the nature of the work delivered, however it is something we will continue to improve. We are working to improve our performance measures with equality groups as performance monitoring matures.
- 3.2 There are total of 54 actions divided between the 14 Equality Outcomes.
- 3.3 Each action/output has been assessed as one of the following:

G	Progress is as expected. It is estimated that the agreed action will be achieved by 2021 or earlier.
A	There are some areas of slippage in targets and/or timescales or there is currently limited information available by which to monitor progress.
R	Progress does not appear to be as originally agreed in the action or there are circumstances that have prevented delivery of the action

- 3.4 The Council is on track to deliver its Equality Outcomes, with the majority of actions assessed as green (74%) one year into the lifetime of the plan. The Council Family has made good progress in many areas of action, particularly in actions under culture and leisure and supporting our staff, such as:
- The Council Family has an improved knowledge about the demographic makeup of its workforce.(Outcome 4)
 - Barriers to participation in arts, learning, physical activity, learning and culture have been reduced for people with people with protected characteristics. (Outcome 9)
 - Glasgow City Council is recognised as an employer that supports its employees who have protected characteristics. (Outcome 12)

3.5 Some actions require more coordinated and consistent effort prior to our statutory mid-term report by end March 2019. In particular, those actions for which information is limited or where it is challenging to measure the impact of the work being done or where there are concerns about future delivery of programmes due to changes in funding. Where possible, a note on mitigating action to improve performance is included in the tables as “Further Work”. These areas include:

- An increased proportion of people with protected characteristics are supported to enter employment or training. (Outcome 1)
- Glasgow City Council 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. (Outcome 6)
- The Council Family has visibly promoted and delivered events that promote and celebrate cultural diversity in Glasgow.(Outcome 11)
- LGBT, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime.(Outcome 14)

3.6 Summary of progress as of April 2018 is presented below.

Improvement Aim:	G	A	R	Total
1. Improve economic outcomes for people with protected characteristics.	10	5	0	15
2. Increase people’s knowledge about equality and fairness.	6	2	0	8
3. Improve access to Council Family services by people with protected characteristics.	11	2	0	13
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4. Council Workforce Equality Monitoring (Excluding Teachers)

4.1 As an employer, the Council aims to achieve equality and diversity in its workforce. The Council wants to be a sensitive and understanding employer, creating a workplace where everyone is respected. The Council monitors its workforce profile by gender, ethnicity, disability and salary. Tables presenting this information for 2017/18 are included in this report as appendices. Detailed monitoring information is also published on the Council’s website along with information on the workforce of Education Services (the Education Authority) the Council is required to publish this separately.

4.2 There remains a high non-disclosure rate across all the protected characteristics, affecting the Council’s ability to effectively analyse its employment data. In June 2015 Corporate HR launched an exercise to encourage employees to update their personal information, to date 2,167 employees (16% of Council’s non-teaching workforce) have updated their information. Information has been gathered since 2015 on Religion or Belief and Sexual Orientation no analysis of this has been

completed due to high non-disclosure rates at 81.3% and 80.6%, there is however a year on year decrease in non-disclosure, full details are available on the Council's Website. There is a specific Equality Outcome to reduce non-disclosure across all protected characteristics.

- 4.3 Since 2016/17 the workforce has increased by 550 to 13,584, excluding teachers. Men make up 34.3% of the workforce (4,661) and the percentage of women has remained static at 65.7% (8,923). The proportion of employees who are black and ethnic minority (BME) has increased from 2.1% to 2.4%. The proportion of employees who are disabled remains static at 2.9%. The Council's workforce make up does not represent the make-up of the city in relation to both BME and disabled employee numbers. This continues to represent a challenge for the organisation and there are specific actions within the equality outcomes to try to improve this.
- 4.4 738 employees left the Council, including 303 men, 435 women, 11 black and ethnic minority background and 21 employees who have a disability.
- 4.5 The number of women who are among the highest paid in the Council has decreased slightly in both top 2% and 5%. The Council continues to be the second best performing authority in Scotland, only Aberdeenshire has a higher percentage (62.4%). The average in Scotland is 52%.
- 4.6 Top 5% of earners who are female:
- | | |
|---------|---------|
| 2015/16 | 59.68% |
| 2016/17 | 59.97% |
| 2017/18 | 58.56%* |
- * This is currently unverified by internal audit.
- 4.7 The gender pay gap is the percentage difference between male and female hourly pay, excluding overtime. Glasgow City Council's gender pay gap (excluding teachers) is -1.65% and is therefore in favour of women. In 2016/17 this figure was -2.95%.
- 4.8 There has been an increase in the number of posts advertised and a subsequent increase in the number of applications received. In terms of applicants for posts, there has only been 6.3% of overall applications were from candidates from a black and ethnic minority background, 88.8% from white applicants and 4.9% from those who didn't disclose their ethnicity. 4.2% from those who are disabled, 91.6% from those who are not disabled and 4.3% who didn't disclose their status. 34.8% from men and 60.6% from women.
- 4.9 The council actively monitors whether there is any unconscious bias in its recruitment process. From this data we know the chance of being invited to interview is the same whether an applicant is a man or a woman, black and ethnic minority background or white. Although the pattern varies, non-disabled applicants appear to have a slightly better chance of interview. Following interview, the chance of appointment is the same whether an applicant is a man or a woman, black and ethnic minority background or white. Non-disabled candidates appear to have a slightly better chance of being appointed when compared to applicants with a disability. The Council received no recruitment complaints.

- 4.10 It should be noted that we receive far less applications from BME and disabled candidates which makes it more difficult to address the imbalance in the workforce make-up when compared to the city. There is specific activity within the equality outcomes to improve this ratio and attract more applications from both BME and disabled applicants.
- 4.11 The Council approved 435 flexible working applications; a decrease on last year's figure of 478. Most of these applications (88.3%) were from women. There has been a significant increase in percentage of applications from disabled employees (from 0.4% to 3%). The reasons for requests were: work life balance 49%, parental responsibility 32%, and caring responsibility 19%.
- 4.12 As was the case in previous years, men are more likely to be subject to a disciplinary hearing with 86.1% of cases compared to women, who made up 13.9% of disciplinary cases. One percent of overall disciplinary action was against black and ethnic minority employees and 2.7% was against disabled employees. Just 0.5% of the workforce raised a grievance during 2017/18. The majority of grievances were raised by women 52.4% compared to 47.6% by men. There were three grievances raised by employees from a black and ethnic minority background and one was raised by a disabled employee, all were related to terms and conditions of employment.
- 4.13 Only 0.18% of the workforce made a complaint about bullying or harassment. The number of complaints decreased by 8 to 24 since the last report in 2016/17. One disabled employee made a complaint. No complaints were received from any employee from a black and ethnic minority background. The complaints are in line with the workforce profile, with more women than men, more white employees than black and ethnic minority employees, and more non-disabled employees than disabled employees making complaints.
- 4.14 The Council conducts the Staff Survey every three years. The last survey was carried out in 2015. This survey included questions about age, disability, gender, race, religion or belief and sexual orientation.

5. Education Services Teaching Workforce Equality Monitoring

- 5.1 During 2017/18 Education Services' workforce has increased by 285 employees to 5,856. This has not caused a major change in the workforce profile when compared to 2016/17. Males make up 21.4% of the workforce, and females 78.6%. Black and ethnic minority employees make up 2.4% of the workforce and 1.2% has a disability.
- 5.2 The gender pay gap is the difference between male and female hourly pay, excluding overtime. Education Services' gender pay gap is 1.93%, in favour of

men. This represents a decrease of 0.35 percentage points in favour of men since 2016/17

- 5.3 Education Services recruited 541 employees. Women continue to have a better chance of receiving an interview and being appointed than men. White and black and ethnic minority applicants have the same chance of receiving an interview, however black and ethnic minority candidates are more likely to be appointed. Disabled and non-disabled applicants have the same chance of receiving an interview, but non-disabled applicants have a better chance of being appointed from interview. As with the overall Council the workforce make-up in Education Services doesn't represent the make-up of the city, they also receive far less applications from BME and disabled applicants. Education Services are taking specific action to address this.
- 5.4 During 2017/18 Education Services approved 132 flexible working applications, the majority (97%) were from women. The reasons for requests were work-life balance 47%, parental 42.4% and caring 10.6%. There were two applications each from disabled (1.5%) and black and ethnic minority employees (1.5%).
- 5.5 Just 0.14% of the Education Services workforce was subject to disciplinary action. This included five women and three, no black and ethnic minority employees and one disabled employee. Only 0.03% of the workforce raised a grievance. This included two woman and two white employees. No men, black and minority or disabled employees raised a grievance. 472 employees left Education Services, including 350 women and 122 men, 11 black and ethnic minority employees, and nine disabled employees.

6. Improvement Aim 1: Improve Economic Outcomes for People with Protected Characteristics



OUTCOME 1



An increased proportion of people with protected characteristics are supported to enter employment or training.

General Duty: Advancing equality of opportunity

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
1.1 Development and Regeneration Services (DRS) will continue to provide a programme for young people with ASL needs through the Glasgow Guarantee. <i>Protected Characteristic: Disability</i> <i>Lead: DRS</i>	Number completing the programme.	4	10		
	Number of people moving into employment, education, or training.	4	4		G
1.2 The Glasgow Guarantee initiative will continue to assist people into employment, including an increased number of black or minority ethnic people. <i>Protected Characteristic: Race</i> <i>Lead: DRS</i>	Number of positive outcomes.	32 Black and Ethnic Minority people (3.2%)	39 Black and Ethnic Minority people (4.8%)		G
1.3 The Youth Gateway service will provide support to young people who have not been successful in	Number of sustainable	8 (at April 1st 2017)	18 (21% of total)		G

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>securing employment or apprenticeship through the Glasgow Guarantee.</p> <p><i>Protected Characteristic: Age</i></p> <p><i>Lead: DRS</i></p>	<p>positive outcomes.</p>	<p>Disabled: 1 Care Assisted: 0 Black and Minority Ethnic: 0</p>	<p>Disabled: 14 Care Assisted: 1 Black and Minority Ethnic: 3</p>		
<p>1.4 The ESF Employability Pipeline provides funding to the Learning Disability Supported Employment Service delivered by Social Work Services.</p> <p><i>Protected Characteristic: Disability</i></p> <p><i>Lead: DRS and HSCP</i></p>	<p>Number of people supported into employment.</p>	<p>22 people</p>	<p>77 people</p>		
<p>1.5 The Value the Difference project, delivered by DRS, the University of Strathclyde and Brodies LLP, aims to tackle unconscious bias in the workplace against women, black and minority ethnic people and people with a disability through a combination of research, training, awareness raising and coaching.</p> <p><i>Protected Characteristic: Disability, Race & Sex</i></p> <p><i>Lead: DRS</i></p>	<p>Number of Glasgow-based businesses undertaking Value the Difference Training.</p>	<p>Strathclyde University to develop an Implicit Attitude Test (IAT) and test within the workplace</p> <p>Training delivered:</p> <ul style="list-style-type: none"> • Developing an inclusive workplace - 12 organisations • Blue Ptarmigan delivering 1:1 or 	<p>University of Strathclyde research complete.</p> <p>Training delivered:</p> <ul style="list-style-type: none"> • Developing an inclusive workplace - 6 organisations. • Career Coaching on 	<p>University of Strathclyde learning report will be completed by Autumn 2018.</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
		team Career Coaching - 12 organisations • Perspectives of Diversity – 4 workshops	developing a coaching culture - 5 organisations • 1:1 career coaching - 12 individuals • Perspectives on Diversity – 3 workshops, 120 delegates • Unconscious Bias for managers workshop – 1 workshop, 35 delegates		
1.6 Business Gateway supports the Women into Business events are held on a regular basis to showcase new women's led businesses in the city. <i>Protected Characteristic: Sex</i> <i>Lead: DRS</i>	Number of businesses attending events.	217	207	There is a very slight decline in the attendance figures as a workshop in January had to be cancelled due to adverse snow conditions. There are usually 40 and upwards expected at each event.	
1.7 Ethnic Entrepreneurs is an advisory service provided by Business Gateway for Glaswegians from a black or minority ethnic background that provides tailored support and advice and awareness raising events in the community.	Number of community-based events held. Number of tailored one-to-one support	60 361	60 436		

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<i>Protected Characteristic: Race</i> <i>Lead: DRS</i>	sessions undertaken.				
1.8 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. <i>Protected Characteristic: Race</i> <i>Lead: City Building</i>	Percentage of apprentice intake who are from a black and minority ethnic background.	10%	4%	There has been a decrease in the apprentice intake from black and minority ethnic backgrounds over the last year. City Building continues to engage with a wide range of organisations in order to reach underrepresented groups within the construction industry, including: <ul style="list-style-type: none"> operating a Construction for All initiative to target the black and ethnic minority communities within the City working with BEEMIS, WESPREC and YCSA to offer taster sessions and work experience working with Glasgow secondary schools to encourage young women from a black and minority ethnic background to consider construction. 	A
1.9 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. <i>Protected Characteristic: Disability</i>	Number of employees, percentage of who have a disability.	53%	53%	In partnership with Kelvin College, RSBi will continue to provide work experience to 35 pupils per week from ASL Schools. This has an outcome of a SVQ Level 1 in Manufacturing Operations. There are some concerns over the future delivery of this action due to funding. Work First Scotland replaced Work Choice in April 2017. The Work Choice grant funding element will cease in March 2019. This grant funding is worth an estimated £500k per year to RSBI. Currently no specific funding been agreed by	A
	Number of Work Choice positions.	109	109		



Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<i>Lead: City Building</i>				Scottish Government or UK Government to replace this.	

OUTCOME 2

Glasgow City Council female employees are supported to overcome any challenges that gender may present.

General Duty: Advancing equality of opportunity

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>2.1 Corporate HR will develop an action plan to meet the commitments of our equal pay policy statement and further develop and understand occupational segregation across the organisation. If changes are made to recruitment restrictions, the service will develop an action plan to tackle any identified issues where needed.</p> <p><i>Protected Characteristic: Sex</i></p> <p><i>Lead: Corporate HR</i></p>	An action plan with appropriate measures will be produced.	<p>Revised Equal Pay Policy statement published.</p> <p>Details breakdown of occupational segregation information published.</p> <p>Gender pay gap information published.</p>	<p>Revised Equal Pay Policy statement published.</p> <p>Details breakdown of occupational segregation information published.</p> <p>Gender pay gap information published.</p>	Since the outcomes were published the organisations position in relation to equal pay has changed. Given the ongoing negotiations in this area it would not be appropriate for the organisation to develop an action plan until the matter is concluded.	
<p>2.2 The Council will continue to develop the Lean In women's peer support network, including service-specific circles.</p> <p><i>Protected Characteristic: Sex</i></p> <p><i>Lead: Corporate HR</i></p>	Attendance numbers.	<p>205 employees on Lean In membership list.</p> <p>On average 25-30 employees attend events.</p> <p>8 events were held over the year.</p> <p>220 people attended the International Women's Day Event in conjunction with EY (Formerly Ernst & Young) and Police Scotland.</p>	<p>205 employees on Lean In membership list.</p> <p>On average 25-30 employees attend events.</p> <p>8 events were held over the year.</p> <p>220 people attended the International Women's Day Event in conjunction with EY (Formerly Ernst & Young) and Police Scotland.</p>	A calendar of events has been created taking into account feedback from membership survey to incorporate more opportunities to allow transfer of learning from events.	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
	Staff survey results.	A staff survey has not taken place to be able to include information.		We are in the process of setting out plans to engage with staff through a series of focus groups in preparation for a potential full staff survey in 2019.	
	Development of circles.	Occupational segregation groupings were used to identify occupations where it may be appropriate to develop smaller circles.		Initial discussions are taking place with Social Work Services.	
	Survey of members.	Annual Lean In survey findings from March 2017: <ul style="list-style-type: none"> • 78% agreed that they felt more empowered to achieve their goals as a result of their participation in the lean in group. • 76% felt more connected with their peers. • 78% agreed they were more aware of the Council's approach to equality and diversity • 72% agreed they were more aware of gender equality in the workplace. • 62% stated they felt more confident. 			
2.3 City Building will promote opportunities in construction to females through the craft apprenticeship scheme, attending recruitment fairs, offering work experience programmes and organising participation events during National Modern Apprenticeship Week. <i>Protected Characteristic: Sex</i> <i>Lead: City Building</i>	Percentage of apprentice intake who are female.	4%	9%	City Building employs 20% of all female craft apprentices in Scotland. Female apprenticeship starts in the Construction and Related Sector for 2016 to 2017 in Scotland was 2%, in Glasgow City area it was 5% - at City Building it was 9%. City Building has a partnership with EQUATE to encourage young women to enter construction	G

OUTCOME 3

Glasgow City Council employees who experience mental health issues are supported to help them manage any difficulties they experience or barriers they face.

General Duty: Advancing equality of opportunity

HOW WE WILL DELIVER THIS OUTCOME


Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
3.1 Corporate HR will deliver a number of initiatives, including: <ul style="list-style-type: none"> • Develop a Council and NHS mindfulness programme for employees • Support delivery of relaxation programmes, such as yoga • Review HR guidance on managing workplace stress • Develop manager's awareness training on mental health 	Numbers completing.	<ul style="list-style-type: none"> • A Pilot Mindfulness Programme has been complete. • Review of approach to Mental Health & Wellbeing complete. • Managers trained in Mentally Healthy Workplaces. • Health & Wellness Events held at LES depots and HQ. • Yoga classed (paid for by staff) offered in service areas. • Specific stress risk assessment completed in service areas as appropriate. • Specific time to talk day mental health awareness events held 	<ul style="list-style-type: none"> • A Pilot Mindfulness Programme has been complete. • Review of approach to Mental Health & Wellbeing complete. • Managers trained in Mentally Healthy Workplaces. • Health & Wellness Events held at LES depots and HQ. • Yoga classed (paid for by staff) offered in service areas. • Specific stress risk assessment completed in service areas as appropriate. • Specific time to talk day mental health awareness events held 	There has been a great deal of positive activity with these initiatives. However it has been flagged as amber as further work is required to be able to capture both numbers and outcomes of these activities. This programme is at an early stage and these factors will be taken into consideration going forward.	<div style="border: 1px solid black; background-color: yellow; padding: 5px; width: 30px; margin: 0 auto;">A</div>
<i>Protected Characteristic: Disability</i> <i>Lead: Corporate HR</i>	Staff survey results.	A staff survey has not taken place to be able to include information.	We are in the process of setting out plans to engage with staff through a series of focus groups in preparation for a potential full staff survey in 2019.		

OUTCOME 4

The Council Family has an improved knowledge about the demographic makeup of its workforce.

General Duty: Advancing equality of opportunity

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>4.1 The Council and Glasgow Life will encourage employees to disclose demographic information by raising awareness of why this information is collected and how it used.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Corporate HR and Glasgow Life</i></p>	Increase in numbers providing information.	<p>Glasgow Life Disclosure rate:</p> <p>Disability – 26.9% Ethnicity – 78.2%</p>	<p>Glasgow Life Disclosure rate:</p> <p>Disability – 34.6% Ethnicity – 82.1% Religion and Belief – 26.8% Sexual Orientation – 27.5%</p> <p>It should be noted that the 2017/18 figures incorporate the assimilation with Glasgow City Marketing Bureau.</p>	<p>Glasgow Life carried out a corporate communication brief inviting employees to update their demographic profile.</p> <p>Glasgow Life published their workforce profiles across 5 categories:</p> <ul style="list-style-type: none"> • Disability • Ethnicity • Gender • Religion/Belief • Sexual Orientation <p>Infographics of this information were produced to improve communication.</p>	
	Increase in numbers providing information.	<p>Glasgow City Council Disclosure rate (including teachers):</p> <p>Disability – 21.5% Ethnicity – 74.2% Religion and Belief – 15.1%</p>	<p>Glasgow City Council 'Disclosure rate (including teachers):</p> <p>Disability – 26.3% Ethnicity – 74.2% Religion and Belief – 18.7%</p>	<p>A communications campaign is ongoing, requesting employees to update their information through Connect, the Insider and service briefs. Since the start of the initiative over 2600 employees have updated their information.</p> <p>Work is planned to undertake a pilot to directly contact Education Services employees who do not have access to MyPortal. This will allow these staff</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
		Sexual Orientation – 15.7%	Sexual Orientation – 19.4%	to update their demographic information and if successful will be replicated in other services.	
<p>4.2 The Council will review its recruitment practices in relation to unconscious/implicit bias and develop action plan on findings.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Corporate HR</i></p>	Development of action plan.	In the last year a review of unconscious bias research and training has been undertaken. There has also been a review of service recruitment information to identify issues.		<p>A cross party working group has been established by the Convenor for Equalities and Human Rights to identify activity to increase BME representation. This action will be informed by the work of the group. Future planned work includes;</p> <ul style="list-style-type: none"> • Development of an action plan to assist implementation • Identifying a pilot area • Review pilot and identify next steps. 	<div style="background-color: green; color: white; padding: 5px; width: 20px; margin: 0 auto;">G</div>



7. Improvement Aim 2: Increase People's Knowledge about Equality and Fairness



OUTCOME 5

The Council Family has developed and delivered a consistent, and where necessary mandatory, approach to raising awareness about equality and diversity.


General Duty: Eliminating discrimination, harassment and victimisation

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>5.1 Develop an online resource of good practice examples of equality work in schools. This work will be linked to the work by the Council Family (see 5.2 below).</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Education Services'</i></p>	<p>Online resource is accessible by all schools.</p>	<p>An Equality and Diversity tab has been added to Glasgow On-Line. This is available to all establishments and contains various resources and good practice.</p>	<p>An Equality and Diversity tab has been added to Glasgow On-Line. This is available to all establishments and contains various resources and good practice.</p>	<p>To further develop this resource is planned to link to external organisations including the National Hub and Third Sector organisations who can provide equality resources for schools. We also plan to categorise resources by specific characteristic and ensure a resource point that will consider intersectionality.</p>	
<p>5.2 Explore options and develop a systematic and integrated approach to enable improved information and best practice sharing of work across the Council Family.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Chief Executive's Department</i></p>	<p>Delivery of a preferred option.</p>	<p>Information is shared across the Council Family through the Equality Working Group, which has officer representation from each service and ALEO.</p> <p>In addition, Glasgow are members of the Scottish Council Equality Network (SCEN). This group has equality officer representation from across Scottish Local Authorities as well as equality officers from COSLA. This group gives opportunity to share best practice, information and resources.</p>	<p>Information is shared across the Council Family through the Equality Working Group, which has officer representation from each service and ALEO.</p> <p>In addition, Glasgow are members of the Scottish Council Equality Network (SCEN). This group has equality officer representation from across Scottish Local Authorities as well as equality officers from COSLA. This group gives opportunity to share best practice, information and resources.</p>	<p>Further work is required to develop a more systematic approach to information sharing and this will be progressed through the Officers Equality Working Group.</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>5.3 The Council will review its existing equality training and update the materials. It will develop and implement and 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, and disability etiquette.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Chief Executive's Department</i></p>	<p>Number of Council employees who have undertaken online awareness raising sessions.</p> <hr/> <p>Materials reviewed, updated/developed and implemented.</p>	<p>Uptake of Equality and Diversity training courses completed (individual protected characteristics): 771</p> <p>Uptake for associated Equalities courses (eg Dementia Awareness, Hate Crime, Deaf Awareness): 530</p> <p>The Equality Awareness course was reviewed and updated in 2016.</p>	<p>Number of Equality and Diversity training courses completed (individual protected characteristics): 943</p> <p>Uptake for associated Equalities courses (eg Dementia Awareness, Hate Crime, Deaf Awareness): 1,063</p> <p>The Hate Crime course was launched in November 2017</p>	<p>The figures presented indicate numbers of staff who have accessed existing online equality and diversity material in the past year. This does not include other training/awareness sessions delivered at Service/ALEO level (see 5.4 for Glasgow Life update) During 2018/19 an implementation plan will be developed to put in place a mandatory equality training standard for the Council Family.</p>	
<p>5.4 Glasgow Life will deliver a programme of relevant equality training/staff briefings in order to build empathy, understanding and confidence within the workforce. This programme will include a particular focus on the training needs of employees who interact with members of the public.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Number of Glasgow Life employees who have received training as part of this programme.</p>	<p>Glasgow Life Learning & Development courses uptake:</p> <p><u>Managing Equality at Work</u>: 3 courses; 17 people</p> <p>Glasgow Life GOLD training uptake (individual protected characteristics): 57</p>	<p>Glasgow Life Learning & Development courses uptake:</p> <p><u>Managing Equality at Work</u>: 3 courses; 34 people</p> <p><u>Unconscious Bias</u>: 16 courses; 149 people</p> <p>Glasgow Life GOLD training uptake (individual protected characteristics): 141</p>	<p>There have been a number of programmes undertaken in the last year to build empathy, understanding and confidence within the workforce. Some examples are;</p> <p>Monthly corporate communications briefings have been circulated to staff with a 'CLEAR value of the month' themes so far have included;</p> <ul style="list-style-type: none"> • Older People • Homelessness • Race 	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
		<p>GOLD uptake for associated Equalities courses (eg Autism, Dementia, McMillan): 50</p>	<p>GOLD uptake for associated Equalities courses (eg Autism, Dementia, McMillan): 603</p>	<ul style="list-style-type: none"> • Disability <p>Training in preparation for welcoming delegates to the city's Down Syndrome conference.</p> <p>A new Homelessness Awareness course was developed by Glasgow Sport following Homeless World Cup 2016. The pilot phase included delivery of 5 courses to 67 staff: 4 sports venues & 1 community libraries.</p> <p>A staff Diversity Seminar</p> <p>Alzhemiers Scotland provide dementia awareness training to 65 Glasgow Libraries/Communities staff in across 26 venues.</p> <p>A survey of Glasgow Life Equality Ambassadors was carried out in August 2017 with 29 out of 50 responding. Of those responses 69% strongly agree/agree Equality and Diversity is central to values of Glasgow Life.</p>	



Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>5.5 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.</p> <p><i>Protected Characteristic: All</i></p> <p>Lead: Member Services</p>	<p>Percentage of elected members undertaking equality and diversity training within the four-year election period.</p>		<p>84% (71 of 85 Elected Members)</p>	<p>In addition to undertaking equality and diversity training, Elected Members have had the option of attending equality impact assessment training. These sessions have been held for all political parties as well as a cross party mop up session.</p>	<p></p>


OUTCOME 6

The Council 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.

General Duty: Eliminating discrimination, harassment and victimisation

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>6.1 Five schools are currently working to achieve the LGBT Schools Charter (LGBT Youth Scotland). Education Services aim to expand the number of schools working towards the accreditation, with the intention of having a further 15 schools working towards accreditation by 2017.</p> <p><i>Protected Characteristic: Sexual orientation</i></p> <p><i>Lead: Education Services</i></p>	<p>Number of schools participating in the LGBT Schools Charter, potentially moving towards accreditation:*</p> <p>2016 = 5 schools 2017 = 15 schools 2021 = To be confirmed</p> <p>*Dependant on successful validation.</p>	<p>One secondary establishment has already received their silver award with two further schools are aiming towards this.</p> <p>The Psychological Services Team within Educational Services is also undertaking the chartermark and working to silver level award</p>	<p>Further information on schools participating in LGBT Charter Mark can be found at action 14.4.</p> <p>As a result of the Charter Mark work, a 'Pride Lite' event for young people will take place in the Tramway in June 2018, with a view to being an annual event.</p>		
<p>6.2 Education Services will develop further approaches to delivering anti-racism programmes within the curriculum that is based on partnership work with third-sector partners. This work will</p>	<p>Production of actions with the Equalities in Education Working Group leading the programmes.</p> <p>Number and range of organisations working with the service</p>	<p>The Education in Equalities Working Group (EEWG) are working with partners from the Race Equality sector to develop a programme.</p> <p>Two head teachers are working closely with BEEMIS Scotland to undertake research in establishing appropriate resources and quality</p>	<p>There has been a great deal of positive activity with these initiatives. However it has been flagged as amber as further work is required to be able to capture both numbers and outcomes of these activities.</p>		

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>include an evaluation of the effectiveness of the curriculum.</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: Education Services</i></p>	<p>focussing on race equality.</p> <p>Number of partner programmes being delivered in schools</p> <p>Number of participants.</p>	<p>assuring. These resources will not only be used in Glasgow but across Scotland.</p> <p>Establishments work closely with communities and voluntary sector partners who include;</p> <ul style="list-style-type: none"> • Show racism the Red Card • Hate Crime campaign work • United Nations - Rights of the Child • Wosdec • Local Housing Associations 		<p>Race Equality is not delivered as a singular curriculum subject. The learning and teaching of Race Equality cuts across many curricular areas and themes at establishment level. Some areas that deliver race equality work include;</p> <ul style="list-style-type: none"> • Citizenship • Health and well-being • Religious and Moral Education (RME) <p>Next session, Education Services will be working on race equality with partners including WESREC.</p> <p>Education Services will audit and gathering existing good practice in Race Equality with colleagues from BEMIS. These resources will be built into a central resource and made available centrally through Glasgow On-Line.</p>	
<p>6.3 Education Services will continue to deliver a programme of anti-sectarian education in all schools that is supported by the development of appropriate curriculum, continuous professional development opportunities for all teachers, and workshops delivered by Sense Over Sectarianism.</p>	<p>Number and range of programmes being offered across Glasgow schools.</p> <p>Number of participants (children, schools, staff).</p>	<p>Establishments Delivering Programmes:</p> <p><u>Early Years</u> Rainbow Fish to the Rescue & Pink - 17</p> <p><u>Primary Schools</u></p>	<p>Establishments Delivering Programmes:</p> <p><u>Early Years</u> Rainbow Fish to the Rescue & Pink - 14</p> <p><u>Primary Schools</u></p>	<p>Please note figures only apply to direct Delivery and do not include schools delivering themselves with SOS support.</p> <p>As part of funding from Scottish Government Sense Over Sectarianism have been tasked with sharing practice and training student teachers and CLD workers</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p><i>Protected Characteristic: Religion or belief</i></p> <p><i>Lead: Education Services</i></p>		<p>P6/P7 - Divided City & Communities United - 117</p> <p><u>Secondary Schools</u></p> <ul style="list-style-type: none"> • S2/S3 - Scarfed for Life – not available • S5/S6 - Employability and Social Media – not available 	<p>P6/P7 Divided City & Communities United 127</p> <p><u>Secondary Schools</u></p> <ul style="list-style-type: none"> • S2/S3 - Scarfed for Life - 27 • S5/S6 - Employability and Social Media - 21 <p>Continuous Professional Development (CPD):</p> <p>Glasgow Teachers – 8 sessions with 115 Teachers Participating.</p> <p>Team teaching 87 Teachers</p>	<p>and teachers from other authorities. Including:</p> <p>Training in Universities for Teacher training and CLD Courses - 580 participants</p> <p>CPD for neighbouring authorities of East Renfrewshire, South Lanarkshire, South Ayrshire, East Dunbartonshire - 72 participants</p>	

8. Improvement Aim 3: Improve Access to Council Family Services by People with Protected Characteristics


OUTCOME 7

Glasgow's Improvement Challenge (Literacy and Numeracy) has resulted in:

- Children with learning disabilities have improved attainment;
- Pupils for whom English is not a first language have improved attainment; and
- Any difference between attainment of males and female pupils is reduced

General Duty: Advancing equality of opportunity

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>7.1 Glasgow's Improvement Challenge is a city-wide approach to improvement in schools from 2015 to 2020. One of the main aims is to raise attainment in literacy and numeracy through targeted support and 119 primary schools have been selected on the basis of the percentage of children in each school living in the most deprived postcodes. There are over 31,000 children in the selected primary schools of which nearly 21,000 live in the 20% most deprived postcodes.</p> <p><i>Protected Characteristic: Disability, Race, Sex</i></p> <p><i>Lead: Education Services</i></p>	<p>Participation and attainment results of pupils with the specified protected characteristics will be recorded and monitored.</p>	<p>% S3 Pupils achieving at third level or above by gender</p> <p><u>Reading</u></p> <ul style="list-style-type: none"> • Male – 87.6% • Female – 93.9% • EAL – 86.7% <p><u>Writing</u></p> <ul style="list-style-type: none"> • Male – 85.7% • Female – 92.9% • EAL – 84.7% <p><u>Listening & Talking</u></p> <ul style="list-style-type: none"> • Male – 87.4% • Female – 93.8% 	<p>% S3 Pupils achieving at third level or above by gender</p> <p><u>Reading</u></p> <ul style="list-style-type: none"> • Male – 82.3% • Female – 91.6% • EAL – 81.1% <p><u>Writing</u></p> <ul style="list-style-type: none"> • Male – 79.6% • Female – 90.3% • 78.5% <p><u>Listening & Talking</u></p> <ul style="list-style-type: none"> • Male – 84.6% • Female – 92.5% 	<p>Note: EAL – English as an Additional Language</p> <p>Further research is being undertaken to look at the male/female gap and what approaches and interventions best support their learning. Currently a few schools developing further study on this.</p>	



Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
		<ul style="list-style-type: none"> • EAL – 85.1% <p><u>Numeracy</u></p> <ul style="list-style-type: none"> • Male – 84.4% • Female – 89% • EAL – 85% 	<ul style="list-style-type: none"> • EAL – 82.8% <p><u>Numeracy</u></p> <ul style="list-style-type: none"> • Male – 83.1% • Female – 88.5% • 84.5% 		
	Further annual analysis will assist in considering additional and/or alternative approaches in improving literacy and numeracy for pupils.	All professional learning programmes in literacy and numeracy are developed based on current research and evidence based approaches. This session there has been further emphasis on meeting pupil needs across both literacy and numeracy training This is delivered by the leaders of learning team with partners from Glasgow Dyslexia Support Service and the English as an Additional Language Service. Teachers' feedback was extremely positive. Almost all stated in exit survey that the content had been immediately relevant to their classroom practice.		A section on GLOW has been created with a selection of support resources. All approaches with target groups of children and young people who are not achieving and living in deciles 1 and 2 are based on bespoke evidence based interventions at school level reflecting the Glasgow Counts and Literacy for All approaches.	



OUTCOME 8

Service users with protected characteristics are provided with targeted, improved and more accessible information about the services provided by the Council Family.

General Duty: Advancing equality of opportunity

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>8.1 Glasgow Life will improve and develop its existing informational brochure to create tailored ones, such as one for people with a disability and one that outlines the free services provided by Glasgow Life.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Production of new brochures, the protected characteristics covered, and any feedback from the process.</p>	<p>'Glasgow Your Essential Guide' brochures produced and distributed: 1st edition 20,000 copies 2nd edition 10,000 copies</p> <p>Specially designed accessible brochure printed for the Unlimited disability arts festival.</p>	<p>'Glasgow Your Essential Guide': 3rd edition: 10,000 copies</p> <p>Six top foreign languages spoken in Glasgow 'Glasgow Your Essential Guide' printed (2,000 copies each): Punjabi, Urdu, Arabic, Polish, Mandarin & Romanian.</p>	<p>A Disabled Access Day version of 'Glasgow Your Essential Guide' planned for launch May 2019</p>	
<p>8.2 Glasgow Life will run information road shows at city and community events to raise awareness about its services, particularly those for people with protected characteristics.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Number of road shows delivered and to which protected characteristic group.</p>	<p>Glasgow Life held a stall at MELA 2017 information included job and volunteer opportunities and general service provision.</p>			



Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>8.3 The Council will develop and deliver an approach to its communication that meets the principles of Inclusive Communication.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Chief Executive's Department</i></p>	<p>Development and implementation of a systematic policy for communication that sets out the Council's approach to meeting the principles of Inclusive Communication.</p>			<p>This action will be progressed during 2018/19 in line with the development of the Councils Communications Strategy.</p>	
<p>8.4 With the involvement of deaf and hearing-impaired people, the Council will develop a local delivery plan that supports the British Sign Language (Scotland) Act 2015.</p> <p><i>Protected Characteristic: Disability</i></p> <p><i>Lead: Chief Executive's Department</i></p>	<p>Involvement of local deaf and hearing impaired people in the development of plan; and Elected member agreement of a local plan.</p>	<p>A programme of consultation with the BSL community is underway to develop the Glasgow Council Family BSL Action Plan.</p>		<p>The draft Action Plan will be available for comment in August 2018 in both English and BSL.</p>	


OUTCOME 9

Barriers to participation in arts, learning, physical activity, learning and culture have been removed for people with people with protected characteristics.

General Duty: Advancing equality of opportunity

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>9.1 Glasgow Life will introduce technological and adaptive tools designed to assist customers in accessing services.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Range of technology introduced to assist service access.</p>	<p>The Resource Unit for Visually Impaired People (RUVI) with a range of access technologies is based in the Mitchell Library.</p>	<p>ZOOM software (magnifier/reader) for low vision readers is available at 31 community libraries.</p> <p>JAWS software (Microsoft Windows screen reader) is available at 4 community libraries.</p>	<p>Further work is being undertaken to look into RUVI system producing Braille text more effectively.</p> <p>The Digi-pals initiative is being rolled out to support those with visual impairments at Glasgow Libraries.</p>	
<p>9.2 Glasgow Life will work to improve venue access, both through physical adaptations and cultural ones.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Number and type of adaptations/ improvements made.</p>	<p>Glasgow Museums staff have been trained and accredited to offer British Sign Language (BSL) guided tours.</p> <p>4 X BSL Level 1 1 X BSL Level 6</p> <p>Changing Places toilets are available at Kelvinhall and Kelvingrove Bowls</p> <p>Glasgow Life participated in the nation-wide Disabled Access Day. As part of this, participants were surveyed for physical</p>	<p>Activities to improve access this year include:</p> <ul style="list-style-type: none"> • Improved signage for dementia installed in 9 libraries and 2 community centres. • Power assistance added to main entrance doors in Shettleston Library. • Automatic doors installed in Whitehill Pool and Ruchazie Community Centre 	<p>Burrell capital project aims to improve building and cultural access.</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
		<p>access feedback. Some areas for improvement included:</p> <ul style="list-style-type: none"> • buildings were lifts were not working • poor parking facilities • doorways • there was also some comments on the need for clear signage and quietness for people with autism. 	<ul style="list-style-type: none"> • Gallery of Modern Art (GoMA) and Library introduced an early opening hour for quiet time and Autism-friendly family workshop. • Gender Neutral signage was put in place for Arkira Arts Company for those who identify as non- binary. This was in keeping with the nature of the arts events which would attract an audience including those identifying as non-binary. 		
<p>9.3 Glasgow Life will continue to deliver programmes of sport and physical activity that are tailored to support disabled people become more active.</p> <p><i>Protected Characteristic: Disability</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Number of programmes and range offered.</p>	<p>Adult and Children's programmes same for 2016/17 and 2017/18.</p> <p>Adult programme (18+) (sessions per week)</p> <ul style="list-style-type: none"> • Gorbals: Boccia (1) and Circuits (1) • Scotstoun: Gym (2) and Swimming (multiple sessions in 2hr period) • Springburn: Gym (1) • Easterhouse: Swimming (multiple sessions in 2hr period) <p>Children's Programme (5-18) (sessions per week)</p> <ul style="list-style-type: none"> • <u>Scotstoun:</u> Multi-sports (1) and Football (10yrs+) (1) • <u>Holyrood:</u> Multi-sports(1) • <u>Donald Dewar:</u> 		<p>A consultation on proposed price changes, which will include disability sessions is underway. This is as per the Glasgow Sport pricing and membership proposal and associated eqia.</p> <p>Glasgow Life will undertake a consultation on development of the disability programme through 2018/19.</p> <p>New sessions will be added to the adult programme, piloted until June 2018:</p> <ul style="list-style-type: none"> • Emirates: Athletics (1) and Dance (1) • Kelvinhall: 	


Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
		Basketball (1) • <u>Swimming</u> (multiple sessions in 3hr period): Whitehill, Bellahouston, Gorbals and Scotstoun		Boccia (1) and Boxing (1) • Gorbals: Football (1) and Rugby (1) • Tollcross: Multi-sports (1)	
	Number of attendees.	Disability programmes: • Children: 4132 • Adult: 3281 • ASN: 5440 • Holiday programme: 726 Total: 13579	Disability programmes: • Children: 4111 • Adult: 3760 • ASN: 5273 • Holiday Programme: 553 Total: 13697		

OUTCOME 10

People with protected characteristics are more regularly and systematically involved in service delivery design by the Council Family.

General Duty: Fostering Good Relations

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>10.1 Glasgow Life will co-produce services with protected characteristic groups or in partnership with the relevant third sector organisations.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Number and description of services co-produced or developed in partnership.</p>	<p>Led by the Scottish Refugee Council, Glasgow Museums & Mitchell Archives department held an exhibition and research project with new Scots in Glasgow 'Lest We Forget: WWI – Refugees Then and Now'</p> <p>Glasgow Life redesigned and co-produced guidance on transgender use of changing facilities with LEAP Sports.</p>	<p>Glasgow Life provided support to Campaign to End Loneliness (Glasgow) sector meetings held in October 2017. There were 50 attendees from local and national organisations supporting older people.</p> <p>The Share My Table exhibition and performance was created with asylum seekers and refugees in the city in partnership with Scottish Refugee Council. This exhibition focussed on migration experiences.</p> <p>Through the Esmee Fairbairn fund, Glasgow Museums has appointed an assistant curator to guide a contemporary community collection around migration.</p>	<p>An activity programme in libraries and communities will be developed with people living with dementia and their Carers. This programme is funded by the Life Changes Trust.</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
			With current prisoners in Barlinnie the Glasgow Museum's Open Museum programme developed an exhibition on Barlinnie Special Unit which was installed in Kelvingrove Museum community display area.		
<p>10.2 Glasgow Life will form a developmental group of employees who work with older people to facilitate the sharing of good practice, exploit cross marketing potential and develop best practice.</p> <p><i>Protected Characteristic: Age</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Formation of group.</p> <hr/> <p>Examples of influence on service delivery.</p>		<p>Two cross service meetings were held to share information across service areas. The meetings identified the following barriers to effective service delivery:</p> <ul style="list-style-type: none"> • understanding audiences • communication (internal) • communication (external) <p>Too early in the process to be able to report on examples.</p>		<div style="background-color: green; color: white; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">G</div>
<p>10.3 Public consultation exercises will form a key part of investment strategies to ensure that infrastructure maintenance and developments are informed by local communities. Consultations with equality groups to address accessibility issues will improve availability on footpaths and footways for</p>	<p>Reduction in number of complaints received.</p>	<p>12 Footway/footpath access complaints</p> <p>120 Total complaints relating to footways</p>	<p>7 Footway/footpath access complaints</p> <p>64 Total complaints relating to footways</p>	<p>Consideration is being given to the development of a method for enabling public participation in planned capital programmes, in conjunction with existing engagement arrangements.</p> <p>Installation of dropped kerbs and repair of tactile paving and damaged kerbs is ongoing as part of the 2017/18 Roads Investment</p>	<div style="background-color: green; color: white; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">G</div>

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>wheelchair users and people with reduced mobility.</p> <p><i>Protected Characteristic: Age & Disability</i></p> <p><i>Lead: Land and Environmental Services</i></p>				<p>Strategy and is to continue with future Roads Investment.</p>	
<p>10.4 The Council will continue educate and enforce against the inappropriate placement of commercial advertising ("A-boards") on paths and sidewalks that hinder movement by wheelchair users and people with reduced mobility.</p> <p><i>Protected Characteristic: Age & Disability</i></p> <p><i>Lead: Land and Environmental Services</i></p>	<p>Number of enforcement notices issued</p>	<p>102</p>	<p>9</p>	<p>There have been some issues with reporting due to responsibility being transferred internally and there are no current figures available. It is anticipated that this will be resolved prior to statutory reporting in 2018/19.</p>	<p>A</p>
<p>10.5 Glasgow's Road Safety Partnership has identified older (60 years and older) pedestrians as a key priority. The partnership will continue to deliver an enforcement, education and publicity campaign to reduce the number of older pedestrians killed or seriously injured on Glasgow's roads. The</p>	<p>Number of annual visits/ presentations undertaken by the LES Road Safety Unit.</p> <p>Reduction in the number of older pedestrians killed or</p>	<p>16 premises visited 581 pedestrians targeted</p> <p>1 fatal 16 seriously injured Total killed or seriously injured: 17</p>	<p>27 premises visited 2046 pedestrians targeted.</p> <p>3 fatal 14 seriously injured Total killed or seriously injured: 17</p>	<p>Monitoring figures provided in conjunction with Police Scotland.</p>	<p>G</p> <p>A</p>

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>campaign will generally include: a programme of visits by Land and Environmental Services and Police Scotland to elderly people's groups, TV and newspaper advertising for pedestrians and drivers, and working with First Bus to improve driver awareness of vulnerable pedestrians.</p> <p><i>Protected Characteristic: Age</i></p> <p><i>Lead: Land and Environmental Services</i></p>	<p>seriously injured.</p>				


9. Improvement Aim 4: Promote and Support Respect for Equality and Diversity



OUTCOME 11



The Council Family has visibly promoted and delivered events that celebrate cultural diversity in Glasgow.

General Duty: Fostering Good Relations

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>11.1 The Council will continue to support and work with the Roma community to improve the socio-economic conditions of the 3,500 plus Roma who have settled in Glasgow from Central, Southern and Eastern Europe.</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: Development and Regeneration Services</i></p>	<p>URBACT is an urban development programme that facilitates cities working together to address common urban issues. Development and Regeneration Services are leading an URBACT inclusion project, focused on the Govanhill area, that will focus on neighbourhood deprivation and finding new ways of resourcing and community involvement. The project is still in an early phase; plans and appropriate measures are being developed.</p>	<p>The URBACT Project is at mid-point and an implementation plan has been developed with a series of actions to support people in Govanhill area. A wider approach has been adopted to support the whole diverse community rather than particular groups.</p>	<p>The Inclusive Cities Taskforce has now been established and will draft a strategy for migration throughout 2018.</p> <p>Glasgow continues to liaise with stakeholders, including the Scottish Government and COSLA to monitor the impact of Brexit on EU nationals and ensure that vulnerable migrants are included in discussions and consultative events.</p>		

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>11.2 Glasgow Life will deliver events and initiatives that celebrate and promote equality and diversity, for example the MELA (a celebratory event of South Asian culture).</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Number of events/initiative delivered.</p> <p>Number of attendances.</p>	<p>The Unlimited Arts Festival was held in September 2016</p>	<p>MELA 2017 won Best UK Mela (UK Bhangra Awards). Approximately 40,000 attendances.</p> <p>GlaswegAsians Exhibition: 14616 attendances</p> <p>Glasgow Sport hosted its first 'Welcome Football Festival' - 64 footballers/8 teams competed.</p>	<p>The Aye Write Book Festival programme included Equality discussions on; gender (100 years of female vote), disability (mental health) & religion/belief (Muslims in Britain)</p>	
<p>11.3 The Council Family will continue to support the Integration Networks via Grant Funding and development support.</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: Democratic Services</i></p>	<p>Number of local cultural events held per year.</p> <p>Positive feedback from public communities.</p>	<p>114 events across 9 networks.</p> <p>These events enable community integration and celebrate the many cultures of different ethnic groups in Glasgow. They range from local galas and community fun days to community food events.</p> <p>This information is not currently collected from the Integration Networks. Although networks are asked if they engage with service users and if feedback is incorporated this is not currently formalised.</p>	<p>110 events across eight networks – Greater Pollok network closed in 2017.</p> <p>In addition to similar events held in 2016/17, there are also 91 regular groups and classes which are not 'events' but provide regular cultural activities and opportunities for community integration</p>	<p>The Glasgow Integration Forum are working to deliver events and groups that will support the wider strategic aims of the city in terms of integration and inclusion.</p> <p>The Integrated Grants Fund (IGF) team will discuss with the Integration Networks regarding further data gathering.</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
	Increase in feeling of safety among BME communities.	Survey response to 'Feelings of Safety': "I feel safe using public transport in this local area" <ul style="list-style-type: none"> • 89% of Black and Minority Ethnic people agreed "I feel safe walking alone around this local area even after dark". <ul style="list-style-type: none"> • 67% of Black and Minority Ethnic people agreed <i>Source: The 2016 Black and Minority Ethnic Health and Wellbeing Study by NHS Greater Glasgow and Clyde (NHSGGC).</i>		This survey is the first of its kind completed by NHSGGC, they plan to repeat the survey in 2019 and the 2016 survey would be used as a baseline. Further work is required to identify other sources of evidence for between surveys.	
11.4 Glasgow Life will continue to deliver the <i>Glasgow: A Sectarian City?</i> programme in museums to educate young people about sectarianism. [Dependent on the continuation of the Class Connections transport scheme for schools and on the educational priorities of each school.] <i>Protected Characteristic: Religion or belief</i> <i>Lead: Glasgow Life</i>	Number of attendances.	20 workshops 464 students (458 primary and 6 secondary)	27 workshops 590 students (543 primary and 47 secondary)		
11.5 The Council will review its approach to communicating and promoting awareness	Review conducted and recommendations made.	There is a variety of information to promote equality to staff on Connect, as detailed under Outcome 12.		This action will be progressed through the Officers Equality Working Group, which has representatives from across the Council Family.	



Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>about equality and diversity</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Chief Executive's Department</i></p>		<p>There is also a wide range of training opportunities available to staff on GOLD, as detailed under Outcome 5.</p> <p>However, there has been no specific review undertaken for this approach.</p>			

OUTCOME 12

Glasgow City Council is recognised as an employer that supports its employees who have protected characteristics.

General Duty: Eliminating discrimination, harassment and victimisation

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
12.1 The Council will introduce dedicated telephone assistance helplines for employees: <ul style="list-style-type: none"> • Who are carers • Who have a disability • Who are LGBT • Who are black or minority ethnic • Who are women in the workplace <i>Protected Characteristic: Disability, Gender reassignment, Race. Sex & Sexual orientation</i> <i>Lead: Corporate HR</i>	Number of calls to telephone lines.		Scope and requirements for lines have been agreed with provider.	The LGBT line has is now live and communications to launch it will be out during June.	
	Staff survey results.		A staff survey has not taken place to be able to include information.	Other helplines will follow this pilot. We are in the process of setting out plans to engage with staff through a series of focus groups in preparation for a potential full staff survey in 2019.	
12.2 The Council will develop employee peer support networks for employees with the following protected characteristics:	Development of networks. Number of attendances.	The Women's, LGBT, BME and Carers networks have been established. There are 423 members across networks.		We plan to launch the Disabled network in 2018.	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<ul style="list-style-type: none"> • Disability • LGBT • Race and religion or belief <p><i>Protected Characteristic: Disability, Gender reassignment, Race, Religion or belief, Sex & Sexual orientation</i></p> <p><i>Lead: Corporate HR</i></p>		BME – 36 (just launched) Carers – 120 Disabled – 6 (not yet launched) Lean In – 205 Prism – 56	Each network has developed principles and plan of activities in line with equality outcomes and the membership survey for 2018.		
	Staff Survey results.	A staff survey has not taken place to be able to include information.		We are in the process of setting out plans to engage with staff through a series of focus groups in preparation for a potential full staff survey in 2019.	
12.3 The Council will further develop its Diversity Champions model across all protected characteristics to showcase employee quality and diversity in the organisation. <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Corporate HR</i></p>	Staff Survey results.	A staff survey has not taken place to be able to include information.		We are in the process of setting out plans to engage with staff through a series of focus groups in preparation for a potential full staff survey in 2019.	
	Further development of model.	Review of model complete.		Outcome of review to be considered and implemented.	G
12.4 Achieve further equality and diversity accreditations and promote these schemes across the organisation: <ul style="list-style-type: none"> • Age Positive • Carer Positive Exemplary • Disability Confident • Commit to Working Forward 	Accreditation achieved and level awarded.	All accreditations maintained.		The next steps identified for accreditation are; <ul style="list-style-type: none"> • carer positive exemplary • disability confident leader. 	G



Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p><i>Protected Characteristic: Age & Disability</i></p> <p><i>Lead: Corporate HR</i></p>					
<p>12.5 Research employees' views after returning from maternity or adoption leave to ensure the Council is meeting its aim of supporting pregnant women, adopters and working parents.</p> <p><i>Protected Characteristic: Pregnancy & maternity</i></p> <p><i>Lead: Corporate HR</i></p>	<p>Research completed and findings.</p>	<p>Research planned to be carried out during 2018.</p>			<p style="text-align: center;">G</p>

OUTCOME 13

Survivors or, and those at risk of, gender-based violence or other targeted abuse are well supported.

General Duty: Eliminating discrimination, harassment and victimisation

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
13.1 Conduct a strategic assessment of violence against women in the city, in order to inform the development of a strategic plan that is aligned with national priorities. The assessment will also inform the Glasgow Violence Against Women Partnership and ensure that emerging issues and trends, and the direct experience of women and girls, will inform future policy. <i>Protected Characteristic: Sex</i> <i>Lead: Community Safety Glasgow</i>	Production of the strategic assessment.	Strategic assessment produced in 2017.	A series of workshops were delivered across the city, raising awareness of the findings and the recommendations of strategic assessment. A Working Group was established to take forward recommendations from the strategic assessment and to incorporate the priorities from Equally Safe.		
	Development of strategic plan and action plan.	The draft strategic plan is in production to be presented to the Glasgow Violence Against Women Partnership (GVAWP) in August 2018.	Following approval, implementation of the strategic plan to prevent and eradicate violence against women and girls will begin. This will include the delivery of a series of stakeholder workshops.		
13.2 The Glasgow Violence Against Women Partnership will continue to deliver school-based activity that will raise awareness of gender	Percentage of children/young people who are able to identify domestic abuse and or warning signs.	During 2018:	'Crush' drama (targeted at 3 rd year pupils) – Delivered across 27	The data quality from evaluation forms issued to pupils who watched these dramas was insufficient for reporting purposes. Therefore, alternative impact measures capturing pupil	

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>inequality and its impact on teenagers' relationships.</p> <p><i>Protected Characteristic: Sex</i></p> <p><i>Lead: Community Safety Glasgow</i></p>	<p>Percentage of children/young people who are able to identify where to go or who to approach for help.</p> <p>Percentage of young people who are more informed about healthy respectful relationships.</p>	<p>Secondary Schools and watched by 3,269 pupils.</p> <p>Originally Gold Stars and Dragon Marks and now Keeping Mum (targeted at P6 and P7) – Delivered across 24 Primary Schools and watched by 1,975 pupils.</p>		<p>awareness will be developed from more reliable sources. Discussions will take place with colleagues in NHS Health Improvement Services on the opportunity to include questions on domestic abuse and relationships in the annual NHS Health and Wellbeing survey of school pupils from 2018/19.</p>	
<p>13.3 Continue the commitment by all Council Family services to Multi-Agency Risk Assessment Conferences (MARACs) as a crucial risk management process for high risk victims of domestic abuse.</p> <p><i>Protected Characteristic: Sex</i></p> <p><i>Lead: Community Safety Glasgow</i></p>	<p>Number of victims referred to MARAC.</p>	<p>574</p>	<p>378</p>	<p>The number of victims referred to MARAC meetings by ASSIST has fallen significantly, particularly in the Glasgow Divisional area, but this is due to other agencies making referrals which should be viewed positively.</p>	<p>G</p>
<p>13.4 The Council Family will continue to facilitate and support appropriate services to those experiencing gender-based violence, for example a specialist domestic abuse advocacy and support service (ASSIST), a service for women over 18 years trafficked for Commercial Sexual Exploitation (TARA), and Routes out of Prostitution.</p> <p><i>Protected Characteristic: Sex</i></p>	<p>ASSIST—</p> <ul style="list-style-type: none"> Percentage of clients rating the service as good or very good (target 75%); Percentage of clients where the safety planning mechanisms suggested made them feel safer all or some of the time (target 75%) <p>Routes Out—</p>	<p>551</p>	<p>95%</p> <p>96%</p> <p>591</p>	<p>The single biggest increase in positive outcomes relates to financial outcome such as access to benefits.</p>	<p>G</p>


Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p><i>Lead: Community Safety Glasgow</i></p>	<ul style="list-style-type: none"> • Number of positive outcomes achieved for women. 				
	<p>TARA—</p> <ul style="list-style-type: none"> • Number of referrals to TARA Service; • Number of women accessing the support of TARA; and • Facilitate regular and accessible service-user participation forums, up to 4 per year. 	<p>69</p> <p>72</p> <p>2 Service User Group forums hosted on the draft Scottish Government Trafficking and Exploitation Strategy and Public Awareness campaign</p>	<p>56</p> <p>68</p> <p>8 women individually completed detailed surveys on the type and quality of support provided by TARA throughout the year.</p> <p>A weekly ESOL/Arts group was attended by between 5 and 8 women and ad hoc feedback on various issues was provided by this group.</p>	<p>It should be noted that support is provided for up to 12 months so some individual clients may be counted in both years.</p> <p>The number of referrals to TARA has reduced. As the single biggest referral source is Police Scotland, numbers will vary in line with major policing operations into human trafficking in any given period.</p>	



OUTCOME 14

LGBT, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime.

General Duty: Eliminating discrimination, harassment and victimisation

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>14.1 Review the existing practice across the Council Family. Develop and agree a consistent standard process for supporting customers who have been a victim of a hate crime or incident. The Council Family should promote awareness of the approach through posters and other publicity in front-facing offices and the Council's website. Consider the scope for further Council Family organisations and offices to join the third-party reporting network.</p> <p><i>Protected Characteristic: Disability, Gender reassignment, Race, Religion or belief, Sex & Sexual orientation</i></p> <p><i>Lead: Community Safety Glasgow</i></p>	<p>All Council Family organisations are signed up to Glasgow's Hate Crime Pledge.</p>	<p>Council Family Organisations signed up to the pledge:</p> <ul style="list-style-type: none"> • Community Safety Glasgow • Glasgow City Council • Glasgow Life 	<p>Next steps are to identify a named contact for all Council Family organisations to approach and secure full sign up to Glasgow's Hate Crime Pledge</p>		
<p>14.2 Raise awareness of Hate Crime and improve reporting of hate crime. This work is coordinated by</p>	<p>Increase in number of third-party reporting centres.</p>	66			

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>the Multi-Agency Strategic Hate Crime Working Group (Glasgow City Council, Glasgow Disability Alliance, Police Scotland, Victim Support Scotland, West of Scotland Regional Equality Council, Wheatley Group).</p> <p><i>Protected Characteristic: Disability, Gender reassignment, Race, Religion or belief, Sex and Sexual orientation</i></p> <p><i>Lead: Community Safety Glasgow</i></p>	<p>RAG depiction of recorded hate crime by protected characteristic; recorded incidences should reflect an increase all protected characteristics (data supplied by Police Scotland).</p>	<p>Analytical Reports are produced 4 weekly by CSG and presented at Multi Agency Tasking and Coordinating meeting (CSG, SFR & Police Scotland). Quarterly Analytical Reports are produced by CSG and presented to Hate Crime Working Group.</p> <p>There has been a small decrease in aggregate number of hate crime reports.</p> <p>Increases: Racist incidents (+51) Religious incidents (+18)</p> <p>Decreases: Homophobic incidents (-45) Sectarian (-41)</p> <p>Little change: Disablist incidents Transphobic Incidents</p>	<p>21% (465/2188)</p>	<p>21% (445/2130)</p>	
<p>14.3 The Council supports the Time for Inclusive Education (Tie) campaign, which affirms that all young people have the right to study in a learning environment that is fully inclusive, tolerant and accepting of LGBTI+ identities, and which is free of homophobic and transphobic bullying. The Council</p>	<p>Monitoring and reporting on specific incidences of LGBTI+ bullying in schools distinct to the overall regular monitoring of incidents of bullying.</p> <p>Education strategic equality group will</p>	<p>Education Services are developing monitoring arrangements to ensure a regular termly update of the number of reported incidences of bullying with a breakdown by protected characteristic where appropriate.</p>			

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
<p>will work closely with the Tie campaign and other stakeholders to ensure that homophobic and transphobic bullying in all of Glasgow's schools is effectively tackled and that Glasgow's classrooms actively promote equality and inclusivity for young people of LGBTI+ identities</p> <p><i>Protected Characteristic: Gender reassignment & Sexual Orientation</i></p> <p><i>Lead: Education Services</i></p>	<p>analyse reported incidences of LGBTI+ bullying on a term basis.</p> <p>Support and guidance provided to establishments where analysis determines patterns of negative behaviour.</p>				
<p>14.4 Education Services will continue to deliver and expand the current cohort of schools undertaking the LGBT Schools Charter Mark with LGBT Youth Scotland. Have Your Say workshops for young people will continue to be delivered. Education Services will continue to refer people/victims who have been affected by hate crime to appropriate support agencies, including the LGBT Youth Scotland counselling services.</p> <p><i>Protected Characteristic: Gender reassignment & Sexual Orientation</i></p> <p><i>Lead: Education Services</i></p>	<p>An increase in the number of schools participating in the Charter Mark scheme.</p> <p>The percentage of young people and staff participating in Have Your Say workshops.</p> <p>Percentage of young people who feel able to report hate crime and who do so.</p> <p>The percentage of young people who take up counselling support.</p>	<p>15</p>	<p>17</p> <p>Examples of practice undertaken include;</p> <ul style="list-style-type: none"> • Shawlands Academy were awarded funding to enable members of the LGBT group to work with LEAP Sports • Equalities Evening in History Month 2017. • Schools displaying the Charter of Rights and information. One included a statement from a teacher who chose to apply to work at the school because she could feel that they were LGBT+ inclusive. 	<p>There has been a great deal of positive activity with this area. However it has been flagged as amber as further work is required to be able to capture both participants and outcomes of these programmes.</p> <p>‘Have Your Say’ workshops have been superseded by the Charter Mark scheme and will be reported through the Charter Mark in future reporting.</p> <p>All establishments have had regular input on their responsibilities to young people and both recording and reporting of incidents is a key focus of this action.</p>	<p style="text-align: center;">A</p>

Output / Action	Measure(s)	Baseline (2016/17)	Current Performance (2017/18)	Further Work and Comments	RAG
			<ul style="list-style-type: none"> • Pupil-led equalities group had a stall at the school's parents night and freshers fair to raise awareness of LGBT issues and LGBT inclusion work. • Significant proportion of school staff have undertaken LGBT awareness training • Policies have been reviewed to be LGBT inclusive – e.g. bullying policies; uniform policies • Active promotion of LGBT services for young people, throughout the school estate 	<p>LGBT Youth Scotland and other support agencies indicate that take up for counselling support has increased markedly.</p>	

Appendix 1: Workforce Profile by Ethnicity

The table below has been simplified to provide a summary of the council's workforce by ethnicity. This summary is for All Council as at 31 March 2018.

To view the table in entirety (showing a breakdown by gender and ethnicity) please see the [Council's website](#).

Grade	White Employees		BME Employees		Non Disclosed		Total Workforce
	Number	%	Number	%	Number	%	
Grade 1 - 4 Total	4,848	75.1%	163	2.5%	1,444	22.4%	6455
Grade 5 - 7 Total	4,861	79.0%	142	2.3%	1,153	18.7%	6156
Grade 8 Total	539	90.3%	13	2.2%	45	7.5%	597
Grade 9 - 15 Total	232	90.6%			22	8.6%	256
Other Non Pay & Grading Structure	88	73.4%			25	20.8%	120
Teaching	3,385	57.8%	141	2.4%	2,330	39.8%	5856
Total Workforce	13,953	71.8%	468	2.4%	5,019	25.8%	19440
Total Full Time Workforce	10,124	72.9%	296	2.1%	3,470	25.0%	13890
Total Part Time Workforce	3,829	69.0%	172	3.1%	1,549	27.9%	5550

To ensure that employees can't be identified we have removed numbers where it is lower than 10.

Appendix 2: Workforce Profile by Disability

The table below has been simplified to provide a summary of the council's workforce by disability. This summary is for All Council as at 31 March 2018.

To view the table in entirety (showing a breakdown by gender and ethnicity) please see the [Council's website](#).

Grade	Disabled		Non Disabled		Non Disclosed		Total Workforce
	Number	%	Number	%	Number	%	
Grade 1 - 4 Total	181	2.8%	1,418	22.0%	4,856	75.2%	6455
Grade 5 - 7 Total	184	3.0%	1,379	22.4%	4,593	74.6%	6156
Grade 8 Total	20	3.4%	152	25.5%	425	71.1%	597
Grade 9 - 15 Total			75	29.3%	177	69.1%	256
Other Non Pay & Grading Structure			87	72.5%	29	24.2%	120
Teaching	72	1.2%	1,536	26.2%	4,248	72.6%	5856
Total Workforce	465	2.4%	4,647	23.9%	14,328	73.7%	19440
Total Full Time Workforce	353	2.5%	3,539	25.5%	9,998	72.0%	13890
Total Part Time Workforce	112	2.0%	1,108	20.0%	4,330	78.0%	5550

To ensure that employees can't be identified we have removed numbers where it is lower than 10.

Appendix 3: Workforce Profile by Gender

The table below has been simplified to provide a summary of the council's workforce by gender. This summary is for All Council as at 31 March 2018.

To view the table in entirety (showing a breakdown by gender and ethnicity) please see the [Council's website](#).

Grade	Male		Female		Non Disclosed		Total Workforce
	Number	%	Number	%	Number	%	
Grade 1 - 4 Total	2,571	39.8%	3,884	60.2%	0	0.0%	6455
Grade 5 - 7 Total	1,673	27.2%	4,483	72.8%	0	0.0%	6156
Grade 8 Total	227	38.0%	370	62.0%	0	0.0%	597
Grade 9 - 15 Total	131	51.2%	125	48.8%	0	0.0%	256
Other Non Pay & Grading Structure	59	49.2%	61	50.8%	0	0.0%	120
Teaching	1,252	21.4%	4,604	78.6%	0	0.0%	5856
Total Workforce	5,913	30.4%	13,527	69.6%	0	0.0%	19440
Total Full Time Workforce	5,513	39.7%	8,377	60.3%	0	0.0%	13890
Total Part Time Workforce	400	7.2%	5,150	92.8%	0	0.0%	5550

Appendix 4: Workforce Profile by Sexual Orientation

The table below has been simplified to provide a summary of the council's workforce by sexual orientation. This summary is for All Council as at 31 March 2018.

To enable viewing and printing, this table has been simplified. To view the table in entirety (showing a breakdown by sexual orientation) please see the [Council's website](#).

Grade	Bi-Sexual		Heterosexual		Lesbian / Gay		Other		Not Disclosed		Total Workforce
	Number	%	Number	%	Number	%	Number	%	Number	%	
Grade 1 - 4 Total	10	0.2%	1,357	21.0%	22	0.3%		0.1%	5,057	78.3%	6455
Grade 5 - 7 Total		0.1%	1,237	20.1%	39	0.6%		0.0%	4,873	79.2%	6156
Grade 8 Total	0	0.0%	131	21.9%		0.5%		0.0%	463	77.6%	597
Grade 9 - 15 Total		0.4%	64	25.0%		1.2%		0.0%	188	73.4%	256
Other Non Pay & Grading Structure		0.8%	79	65.8%		1.7%		0.8%	37	30.8%	120
Teaching		0.1%	784	13.4%	21	0.4%		0.0%	5,045	86.2%	5856
Total Workforce	22	0.1%	3,652	18.8%	90	0.4%	13	0.1%	15,663	80.6%	19440
Total Full Time Workforce	17	0.1%	2,688	19.4%	72	0.5%	12	0.1%	11,101	79.9%	13890
Total Part Time Workforce		0.1%	964	17.4%	18	0.3%		0.0%	4,562	86.5%	5550

To ensure that employees can't be identified we have removed numbers where it is lower than 10.

Appendix 5: Workforce Profile by Religion or Belief

The table below has been simplified to provide a summary of the council's workforce by religion or belief. This summary is for All Council as at 31 March 2018.

To enable viewing and printing, this table has been simplified. To view the table in entirety (showing a breakdown by religion or belief) please see the [Council's website](#).

Grade	Buddhist		Church of Scotland		Hindu		Jewish		Muslim		Other Christian		Roman Catholic		Sikh		Another Religion		None		Not Disclosed		Total Workforce
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
Grade 1 - 4 Total		0.0%	282	4.4%		0.0%		0.0%	21	0.3%	115	1.8%	341	5.3%		0.0%	30	0.5%	507	7.9%	5152	79.8%	6455
Grade 5 - 7 Total		0.1%	228	3.7%		0.0%		0.0%	24	0.4%	86	1.4%	357	5.8%		0.1%	20	0.3%	543	8.8%	4887	79.4%	6156
Grade 8 Total		0.2%	37	6.2%		0.0%		0.0%		0.0%		0.5%	47	7.9%		0.0%		0.3%	41	6.9%	466	78.0%	597
Grade 9 - 15 Total	0	0.0%	18	7.0%		0.0%		0.0%		0.0%		1.6%	19	7.4%		0.4%		0.4%	23	9.0%	190	74.2%	256
Other Non Pay & Grading Structure	0	0.0%		4.2%		0.0%		0.0%		3.3%		5.8%	14	11.7%		0.8%		1.7%	39	32.5%	48	40.0%	120
Teaching		0.0%	142	2.4%		0.1%		0.0%	14	0.2%	45	0.8%	320	5.5%		0.1%		0.2%	255	4.4%	5055	86.3%	5856
Total Workforce		0.1%	712	3.7%		0.0%		0.0%	63	0.3%	260	1.4%	1,098	5.6%	15	0.1%	68	0.4%	1,408	7.2%	15,798	81.3%	19440
Total Full Time Workforce		0.0%	526	3.8%		0.0%		0.0%		0.3%	189	1.4%	769	5.5%		0.1%	55	0.4%	1,040	7.5%	11,251	81.0%	13890
Total Part Time Workforce		0.1%	186	3.4%		0.0%		0.0%		0.5%	71	1.3%	329	5.9%		0.1%	13	0.2%	368	6.6%	4,547	81.9%	5550

To ensure that employees can't be identified we have removed numbers where it is lower than 10.