



Equality Progress Report 2017

Mainstreaming Equality in Service Delivery

And

**Progress towards the
Equality Outcomes 2013 to 2017**

March 2017

**Glasgow Council Family
Equality Progress Report 2017**

Table of Contents

PART I: Mainstreaming Equality in Service Delivery

1. Introduction.....	3
2. Equality: The Glasgow Context	4
3. Leadership, Structure and Partners.....	5
4. Evidence and Information	8
5. Access to Services	11
6. Employees.....	13
7. Education Services.....	15

PART II: Progress towards the Equality Outcomes 2013 – 2017

1. Introduction.....	20
2. Progress as of 2017	20
3. Review of the Equality Outcomes 2013 to 2017	21
4. Eliminating Discrimination, Harassment and Victimisation	23
5. <i>Advancing Equality of Opportunity</i>	33
6. <i>Fostering Good Relations</i>	59
Appendix 1: Occupational Segregation.....	<i>i</i>
Appendix 2: Glasgow City Council Workforce Profile by Ethnicity 2016/17.....	<i>ii</i>
Appendix 3: Glasgow City Council Workforce Profile by Disability 2016/17.....	<i>iii</i>
Appendix 4: Glasgow City Council Workforce Profile by Gender 2016/17	<i>iv</i>
Appendix 5: Equality Impact Assessments	<i>v</i>

For further information on Glasgow City Council’s Equality Outcomes, please contact the Strategic Policy and Planning team:

Telephone (0141) 287 0411
Email equality@glasgow.gov.uk

Copies in alternative formats and community languages will be made available on request

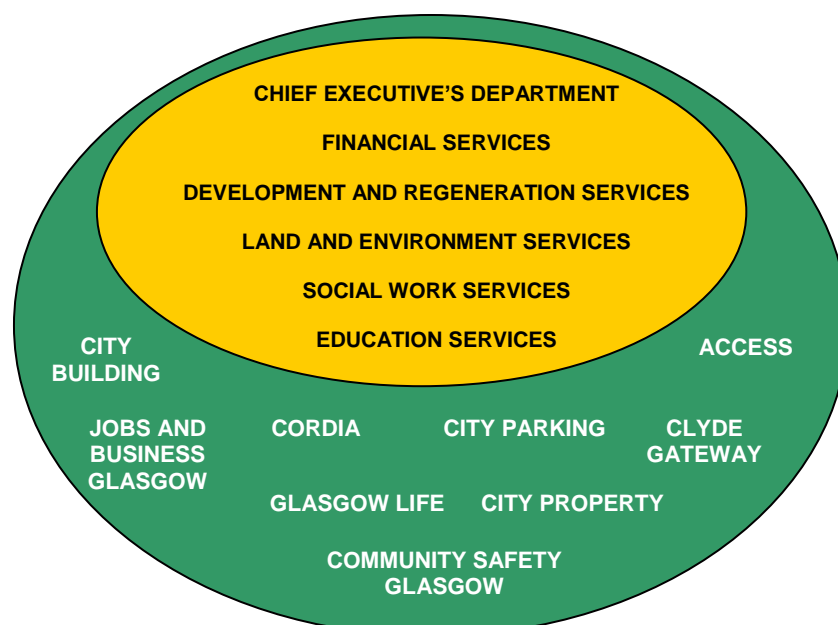
PART I

Mainstreaming Equality in Service Delivery

1. Introduction

- 1.1 This is the final report on Glasgow City Council Family's mainstreaming of equality into service delivery and progress towards the Equality Outcomes 2013 to 2017. It describes what steps have been taken to integrate equality into day-to-day activities since the original outcomes were published in 2013. The Equality Act 2010 introduced a new public sector general equality duty that combined the existing legislation requiring public authorities to pay due regard to the need to eliminate unlawful discrimination, victimisation and harassment; advance equality of opportunity; and foster good relations. These requirements apply across the protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion and belief, sex and sexual orientation, and marriage and civil partnership.
- 1.2 The Council Family is the business model through which the Council delivers services to the people of Glasgow (see diagram 1 below). It is a model based on a group of directly provided services and wholly and jointly-owned companies that share core key objectives, priorities and values, the arms-length organisations (ALEOs). Although the ALEOs are not bound by the Public Sector Equality Duty, they have agreed to deliver the Council's policy and Equality Outcomes as part of the Council Family. They are also required to address Poverty and Inequality, and ensure services adhere to the Human Rights Act.

1.3 The Glasgow City Council Family of Organisations



- 1.4 The report explains the overall approach to equality and provides specific examples of good practice. It reflects how services within the Council Family and the ALEOs have sought to embed Equality as part of their day to day approach and operational considerations.
- 1.5 The Equality Act 2010 stipulates that public authorities must publish Equality Outcomes, which are the targets and actions the Council Family Group will take to reduce inequality. As noted above the Council published its first set of Outcomes in 2013 based on the findings of an evidence review and developed in consultation with equality groups. They do not encompass all the work the Council Family does to reduce inequality in the city. Instead, they reflect what are considered to be the priorities and form the framework on which the Council Family has built its equality agenda to 2017. Part II of this report presents the second statutory update on progress towards the Equality Outcomes, which the Council is required to publish no later than April 2017.

2. Equality: The Glasgow Context

- 2.1 Glasgow is Scotland's largest and most diverse city with a population of 606,300 (General Registrar of Scotland Mid-Year Estimate 2015). The city is home to a significant and growing black and ethnic minority population, currently estimated to be around 12% of the total population. 24% of working age Glaswegians, have a long-term illness or disability, compared to a Scottish figure of 17%. There are over 83,000 people living in Glasgow who are over the traditional retirement age of 65 years.
- 2.2 Although outcomes are generally improving for residents, there are still significant challenges for the poorest and most disadvantaged people in the city, and for those who face barriers because of their race, gender, age, disability, sexual orientation, or religion and belief. To ensure that equality is considered at all levels of service delivery and decision making, the Council Family has agreed the following Statement of Intent for Equality that sets out its policy approach:

Glasgow City Council will not tolerate inequality and discrimination in the city and will take action to address the underlying causes and support its most vulnerable citizens. In particular, the Council will work to eradicate hostility, prejudice and violence that continue to be manifested against particular groups.

- 2.3 The experience of inequality and its impact on life experience is complex. Some people may fit within a protected characteristic but may not define themselves that way. Similarly, other people may define themselves by more than one protected characteristic and experience multiple inequalities and discrimination. It is important that protected characteristics are not each viewed separately, but that the connections and their collective impact are considered. Socio-economic status also increases gaps in equality. For example, there is evidence that people with low income have poorer physical and mental health; people living in the most income deprived areas have a healthy life expectancy that is, on average, ten years lower than those living in the most affluent communities.

2.4 To mitigate the effects of inequality, Glasgow City Council is committed to delivering its Equality Outcomes within a policy framework that ensures that the Council Family is:

- Mainstreaming equality in all aspects of policy development and decision making, thereby demonstrating leadership
- Embedding equality impact assessments into policy, service planning and decision making
- Contributing to the development and use of a robust evidence base, which identifies the underlying causes of inequality and supports the activity by which these are addressed
- Actively engaging with communities in order to understand their perspectives, concerns and priorities
- Using the framework provided by the Equality Act 2010 and the specific duties set by the Scottish Government to mainstream equality within the day to day work of the Council Family and in working with our Community Planning Partners.

3. Leadership, Structure and Partners

3.1 Governance and Management

3.1.1 Activities set out in the remainder of the report actively support and promote the principles set out in the Council's Statement of Intent. The activities highlighted are focused in particular on the key activities that have been undertaken in the second period of the Equality Outcomes implementation (2015-17).

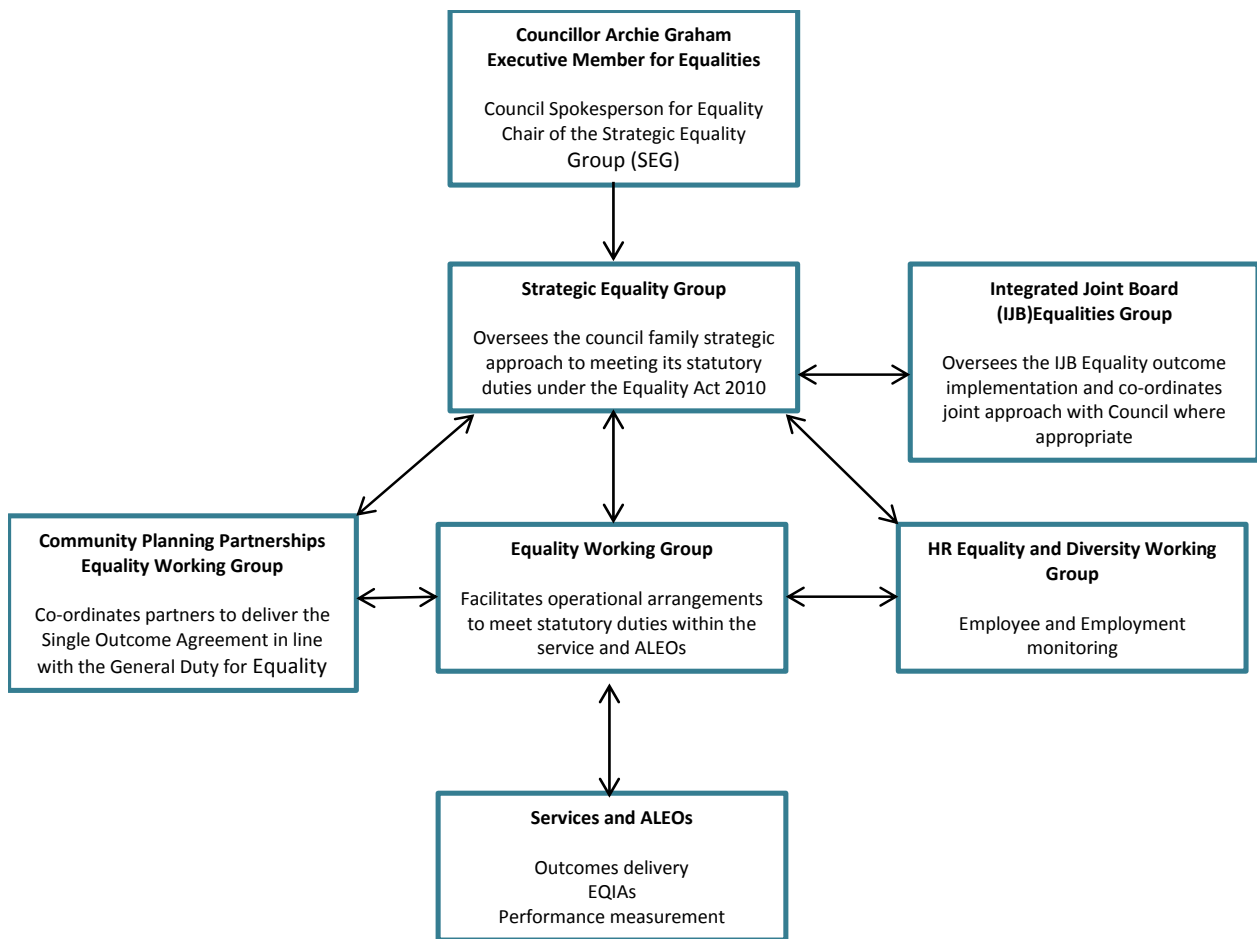
3.1.2 The Council Family mainstreams equality in all aspects of policy development and decision making, demonstrating leadership. To govern equality in service delivery, executive and scrutiny decision-making arrangements are in place.

3.1.3 All scrutiny and policy development committees have embedded equality in their remits. Reports to committee regularly highlight equality issues through the inclusion of an equality check on all committee report templates. This check is linked to the Equality Impact Assessment process and must be signed off by a Head of Service.

3.1.4 The Community Planning Partnership has also been responsible for co-ordinating the city-wide partnership approach to supporting General Duty for equalities. The Hate Crime Working Group, chaired by an Elected Member, co-ordinates work by community planning partners and the voluntary sector to resolve hate crime.

3.1.5 Among our other key partners have been the Health and Social Care Partnership, which through the Integrated Joint Board and its joint work the Glasgow City Council co-ordinates Equality Outcomes delivery that compliments its own outcomes.

3.1.6 Equality Governance



3.1.7 The Council has appointed an Executive Member for Equalities, who chairs the Strategic Equality Group (a meeting of senior officers from across the Council Family Group). At an operational level, an officer group with representatives from all services and ALEOs is responsible for coordinating the Council Family Group response to the Equality Act 2010. Policy links are also made between the Glasgow Community Planning Partnership Equality Working Group (diagram 2, page 4).

3.2 Equality Outcomes

3.2.1 The Equality Act 2010 contained a new stipulation that public authorities must publish a set of Equality Outcomes. The ten Equality Outcomes 2013 to 2017 form the basis of equality work by the Council Family and reflect the priorities identified in consultation with equality groups. Each outcome has been aligned with the Strategic Plan theme it supports, actions and short-term and long-term measures. An update on the Council Family’s progress towards delivering the Equality Outcomes is included in [part II](#) of this report.

3.2.2 Glasgow City Council has also established a Poverty Leadership Panel to bring together organisations, as well as individuals who have been directly affected by

poverty, to co-ordinate key organisations with a focus on mitigating and reducing the impact of deprivation. The panel met for the first time in May 2013. Panel members include people with direct experience of poverty as well as representatives from organisations like Glasgow Housing Association, Glasgow Disability Alliance, Scottish Human Rights Commission, Ethnic Minorities Law Centre and the Federation of Small Business. The panel published the [People Make Glasgow Fairer Strategy](#) in September 2016, outlining the significant challenges Glasgow faces addressing deprivation, and those outcomes prioritised to assist services reducing the impact of poverty and close the gap between Glasgow and the rest of Scotland.

3.2.3 The Equality Outcomes set in 2013 covered the following areas:

- Lesbian, gay, bisexual, transgender, disabled, religious, faith and black and ethnic minority communities have increased confidence to report hate crime and it is dealt with appropriately
- Sectarian-based prejudice is reduced through continued efforts to change young people's attitudes
- Survivors of, and those at risk of, gender-based violence or other targeted abuse are well-supported
- Promoting diversity in the local economy
- More people enter supported employment, education or training
- An increased number of apprentices and work placement recipients secure sustained employment
- Vulnerable people have the support and information they need to access the benefits to which they are entitled
- Disabled people are supported to live independently
- More disabled people are participating in physical activity
- Employees feel they are more able to respond confidently and appropriately to all colleagues and citizens

3.3 Training

3.3.1 Ensuring that all our staff have access to appropriate training ensures that we give our staff the confidence, and professional assurance, to deliver high quality accessible services to the people of Glasgow. During 2015/16, 29,477 (non-teaching) employees attended formal training courses and in the course of 2016/17 (April-September 2016) a further 8,709 employees attended formal training (some employees may have attended multiple courses). The breakdown of these across equality categories is consistent with the workforce profile

3.3.2 Since the development of the original outcomes, elected members have also been prioritised to attend equality awareness training, and it is now part of the elected member mandatory training. Half-day training sessions have been facilitated by external trainers. As of the end of 2015/16, 55 elected members have attended.

3.3.3 The Council has an agreed core standard for equality training and plans to augment this training with briefings and awareness sessions on specific topics. Training courses for employees are provided online through the e-learning

platform or, where appropriate, delivered through classroom based training. All services have a commitment to development of training on equality and will supplement the core standard as relevant for different staff roles, for example, the Glasgow Centre for Independent Living delivered disability etiquette awareness sessions for staff in Social Work Services.

3.4 Implementation and Monitoring

3.4.1 The Governance and Management section above outlines how progress towards mainstreaming equality and the delivery of the Outcomes is coordinated and monitored. To implement the Council Family approach to meeting the Public Sector Equality Duty, each council service and ALEOs has a lead officer for equality. The Public Petitions and General Purposes Policy Development Committee considers equality policy issues and the Operational Delivery Scrutiny Committee considers equality performance issues.

3.4.2 To comply with statutory duty, this report will be published on the Council's website in April 2017. The Council is bound by the public sector duty of the Equality Act 2010, and the entire Council Family, including arms-length organisations, has agreed to deliver the Equality Outcomes.

3.4.3 The Equality Outcomes include both long-term and shorter term performance measures to enable the Council Family to track progress of delivery. Services are asked to embed performance monitoring of progress towards the Equality Outcomes into performance management arrangements. Corporately, equality issues are reported in the Council Annual Performance Report.

3.4.4 Every Council service prepares an Annual Service Plan and Improvement Report (ASPIR). This report contains a progress and performance update in relation to key priorities. It also sets out future priorities and how these will be achieved. ASPIRs are reported to the relevant Policy Development Committee. Within the ASPIRs, services are asked to summarise the key findings and response to Equality Impact Assessments (EQIAs) that have been conducted during the year and set out the planned EQIAs for the upcoming financial year.

4. Evidence and Information

4.1 Consultation and Research

4.1.1 The Council regularly updates and publishes population estimates to reflect the changes in the city's demographic profile. This demographic information is used corporately and at service and ALEO level to support and inform planning and policy development.

4.1.2 A comprehensive list of demographic questions are asked in every consultation or survey carried out by Glasgow City Council. The [consultation statement](#) sets out the commitment to ensuring that all relevant groups and communities with an interest or who are likely to be affected by an issue will have the chance to participate in a consultation. The Council makes materials available in different

formats if needed, for example using a large print or another language. The Council also uses alternative methods of consultation, such as focus groups, to ensure that a wide range of views are represented.

- 4.1.3 The [Glasgow Household Survey \(GHS\)](#) is used by the Council Family to measure and track residents' use of and satisfaction with key services provided by the Council and its partner organisations. The survey is carried out annually and consists of 1,000 interviews across the city. A fresh demographically representative sample is used for every survey. Each respondent is asked a comprehensive set of demographic questions. The latest report was released in June 2016.
- 4.1.4 The information that is collected through surveys is analysed by age, disability, gender, race, religion or belief and sexual orientation and is routinely done so to assess if there are differential results reported by different groups. For example, from this analysis the Council knows that BME residents have a higher satisfaction levels with council services (78%) as non BME (75%). In addition, every two years, the GHS includes an additional booster sample of interviews carried out among residents from black and ethnic minority groups. The results and analysis are reported across the Council, to elected members and the GHS reports are published on the Council's website.

4.2 Engagement

- 4.2.1 The Council actively engages with communities in order to understand their perspectives, concerns and priorities. An example is the Glasgow Equality Forum, which brings together representatives from the voluntary sector, equality networks, and other organisations, who meet with community planning partners to discuss areas of mutual interest and help to shape and inform strategy and policy development.
- 4.2.2 Membership of the Forum is structured to provide knowledge and experience of the issues and experiences of people across the range of protected groups. Many of the networks and organisations have broad membership bases, which inform their contribution. The current membership of the Forum includes:
- Age Scotland
 - Glasgow Disability Alliance
 - Faith in Community Scotland
 - Glasgow Women's Voluntary Sector Network
 - Black and Ethnic Minority Voluntary Sector Network
 - LGBT Youth Scotland
 - Scottish Refugee Council
 - LGBT Health and Wellbeing,
 - Pride Glasgow
 - WSREC (West of Scotland Regional Equality Council)
- 4.2.3 Funding was granted for a two year period from 2015-7. This has enabled the recruitment of a part time development manager and a small development budget.

This has enabled the GEF to engage more fully in the work of the CPP and the wider Council Family e.g. participation in the Equality Outcome consultation process or supporting Glasgow Life in their equalities work. The members of GEF are now able to act as a 'critical friend' to support equalities work within the public sector.

- 4.2.4 In addition, the network has been supporting the development of a new LGBT organisation network, which means that public sector organisations will be able to engage more easily with Glasgow's LGBT citizens.
- 4.2.5 To underpin this approach, the Council jointly supports the online [Equality Bulletin](#) (along with Glasgow Council for the Voluntary Sector). The Bulletin consists of a number of weekly e-bulletins and a web presence designed to raise awareness of and promote equality issues in Glasgow. Information is shared in relation to jobs, sources of funding, events and research. The Bulletin has a wide reach; currently more than 1,000 individuals or organisations subscribe.
- 4.2.6 Through the Integrated Grant Fund, the Council supports a range of third sector organisations that work to tackle discrimination and inequality and promote good relations. This includes funding for equality networks and organisations, work on integration, and funding of services that complement and enhance Council Family Group services.
- 4.2.7 The Council also understands its obligations as an employer and has set up an Equality and Diversity Group to promote and support the message diversity and inclusion within its own staff groupings, by using Diversity Champions to drive the message of equality across the Services and ALEOs.
- 4.2.8 There are a number of other networks or groupings at council service level that reflect this networking approach. These may be brought together for a specific time limited purpose or may meet on an on-going basis. For example, as part of the development of the City Centre Traffic Management Strategy, Land and Environmental Services sought the views (through consultation and engagement) of disabled people in the prioritisation and design of city-centre traffic management arrangements. Cognisance has been given to the requirement to ensure appropriate footway surface standards are used in the design process.
- 4.2.9 Since 2013, Glasgow City Council has been a Child Rights Partner with UNICEF UK as part of a programme that aims to put child rights at the heart of public services. Along with five other local authorities, the Council is committed to exploring new and innovative ways of embedding a child rights approach within service design and delivery. Child rights training is now part of the mandatory training framework for elected members. A cross-section of staff, from senior leaders to practitioners, have now been trained in a child rights-based approach (by Unicef UK). A baseline assessment of the current state of child rights in Glasgow and staff's knowledge of child rights has also been undertaken. This will help us in the future to understand if the approach has made a difference
- 4.2.10 In order to better plan for a meet the needs of older people, in March 2015, Glasgow City Council became a member of the World Health Organisation (WHO) Global Network of Age Friendly Cities and Communities. The WHO

defines an Age Friendly City as an “inclusive and accessible urban environment that promotes active ageing”. We have been in the planning stage which has involved consulting with older people, undertaking a detailed baseline assessment of the age-friendliness of the city and using this to inform an Age Friendly Strategic Framework. The final reports have been approved by Executive Committee and the Community Planning Partnership Strategic Board will be responsible for monitoring delivery of the actions. After submission to the WHO, the 3 year implementation phase will begin in 2017. A commitment to equality is one of the key principles integral to how we will deliver and develop our approach to an Age Friendly Glasgow. The strategy recognises the diversity of older people and is committed to promoting a city that is inclusive and more sensitive to their needs.

5. Access to Services

5.1 Accessible Services

- 5.1.1 The Council has taken a number of steps to address barriers to communication in participation and accessing services. A number of these are included in part II of this report that set out the progress towards the Equality Outcomes. The paragraphs below provide some examples of specific approaches the Council Family Group undertakes to address barriers to access.
- 5.1.2 City Building’s supported business RSBi, offers employment facilities to employees with disabilities. This includes Work Choice positions, which offers opportunities for people with disabilities on a rolling programme, which facilitates progression for disabled employees into mainstream employment.
- 5.1.3 Through Development and Regeneration Services (DRS) the Council has funded £2.678m of adaptations to Housing Association homes during 15/16. This has enabled 1,090 households that have a family member with a disability or mobility issue to remain in their existing homes. Of the homes adapted, level access showers or wet floor shower rooms were in highest demand with the main recipient being disabled adults. Other common adaptations included the installation of internal and external safety rails and alterations to paths and steps. For 2016/17, an initial £2.5m has been programmed.
- 5.1.4 Cordia Linguistics provides face to face interpreting, telephone interpreting and translation for citizens accessing council services. The service currently supports over 86 languages used across the city. An additional six languages were added in 2014/15. These are: Amharic, Bulgarian, Hungarian, Nepalese, Marathi, Saho, Tigre and Vietnamese. Given the arrival of Syrian refugees there has been an increase in requests for certain languages due to Syrian refugees arriving in Glasgow. Demand has increased in Arabic, Amharic and the Tigrinya languages.
- 5.1.5 Cordia also deliver care at home services to the citizens of Glasgow and employ approx. 2,800 home care staff in various positions. In response to the Scottish Governments Dementia strategy and to bring training in line with the Promoting Excellence framework, it was decided to develop a course with Glasgow Caledonian University. The course is credited with 3 SCQF points and this can be

used as recognised prior learning for other qualifications staff will undertake as part of their professional development. This course is a 2 day skilled programme. Cordia Learning delivers two of these two-day courses per month. Dementia awareness training is now being rolled out to Facilities Management staff in catering and cleaning, and those working in Homes for the elderly.

- 5.1.6 The Centre for Sensory Impaired, supported by the Council in partnership with the Royal National Institute for the Blind (RNIB), provides a range of services for people with sensory impairments. This includes the provision of materials in different formats and specific support through the Sign Language Interpreting Service. The Council provides some information about its services in British Sign Language (BSL) on its website and will further develop this approach. The BSL (Scotland) Act 2015 puts a duty on Scottish Ministers to prepare, and publish BSL national plans. The Scottish Government's draft plan is currently out for consultation until May 2017 then the final plan will be published by 22nd October 2017. Glasgow City Council will then have 1 year to create our own BSL Plan in line with the National Plan.
- 5.1.7 Glasgow ESOL partners commissioned a review of ESOL services across the city during 2015. The research was to help understand the demand for ESOL as well as how engagement and provision can be developed. The findings showed that potential learners were being assessed multiple times and not always near their home. It also showed that 46% of learners had applied to multiple providers. As a result a central register was set up meaning that learners only need apply once and be assessed once. Partners use the register to recruit for ESOL learning classes which avoids duplication and gives a better picture of what the needs are in the City. The register is almost complete and currently has over 2,000 registrations.

5.2 Equality Monitoring

- 5.2.1 Equality monitoring enables the Council to analyse how different people use and experience services, highlights any issues and understand how services work, in order that action to improve service provision may be taken. The following examples illustrate how the Council collects and uses equality monitoring information to deliver services.
- 5.2.2 Development and Regeneration Services (DRS) routinely monitor a number of activities, for example the Housing Strategy includes implementing a housing register to ensure equal ability to apply for housing and monitor and assess the housing needs of new economic migrants in the city. The register is monitored every six months.
- 5.2.3 Land and Environmental Services (LES) undertake equality monitoring in specific service areas, such as checking whether the number of enforcement notices issued to black and ethnic minority business owners is disproportionate when compared to the overall number issued. The service monitors the issuing of statutory food hygiene regulatory notices, compliance notices in respect of commercial waste uplift avoidance, and enforcement notices relating to Health and Safety in this manner.

5.2.4 The CareFirst management information system utilised by Social Work Services captures information on every service user's ethnicity, age, and gender, as well as their main client group to determine their type of disability or disabilities. There is also optional information collected on first language and religion. This classification information is built into operational reports that will show service activity by client and their equality characteristics. In turn this allows the department to monitor uptake of service and service activity by these characteristics

5.3 Equality Impact Assessments

5.3.1 The Council has embedded equality into policy, service planning and decision making through the application of an Equality Impact Assessment (EQIA) approach, ensuring that equality is considered at the start of a policy or service development. The EQIA considers whether there is a range of services and resources to support people with different needs and that equality monitoring has been used to understand how people use services.

5.3.2 The Equality Impact Assessment documentation and process are used by the whole Council Family. All services and ALEOs are asked to report on completed EQIAs and note those planned for the upcoming financial year. Services comply with this by including the information as part of the Annual Service Performance and Improvement Report (ASPIR), which are published annually. All completed EQIAs are published on the Council's [website](#) and a list of the areas considered for an EQIA is provided in [appendix 4](#).

5.3.3 The EQIA process is also integrated into the Budget Strategy. The equality impacts of all budget options are assessed and the findings presented to elected members. These were summarised within the [Budget Report](#).

5.3.4 The EQIA guidance was recently revised in November 2015, to ensure it was streamlined and fit for purpose. To this end a support tool was also developed which provided relevant information to aid production of well-informed EQIAs. The tool and guidance are available [here](#).

6. Employees

6.1 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 2016/17 (six-month period, 1 April 2016 to 30 September 2016) are included in this report as appendices. Detailed monitoring information is also published on the Council's [website](#). The information will be updated for the full financial year 2016/17 when it is available. Information on the workforce of Education Services (the Education Authority) is provided in [section 7](#) (the Council is required to publish this separately).

- 6.2 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 1,977 employees (15.3% of Council's non-teaching workforce) have updated their information.
- 6.3 Men make up 34.4% of the workforce (4,479) and the number of women has remained static at 65.6% (8,555). The proportion of employees who are black and ethnic minority has increased very slightly from 2% to 2.1%. The proportion of employees who are disabled has increased slightly to 2.9%. Overall, the workforce has reduced by 121 to 13,155, excluding teachers. In total, 512 employees left the Council, including 188 men, 324 women, 15 black and ethnic minority background and 20 employees who have a disability.
- 6.4 The number of women who are among the highest paid in the Council has continued to increase. The Council is now the second best performing authority in Scotland, only Aberdeen City has a higher percentage (61.8%). The average in Scotland is 50%.

	2013/14	2014/15	2015/16
Top 5% of earners who are female	57%	59.4%	59.7%

- 6.5 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: -2.05% and is therefore in favour of women. In 2014/15 this figure was -2.54%.
- 6.6 In terms of applicants for posts, the Council received more applications from candidates from a black and ethnic minority background, those who are disabled, and who are male, and fewer from women applicants. The chance of being invited to interview is now roughly the same whether an applicant is a man or a woman. Although the pattern varies, non-disabled applicants appear to have a slightly better chance of interview, as do white applicants when compared to candidates from a black and ethnic minority background.
- 6.7 Following interview, the chance of appointment is the same whether an applicant is a man or a woman. Non-disabled candidates appear to have a slightly better chance of being appointed when compared to applicants with a disability. White candidates and candidates who are black and ethnic minority have the same chance of being appointed. The Council received one recruitment complaint.
- 6.8 The Council approved 97% of applications for flexible working, which is a slight increase on last year's figure of 96%. Most of these applications were from women. The reasons for requests were: work life balance 48%, parental responsibility 40%, and caring responsibility 12%. The chance of having an application approved is the same across all protected characteristics.
- 6.9 As was the case in previous years, men are more likely to be subject to a disciplinary hearing with 65% of cases compared to women, who made up 35% of disciplinary cases. One percent of overall disciplinary action was against black and ethnic minority employees and 3% was against disabled employees. Just 0.4% of the workforce raised a grievance during 2015/16. The majority of

grievances were raised by men (51%) compared to 49% by women. There was one grievance raised by an employee from a black and ethnic minority background and four were raised by disabled employees.

- 6.10 Only 0.19% of the workforce made a complaint about bullying or harassment. The number of complaints decreased by 22 to 36 since the last report in 2014/15. Six disabled employees and two black and ethnic minority employee made a complaint. 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.
- 6.11 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.

7. Education Services

7.1 Overall Approach

- 7.1.1 Education Services is committed to equality and to making it part of the core business of educating children and young people in Glasgow. The promotion of equality and diversity is a requirement in every educational establishment's statement of Vision, Values and Aims. Every establishment is required to demonstrate how it promotes these values. In line with the Council's overall approach, Equality Impact Assessments (EQIAs) are an integral part of all budgetary decisions and all statutory consultations undertaken by Education Services.

7.2 Employment Monitoring

- 7.2.1 In 2016/17 (six months, 1 April to 30 September 2016), Education Services' workforce has increased by 90 employees to 5,580. This has not caused a major change in the workforce profile when compared to 2015/16. Males make up 21.6% of the workforce, and females 78.4%. Black and ethnic minority employees make up 2.2% of the workforce and 1.2% has a disability.
- 7.2.2 The gender pay gap is the difference between male and female hourly pay, excluding overtime. Education Services' gender pay gap is 2.28%, in favour of men. This represents a decrease of 0.89 percentage points in favour of men since 2014/15.
- 7.2.3 Education Services recruited 47 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 disabled applicants have a better chance of being appointed from interview.

- 7.2.4 Education Services approved 100% of flexible working applications, the majority of which were from women. The reasons for requests were work-life balance 46%, parental 44% and caring 10%. No applications from disabled or black and ethnic minority employees were refused.
- 7.2.5 Just 0.4% of the Education Services workforce was subject to disciplinary action. This included 14 women and 8 men, no black and ethnic minority employees and one disabled employee. Only 0.05% of the workforce raised a grievance. This included one woman and two men, no disabled or black and ethnic minority employees. 461 employees left Education Services, including 257 women and 104 men, eight black and ethnic minority employees, and ten disabled employees.

7.3 Service Provision

- 7.3.1 Education Services continue to include as many children and young people as possible in mainstream provision with appropriate support, as set out by the service's Inclusion Policy. In addition, there is specialist provision for children and young people with learning difficulties, physical disabilities, visual impairment and hearing impairment. While this provision is separate from mainstream provision, it is often physically located within the mainstream establishments. There are 67,035 students enrolled in 199 establishments (139 primary schools, 30 secondary schools and 31 Additional Support for Learning schools). Of students enrolled, 2,031 children attending school in Glasgow were assessed and/or declared as having a disability and 10,487 children attending a Glasgow school were identified as having an additional support needs.
- 7.3.2 An integrated English as an Additional Language (EAL) Service is delivered in schools across the city. Staff are deployed according to need and work with children and young people who are learning English as an additional language, including those who are new migrants to Glasgow and those who are part of the settled community. The focus of the EAL Service is to help these children and young people achieve their potential and to overcome any barriers to learning caused by learning in an additional language. The EAL Service provides direct support to children and young people with EAL and builds capacity with schools and teachers. The EAL Service links with other agencies that work with this group and also develops links with parents.
- 7.3.3 Working with colleagues in Land and Environmental Services (LES), schools were actively encouraged to take part in the new Lord Provost's Road safety Award for schools supported by both local Councillors and the Go Safe Glasgow Road Safety Partnership. Since it began in September 2016, four ASL schools successfully achieved this award.
- 7.3.4 To ensure that young people who do not have English as their first language can demonstrate their attainment in English at an appropriate level, Education Services support the teaching of SQA qualifications in English for Speakers of Other Languages (ESOL) within secondary schools. ESOL is a qualification that is offered by the Scottish Qualifications Agency (SQA) at a National 3, 4, 5 and Higher and may be used to access further and higher education. Glasgow has

developed an ESOL policy that advises which young people should be presented for ESOL and how it may be delivered in schools.

7.3.5 In 2014, Education Services conducted a review of twelve establishments based on three of the protected characteristics (ethnicity, gender and sexual orientation) that covered the following areas: curriculum, data, inclusion, legislation, needs, pupil voice, vision, and wider achievement. The review utilised questions from the Education Scotland inspection process in facilitated focus groups with staff, children and young people and parents/carers. The resulting report concluded that schools and nurseries were harmonious places where employees are committed to the principles of inclusion. Recommendations from the review include:

- Update Education Services' anti-bullying policy to include specific reference to the Equality Act 2010
- Schools should look for opportunities to explore equality issues within the wider curriculum
- Analyse and use data in relation to race and gender more consistently, so that not only is attainment looked at, but also wider achievement
- Engage parents and carers more in relation to equality issues, and consider whether parent councils represent the pupil demography
- Review the Vision, Values and Aims statement to explicitly reference equalities.

7.3.6 In August 2016 Education Services established the Education in Equalities Working group (EEWG). The group consists of practitioners, service support staff, and presently representation from LGBT Youth Scotland and the TIE Campaign. The current focus of the group is LGBT development and support. Input and participation is central to this work and the EEWG is also delivering focus group discussions with young people from various schools to ensure that young people are fully involved with the direction and content of what we do. Although the groups' initial focus is LGBT they will extend the work across the other protected characteristics whilst not negating multiple protected characteristics in every area.

7.4 Anti-sectarianism

7.4.1 Anti-sectarian work in Glasgow schools continues to grow through the Sense over Sectarianism initiative. The initiative was delivered in 17 early years' establishments, 117 primary schools 28 schools at S2/S3 and 6 secondary schools at S5/S6 in 2015-16.

7.4.2 Age appropriate resources have been developed to support the work in schools at 4 stages:

- Early years – Using 'Rainbow Fish to the Rescue' to explore the themes of friendship, and feelings around being left out because of differences
- P6/7 – The novel study of 'Divided City' and Communities United bringing denominational and non-denominational schools together to explore their values, attitudes and behaviours in relation to sectarianism.
- S2/3 – The play 'Scarfed for Life' addresses a wide range of issues experienced by young people in our schools and in the wider community

- S5/6 – Employability and Social Media workshops provide education around the history of discrimination in the work place and how the digital footprint of young people could be affecting their employment opportunities especially in relation to recent legislation

7.5 Tackling Homophobia and Transgender issues

- 7.5.1 Education Services worked closely with partner organisations to deliver initiatives to raise awareness about diversity and tackle homophobia. LGBT Youth Scotland concluded a project with ten secondary and Assisted Learning schools, as part of the national study on “Combating Homophobic Bullying”. Two schools, Bellahouston and Hollybrook, achieved Charter Mark following this project in 2014. From this we have a specific secondary programme in place. We currently have 5 further schools Charter Mark programme with another 5 secondary establishments taking this up from January 2017. It is anticipated that by September 2017, we will have the Charter Mark programme extended across 17 secondary schools in Glasgow. LGBT Youth Scotland also delivers professional development opportunities to a large number of teachers within the same programme. LGBT Youth Scotland’s evaluation to date has been positive and indicate that a number of teachers and young people intend to continue the work. Education Services are currently working with the TIE Campaign and hoping to work with Stonewall Scotland, with a view to designing a training and information package for teaching staff.
- 7.5.2 Education Services offered customised support to several secondary schools and young people regarding transgender issues. It is intended this area of work will be further developed with partners through the EEWG

7.6 Anti-Racism and the Curriculum

- 7.6.1 Education Services continues to deliver anti-racism awareness to pupils using the anti-racist lessons in primary schools and the “Different Together” lessons in early years establishments. Lessons in citizenship are provided in secondary schools, where lessons are complemented by work with community and voluntary organisations to explore themes of discrimination.
- 7.6.2 Partnership projects are instrumental in supporting the anti-racist curriculum and include work undertaken with Police Scotland and Community Safety Glasgow. In addition, schools continue to develop opportunities for children and young people through music, art and cultural studies to build on young people’s understanding of racism and discrimination. Education Services will continue to develop anti-racist education work in schools with a specific focus on reporting Hate Crime.

7.7 Bullying and Harassment

- 7.7.1 Education Services have an anti-bullying policy, which incorporates an anti-discriminatory component. All educational establishments are required to keep records of any bullying incidents. Data from recording of incidents in schools is

monitored on a monthly basis and shared with the Hate Crime unit within Community Safety Glasgow.

7.7.2 Having noticed a downward trend in the recording of racist incidents in schools over the last five years, Education Services and Community Safety Glasgow embarked on a series of consultative surveys to determine the reasons for this trend.

7.7.3 In 2015 the service launched a centralised recording system that:

- Allows more in-depth interrogation of data
- Complies with the Equality Act 2010
- Records different types of discriminatory behaviour
- Records incidents against persons displaying the behaviour and persons experiencing the behaviour

7.7.4 Education Services' employees are offered a wide range of training and continuous professional development opportunities, including:

- Support for staff and establishments to support children and young people with additional support for learning requirements, including EAL Sensory support services
- Opportunities to support the range of equality and diversity work in schools, such as anti-sectarianism initiatives, work to combat homophobic bullying, anti-racist work, and work to raise awareness of domestic violence

PART II

Progress towards the Equality Outcomes

1. Introduction

1.1 Progress towards the Council Family's Equality Outcomes for 2013 to 2017 as of April 2017 is presented in the tables on the following pages. The Outcomes are divided under three sections aligned to the three parts of the General Duty:

- Eliminating Discrimination, Harassment and Victimisation
- Advancing Equality of Opportunity
- Fostering Good Relations

1.2 Each outcome has one section presenting an update on the long term measures, and another section that sets out the delivery actions and current progress.

2. Progress as of 2017

2.1 There are total of 46 actions divided between the ten Equality Outcomes. Due to the statutory timescales for publishing this information (30 April 2017), the most current performance details for many measures is that for 2015/16. Information for 2016/17 will be available following the end of the financial year (usually in June).

2.2 There have been some issues with reporting progress towards the long term measures as for many outcomes the Scottish Neighbourhood Statistics were used and this research is no longer available. Wherever possible, alternate research has been used to demonstrate change over the timeframe of the outcomes.

2.3 Each action has been assessed as one of the following:



Complete or evidence of positive progress made.



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

2.4 The Council Family has made good progress in delivering the Equality Outcomes, with the majority of actions assessed as green (83%). The following Outcomes are particularly positive as there is evidence of progress across all of the associated actions:




- Survivors of, and those at risk of, gender-based violence or other targeted abuse are well-supported. (Outcome 2)
- Promoting diversity in the local economy (Outcome 6)

2.6 There has been a slight reduction in actions assessed as green since 2015 from 85% to 83%. This is mainly due to changes in monitoring, where information is limited or where it is challenging to measure the impact of the work being done. Where possible, a note on mitigating action or alternate work to support this Outcome has been included in the

tables as “Further Work”. A reduction in overall progress, since 2015, is noted in the following areas:

- Sectarian-based prejudice is reduced through continued efforts to change young people’s attitudes. (Outcome 3)
- An increased proportion of people with protected characteristics enter supported employment, education or training. (Outcome 4)
- People who are most vulnerable have support and information to help them access the benefits to which they are entitled. (Outcome 7)

2.7 Summary of progress is presented below.

Part of the General Duty:				Total
1. Eliminating Discrimination, Harassment and Victimisation	8	2	0	10
2. Advancing Equality of Opportunity	22	5	0	27
3. Fostering Good Relations	8	1	0	9
Total =				46

3. Review of the Equality Outcomes 2013 to 2017

- 3.1 There has been good progress made across each of the Council Family’s Equality Outcomes for 2013 to 2017, however, the work does not stop there. We have reviewed each of the outcomes in the whole and we feel that there are some areas that require more work or would benefit from revision to better reflect the feedback received from the 2017 to 2021 outcomes consultation.
- 3.2 The table on the next page shows how the work towards each of these outcomes will be taken forward either as a new outcome or supporting action for 2017 to 2021 or if the work is included as part of a specialised strategy within the Council Family.

3.3 The Council Family's Equality Outcomes for 2013 to 2017 were:

Equality Outcome	Review Assessment
Eliminating Discrimination, Harassment and Victimisation	
1. Lesbian, gay, bisexual and transgender, disabled, religious, faith, and black and ethnic minority communities have increased confidence to report hate crime and it is dealt with appropriately.	There has been good work across this outcome, however, hate crime continues to be an issue in Scotland and we feel that further work can be done. Outcome 1 will be carried forward as an equality outcome in the new set.
2. Survivors of, and those at risk of, gender-based violence or other targeted abuse are well-supported.	There are some excellent programmes supporting this outcome, however, gender based violence continues to be an issue in Scotland and we feel that further work can be done. Outcome 2 will be carried forward as an equality outcome in the new set.
3. Sectarian-based prejudice is reduced through continued efforts to change young people's attitudes.	There has been good progress made against this outcome, however we feel some aspects of this would benefit from further work and expansion. Outcome 3 will be carried forward as an action in the new set.
Advancing Equality of Opportunity	
4. An increased proportion of people with protected characteristics enter supported employment, education or training.	Following review, these outcomes have been brought together to better reflect the feedback from the research and consultations for the 2017 to 2021 outcomes. They have been revised and included in the new set of outcomes under Aim 1: Improve Economic Outcomes for People with Protected Characteristics.
5. An increased number of apprentices/work placement recipients with protected characteristics secure sustained employment outcomes.	
6. The Council has promoted diversity in the local economy.	
7. People who are most vulnerable have support and information to help them access the benefits to which they are entitled.	The Council Family's work to reduce inequality in the city and improve the economic outcomes of people with protected characteristics will be taken forward in the Poverty Leadership Panel Strategy.
8. Disabled people have increased physical activity.	There has been significant progress towards this outcome, however we feel more work is required to support people with a disability to have increased physical activity. Outcome 8 will be carried forward as an equality outcome in the new set.
9. Disabled people are supported to live independently in the community.	The work towards this outcome will be taken forward by the Glasgow City Health and Social Care Partnership (HSCP) and delivered through the Integration Joint Board Strategic Plan 2016 – 2019.
Fostering Good Relations	
10. Employees feel they are able to respond confidently and appropriately to all colleagues and citizens.	We did not feel that this outcome worked well in its current form, following the consultation for the new set of outcomes this has been revised and included in the new set.

4. Eliminating Discrimination, Harassment and Victimisation

Outcome 1

Lesbian, gay, bisexual and transgender, disabled, religious, faith, and black and ethnic minority communities have increased confidence to report hate crime and it is dealt with appropriately.

Council Strategic Plan theme: A vibrant city *Protected Characteristics: Lesbian, gay, bisexual, transgender, ethnicity, disability, religion or belief*

LONG-TERM MEASURE

Recorded incidences of hate crime.

The reporting of hate crime continues to be a key measure when challenging offensive and violent behaviour towards particular communities, alongside any improvements in facilitating people and communities to report these crimes.

The Scottish Government, Crown Office and Procurator Fiscal's office present a range of statistics regarding hate crime and those for 2015/16 indicate that there were:

Disability:

- 201 charges reported with an aggravation of prejudice relating to disability, significantly more than the 138 reported in 2012/13. There is a broad consensus however that this type of crime continues to be under reported compared to other forms of hate crime.
- 89% of these resulted in court proceedings compared to 65% in 2012/13.
- No action was taken against 1%, due to lack of evidence, a significant improvement from 12% in 2012/13, partly due to a decrease in the number of charges reported for which there was insufficient admissible evidence to take action.

Sexual Orientation:

- 1,020 charges were reported with an aggravation of prejudice relating to sexual orientation, 15% more than in 2013/14.

Transgender:

- 30 charges were reported with an aggravation of prejudice relating to transgender identity. This is the highest number of charges reported since the legislation came into force, although the numbers remain very small.


Religion:



- 581 charges with a religious aggravation reported, similar to the 587 reported in 2013/14.

Ethnicity:

- 3,712 charges relating to race crime reported, a decrease of 11% compared to 2013/14. This is the lowest annual figure since 2003-04 when 3,322 charges were reported.

PROGRESS TOWARDS DELIVERING THIS OUTCOME

Output / Action	Measure(s)	Current Performance	Further Work	RAG
<p>1.1 Work with community planning partners to resolve hate crime. The Hate Crime Policy Officer will coordinate and support activity, including the maintenance of a multi-agency hate crime database.</p> <p>Lead: Community Safety Glasgow</p>	<p>The number of hate incidents recorded.</p>	<p>This action is amber rated as Police Scotland are no longer able to provide comparable hate crime statistics for Glasgow and as a result we are unable to monitor progress fully. However, there continues to be good work and progress towards resolving hate crime. Community Safety Glasgow (CSG) continue to raise awareness among those who are most vulnerable to hate crime and make it easier for victims to report any incident.</p> <p>CSG have made it easier to report hate crime by increasing the number of locations where incidents of hate crime may be reported (third-party reporting centres) from 48 in 2012/13 to 67 in 2015/16.</p>	<p>Third Party Reporting was the theme of Hate Crime Awareness Week 2016, which was coordinated by CSG.</p> <p>CSG coordinated an advertising campaign that promoted reporting including:</p> <ul style="list-style-type: none"> • 41 map panels in Glasgow Underground carriages • 42 advertising spots on Radio Awaz • 9 posts on the CSG Facebook page with a reach of 18,293 users • 39 Tweets on the CSG Twitter account with a reach of 38,937 users <p>CSG coordinated <i>Don't Stay Silent</i>, the launch event for Hate Crime Awareness Week. This included a performance from the Purple Poncho Players that encouraged reporting of hate crime. The event was attended by 50 senior school students from Holyrood Secondary, Lochend High, Springburn Academy and Smithycroft Secondary and received media coverage on Global Radio (including Smooth FM), the Glasgow Live website, the Evening Times (web and print) and the GCC website.</p> <p>CSG also conducted a survey of the Glasgow Hate Crime Working Group member agencies to assess suitability and capacity to join the Third Party Reporting Scheme. Findings indicate that we are close to saturation point with Third Party Reporting, with only two partners not currently signed up indicating a willingness to join. A capacity building programme with relevant partners will form part of our on-going work programme.</p>	<p style="text-align: center;"></p>

Output / Action	Measure(s)	Current Performance	Further Work	RAG
<p>1.2</p> <p>Continue to deliver the Council's anti-racist curriculum and conduct research to improve the understanding of the prevalence of racist bullying in schools.</p> <p>Lead: Education Services [EA]¹</p>	<p>The number of schools delivering the anti-racism curriculum.</p> <p>Assessing available qualitative information on the impacts of programmes.</p>	<p>Delivery of racism awareness continues across all schools. This is delivered via curriculum pack, partnership work, community programmes and events.</p>		
<p>1.3</p> <p>Continue to raise awareness about the issues facing lesbian, gay, bisexual and transgender young people by working with LGBT Youth Scotland to deliver workshops for secondary school pupils and continuous professional development opportunities for teachers.</p> <p>Lead: Education Services [EA]</p>	<p>The number of pupils participating in workshops and the number of teachers accessing continuous professional development opportunities.</p>	<p>In partnership with NHS and LGBT Youth Scotland, Education Services are working on an 18 month programme for 15 schools to achieve Charter Mark status by August 2017.</p> <p>Currently, 6 secondary schools are undertaking this programme with the remainder to follow on from January 2017.</p>	<p>The Equalities in Education Working Group was established in August 2016. The group's initial focus will be on LGBT support and guidance, including:</p> <ul style="list-style-type: none"> • completion of the LGBT Youth Scotland Charter Mark status of 15 secondary schools by August 2017 • gathering the views of young people in schools through establishing a LGBT young person's forum • developing a programme of twilight information sessions on LGBT Charter Mark accreditation to be provided in conjunction with LGBT Youth • the development of specific LGBT opt-in training sessions aimed at all staff • investigation of potential further opportunities to link with partner organisations specifically to support LGBT education training across all sectors • to audit good practice in terms of LGBT initiatives already happening in schools across the City and to create a sharing repository on GO 	

¹ Actions marked with 'EA' are attributable to the Education Authority (Glasgow City Council's Education Services).

OUTCOME 2

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

Council Strategic Plan theme:
A vibrant city

Protected Characteristic:
Gender

LONG-TERM MEASURES

Proportion of the population who have been subject to sexual violence.

Proportion of the population who have been subject to domestic violence.

Number of recorded incidents of domestic abuse.

The White Ribbon in Scotland campaign is part of the global effort led by men to ensure men take more responsibility for reducing violence against women and working to end this violence. The Glasgow Violence Against Women Partnership coordinates the city's partnership work to reduce violence against women and led the work to make Glasgow the largest local authority to work with White Ribbon Scotland to achieve White Ribbon status.

- **Proportion of the population who have been subject to sexual violence**

There were 1,809 incidents of rape and attempted rape during 2015/16 increasing by 60% overall between 2010/11 and 2015/16. Sexual crimes accounted for 4% of all crimes recorded in Scotland since 2015-16. 10,273 sexual crimes were recorded by Police in Scotland the highest level seen since 1971.

- **Proportion of the population who have been subject to domestic violence**

In Glasgow, the rate of incidents of domestic abuse recorded by the police has decreased from 187 per 10,000 population in 2011/12 to 142 per 10,000 population in 2015/16. However, this remains significantly above the Scottish overall rate of 108 incidents per 10,000 population in 2015/16.



- **Number of recorded incidents of domestic abuse**


In 2015/16 there were 58,104 incidents of domestic abuse recorded by Police Scotland, this is the lowest number recorded since 2010/11 when 55,698 incidents were recorded. Where gender information was recorded, 79% of all incidents of domestic abuse in 2015/16 had a female victim and a male accused. This percentage share has fallen from 87% in 2006/07. The proportion of incidents with a male victim and a female accused (where gender was recorded) has increased from 11% in 2006/07 to 18% in 2015/16.

Source: Scottish Government

A variety of projects support our aim to reduce violence against women as part of this work, Knightswood Secondary became the first school in Scotland to support the White Ribbon campaign as part of 16 Days of Action, this has been rolled out to a number of other schools. We have developed a gender inequality good practice guide for youth workers and are working with Glasgow Kelvin College to gain accreditation for the associated training for trainers. Prevention work is ongoing in schools including the secondary school drama 'Crush', which focuses on gender inequality and abuse in teenage relationships, this has been rolled out to all secondary schools, including ASL, in the North East and South of the city. The 'Gold stars and dragon marks' is targeted at primary children on domestic abuse through bullying and has also been rolled out across all primary schools, including ASL, in the North East and South.

PROGRESS TOWARDS DELIVERING THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
<p>2.1</p> <p>Provide a specialist domestic abuse advocacy and support service (ASSIST) to all those involved in the Specialist Domestic Abuse Court as having experienced domestic abuse, whether adults or children.</p> <p>Lead: Community Safety Glasgow</p>	<p>The number of people receiving a service from the ASSIST service provided by Community Safety Glasgow</p>	<p>3,070 referrals:</p> <p>2,948 women 122 men</p>	<p>6493 referrals:</p> <p>5791 women 304 men</p>	<p>5426 referrals:</p> <p>4827 women 278 men</p>	<p>Due to system changes, comparative figures for reduction in specific forms of abuse are no longer available. However, 87% of clients report their overall situation as improved when they leave the service. This figure is impacted by a range of factors including the outcome of the court process.</p> <p>A change in the recording system used by Police Scotland has had an impact on the arrangements for repeat referrals. Discussions are ongoing to agree a national advocacy repeat referral process.</p> <p>* Figures do not equal total referrals as this includes under 18s and individuals referred more than once.</p>	
<p>2.2</p> <p>Review the domestic abuse awareness training delivered throughout the Council Family, with specific priority being that provided to front-line employees in Social Work Services who may have more contact with people are subjected to domestic abuse.</p> <p>Lead: Social Work Services</p>	<p>Number of employees trained</p>	<p>Training introduced.</p>	<p>Between Jan 2015 and Sept 2016, 294 Social Work employees received training in relation to Gender Based Violence and Domestic Abuse. This number includes 38 Social Work students.</p>		<p>Gender Based Violence and Domestic Abuse training aims to increase understanding of the nature and scope of domestic abuse as a gender based violence, how it impacts on those who experience it and provide the knowledge and confidence to deal with it as workers. This training is mandatory for all Social Work staff. Materials are reviewed and updated twice annually and the course had received positive post-course evaluation.</p>	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
<p>2.3 Review the guidance produced by Cordia for managers on how they may support employees who may be subjected to domestic abuse.</p> <p>Lead: Cordia</p>	<p>Cordia will produce new guidance for its employees. The impact of the wider review and any resulting actions will be reported.</p>	<p>Cordia introduced guidance for managers on Supporting Staff Subject to Domestic Abuse in November 2012.</p>	<p>The managers guidance has been reviewed and Cordia are satisfied that it is still fit for purpose.</p>		<p>In 2016 Cordia actively promoted the White Ribbon Campaign with an excellent level of success and will again support and promote this campaign in 2017.</p> <p>In addition, Cordia will actively encourage staff and managers to undertake equalities modules within the Gold framework.</p>	

OUTCOME 3

Sectarian-based prejudice is reduced through continued efforts to change young people's attitudes.

Council Strategic Plan theme: *A vibrant city* Protected Characteristic: *Religion or belief*

LONG-TERM MEASURES



Recorded incidences of hate crime. See measures under Outcome 1.


Sectarianism is often used in Scotland in association with divisions within a religion, particularly in reference to Christianity and the division that can exist between Catholic and Protestant people. The Scottish Government set up an independent advisory group, the Advisory Group on Tackling Sectarianism in Scotland, and, after much deliberation, they provided what is now the accepted definition of sectarianism in Scotland:


'Sectarianism in Scotland is a mixture of perceptions, attitudes, actions, and structures that involves overlooking, excluding, discriminating against or being abusive or violent towards others on the basis of their perceived Christian denominational background. This perception is always mixed with other factors such as, but not confined to, politics, football allegiance and national identity.'

The Offensive Behaviour at Football and Threatening Communications (Scotland) Act 2012 came into force on 1 March 2012. During 2015/16, there were 287 charges processed under Section 1 of the Act which was a 49% increase on the previous year, although similar to the 267 charges reported in 2012/13. A fifth (20%) of those charges related to Glasgow.

PROGRESS TOWARDS DELIVERING THIS OUTCOME

Output / Action	Measure(s)	Current Performance	Further Work	RAG
<p>3.1 Deliver anti-sectarian education programmes in all Glasgow schools; supported through the development of appropriate curriculum, continuous professional development opportunities for teachers and workshops delivered by Sense Over Sectarianism.</p> <p>Lead: Education Services [EA]</p>	<p>The number of schools participating.</p> <p>Assessing available qualitative information on the impacts of programmes.</p>	<p>The Sense over Sectarianism initiative is delivering in 113 primary schools and 29 secondary schools in the city. This is a rolling programme and ongoing.</p>	<p>The Sense over Sectarianism (SOS) curriculum contains various packs for both primary and secondary level teachers and was highlighted in the interim report from the Advisory Group on Tackling Sectarianism in Scotland as good practice and Glasgow City Council was commended for its support of the work.</p> <p>Evaluation tools have been developed for schools to measure the impact of their work.</p> <p>The focus for SOS in the coming years is building the capacity of teachers, CLD workers, Sports Coaches and others working directly with young people to develop and deliver anti-sectarian work in their own setting.</p> <p>Glasgow Life also delivers programmes such as the Bigot Busters programme at St Mungo's Museum of Religious Life. For further information see section 3.4</p>	
<p>3.2 Deliver education about the Holocaust in schools, with a supporting programme of annual city-wide events to commemorate the Holocaust.</p> <p>Lead: Education Services [EA]</p>	<p>The number of schools involved in the Holocaust education programme and the number of people participating in the city-wide events.</p> <p>Assessing available qualitative information on the impacts of programmes.</p>	<p>The Holocaust Programme is rolling and on-going</p> <p>92 establishments were involved in Holocaust education during 2015/16.</p>	<p>In 2016, 1247 pupils attended film events at the GFT to support their learning in school.</p> <p>Education worked closely with Interfaith Scotland and Scottish Government to develop and deliver the Scottish Holocaust Memorial Day event and supported the delivery of the week long programme. 384 pupils participated in the Holocaust Memorial Day event held in the City Chambers.</p>	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance	Further Work	RAG
<p>3.3 Review the guidance produced by the Council Family on managing diversity with specific regards to religion or belief.</p> <p>Lead: Corporate HR</p>	<p>The impact of this review and any resulting actions will be reported.</p>	<p>Summary guidance available on Connect.</p>	<p>In addition to the revised guidance Corporate HR have worked with Trade Unions to develop seven factsheets providing an overview and considerations in relation to religious festivals. The factsheets help to raise awareness and provide information for managers and employees support those who are taking part in religious festivals.</p>	<p>The GCC website has been redeveloped since 2015 and as a result the number of people accessing the guidance is not available at this time.</p> <p>HR will continue to promote the guidance and e-learning course available.</p> <p>Multi faith rooms have been established in the city-centre campus. HR also hosted a Nil by mouth workshop held for equality and diversity HR representatives and service equality champions. HR will continue to encourage employees to update their religion and belief information to better understand the diversity of the workforce.</p>	
	<p>Monitoring completion of e-learning (new measure).</p>	<p>0.1% of workforce completed the religion and belief e-learning course.</p>	<p>1.19% of the workforce completed the religion or belief e-learning course.</p>		

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
<p>3.4 Deliver museum and sport-based programmes, e.g. Bigot Busters.</p> <p>Lead: Glasgow Life</p>	<p>The number of young people participating in the Bigot Busters programme.</p>	<p>771</p>	<p>460</p>	<p>491</p>	<p>Glasgow Life delivers the Bigot Busters anti-sectarian workshops to young people as part of the programme at St Mungo's Museum of Religious Life. The Bigot Busters programme is popular and 26 out of 62 schools made a booking during 2015/16.</p> <p>There were some issues with staff capacity which resulted in a reduction in the number of young people participating. This has now been resolved and sessions can be delivered 3 days a week for 2016/17.</p> <p>'Glasgow: A Sectarian City?' was refreshed to align with the Curriculum for Excellence in schools, to be more active learning focussed and in response to teacher feedback. Schools also explore 'hate crime' in a broad sense, the current P7 curriculum includes 'Divided City', a book that includes issues of xenophobia, discrimination and inequality.</p> <p>In addition to working with young people Glasgow Life work with Interfaith Glasgow and support Interfaith Week. Interfaith Glasgow also deliver staff training for our Museums staff.</p>	
	<p>The number of people participating in the football coaching course that incorporates anti-sectarian training (part of the Positive Coaching initiative).</p>	<p>204</p>	<p>0</p>		<p>The anti-sectarian work delivered through football programmes was externally funded and unfortunately had to stop as the funding was no longer available.</p>	

5. Advancing Equality of Opportunity

OUTCOME 4

An increased proportion of people with protected characteristics enter supported employment, education or training, in particular:

- Disabled people
- People with a mental health problem or difficulty
- People who are from a black and ethnic minority community

Council Strategic Plan theme:
Economic Growth

Protected Characteristic:
Disability, ethnicity

LONG-TERM MEASURE

The employment rate for disabled people and black and ethnic minority people compared to the average rate for Scotland and Glasgow.

It is not possible to measure any improvement in the employment rates of disabled people due to a change in definition, however, Glasgow remains slightly below the Scottish average and employment rates for disabled people are significantly below the overall population both in Glasgow and across Scotland.

Twelve percent of Glasgow’s population is from a black and ethnic minority background. In 2015, 52% of Glasgow’s black and ethnic minority population was employed, a slight increase from 48% in 2013. This is less than the Scottish average for the black and ethnic minority population (59%), and less than the average employment rate of 67% for the overall population in Glasgow.

- **The employment rates of people of working age (16-64 years):**



	Glasgow	Scotland
Employment Rate (16 – 64 years)	67%	73%
Black and Ethnic Minority	52%	59%
Equality Act Disabled	40%	42%



Source: Annual Population Survey 2015


PROGRESS TOWARDS DELIVERING THIS OUTCOME


Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
4.1 Take steps to promote Article 19 of the European Public Sector Procurement Directive, which allows public sector bodies to reserve contracts for organisations that provide supported employment opportunities to disabled people. Lead: City Building	RSBi will continue to offer employment facilities to 250 employees (50% disabled), including 104 Work Choice positions.	270 employees:	270	291	Work Choice is a Government supported employment programme designed specifically for people who, due to their disability, may find it difficult to find or keep a job. RSBi employ 32% of the total number of 16-24 year olds with disabilities employed in supported businesses in Scotland. In partnership with Kelvin College, RSBi will continue to provide work experience to 45 pupils per week from ASL Schools. This has an outcome of a SVQ Level 1 in Manufacturing Operations. In 2016/17, steps will be taken to promote the implementation of the European Directive Article 20 which is to replace Article 19. This Directive enables public sector bodies to reserve contracts for businesses that provide supported employment opportunities to disabled or disadvantaged people. Those businesses must have at least 30% of their employees who are disabled or disadvantaged workers. RSBi intend to employ at least 50% employees who are disabled, which will provide and sustain supported employment facilities to people with disabilities.	✔
		149 have a disability	166	172		
		109 Work Choice positions	109	109		

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
4.2 Refer Social Work service users to Jobs and Business Glasgow's employability support service Lead: Social Work Services / Jobs and Business Glasgow	The number of referrals to Jobs and Business Glasgow's employability support service for Social Work Services clients monitored by: Physical disability	7	227	219	<p>The noticeable increase since 2012/13 is due to a change in reporting. Previously monitoring was based on referrals from a specific team e.g. The Physical Disability team and now reporting takes into account all referrals from Social Work and Health where the individual has a physical disability/learning disability. This change in reporting also relates to 4.3.</p> <p>During the reporting period 1 April 2014 to 30 September 2016 the bridging service was delivered by Jobs and Business Glasgow (JBG). From November 2016 this service will be provided by Momentum Glasgow. This also relates to 4.3.</p> <p>Momentum is a city-wide team of Advisers offering client-centered and holistic advice and support to clients referred from Health and Social Work Services. The aims of the service remain as before i.e. to assist people to progress into employment, education, training and voluntary work. Assistance can also be given to individuals in building structure and routine, increasing their confidence and self-esteem, personal development, access to local support services, and making positive changes in their lives.</p> <p>Momentum Bridging Service Advisers work closely with health and social work to ensure that the referrer is kept up to date on the client's progress, as well as to work together to ensure that the client receives the most appropriate support at their own pace.</p> <p>Although Jobs and Business Glasgow (JBG) no longer deliver the bridging service, they will continue to provide core employability services to clients who are currently unemployed within the GCC area. In addition JBG deliver projects for Modern Apprenticeships, the Employability Fund and Working Matters. The Employability Fund provides support to young people to improve their confidence and skills for work, opportunities to achieve vocational or personal development qualifications (SQA, City and Guilds) and work experience placements. JBG also support clients starting their own businesses.</p>	✓
	Learning disability	14	46	46		

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
4.3 Work with the NHS Greater Glasgow and Clyde, the Scottish Association for Mental Health and the Glasgow Association for Mental Health to deliver a number of priorities, one of which is to ensure that there are employment opportunities. Lead: Social Work Services / Jobs and Business Glasgow	The number of referrals to Jobs and Business Glasgow's employability support service for Social Work Services' mental health service users	112	478	605	For information on change in monitoring and the move from JBG to Momentum Glasgow see section 4.2. As of September 2016, 62% of mental health service users have a recorded employment status. Of these, 82% were recorded as inactive, 17% were in employment, education, or engaged in training or voluntary work, and 1% had retired.	
	Percentage of Mental Health service users who have a recorded employment status	40%	50%	56%		
4.4 Provide business development support to those with protected characteristics. Lead: Development and Regeneration Services	The level of support provided to those with protected characteristics, where recorded, compared to the total level of support provided.	Total business development support: 937	557	374	Business Gateway have noted an increase in the proportion of business support provided to young people. However, the level of support provided to people with a disability remains low. Additional support can be made available to those clients that are either deaf or blind and Business Gateway have recently seen a small increase in enquiries. A contributing factor to the lower total figure when compared with those of other years has been the overall fall across Scotland in business start-up enquiries. A new, more proactive approach is being adopted to increase the number of Early Stage Growth enquiries. Business Gateway continue to support those with protected characteristics through; <ul style="list-style-type: none"> the Women into Business Network which are held monthly between September and June engagement with schools, colleges and Prince's Trust specific black and ethnic minority events held throughout the year which results in greater engagement. 	
		Women: 335 (36%)	234 (42%)	150 (40%)		
		Young people: 253 (27%)	145 (26%)	107 (29%)		
		BME: 190 (20%)	134 (24%)	56 (15%)		
		Disabled: 5 (<1%)	5 (<1%)	5 (<1%)		

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
<p>4.5 Continue the commitment to roll out personalisation of social care, empowering individuals to direct their own care and support to best meet their needs and aspirations.</p> <p>Lead: Social Work Services</p>	<p>The percentage of adult service users who are satisfied with opportunities for development (education, training and employment).</p>	84%	<p>As part of ongoing scrutiny around reported performance measures, it was deemed that the methodology used was not sufficiently objective and is no longer reported by Social Work Services or the Health and Social Care Partnership.</p>		<p>Personalisation (Self-Directed Support) is now core Social Work business. At the end of September 2016/17 a total of 2,886 service users from a number of care groups (learning disability, mental health, physical disability, older people, and children with disabilities) were in receipt of personalised care services.</p> <p>Ensuring that service users have opportunities for development forms part of the individual's initial outcome based support plan and part of the ongoing care management process.</p>	
<p>4.6 Provide young asylum seekers with accommodation, access to education and health services.</p> <p>Lead: Social Work Services</p>	<p>The number of young asylum seekers provided with supported services by Social Work Services.</p>	26	27	39	<p>In December 2016 the Glasgow City Integration Joint Board (IJB) approved proposals aimed at developing an innovative approach to allow us to welcome more unaccompanied asylum seeking young people to Glasgow.</p> <p>The aim is to work with families in Glasgow who are able to offer accommodation and support to unaccompanied young people. IJB will be working with the third sector and faith based communities in Glasgow to progress this, and in addition staff groups have been given the opportunity to become involved as potential families for unaccompanied children. An outline of the proposed process is available here.</p>	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
<p>4.7 Support and encourage young people leaving care to access education, training or employment in order to improve their life choices.</p> <p>Lead: Social Work Services</p>	<p>The percentage of young people leaving care who are in employment, education or training.</p>	51%	66%	67%	<p>During 2015/16, 188 care leavers were engaged and supported by Leaving Care Employability Services and 47 care leavers were supported after gaining employment. Social Work Continuing Care Services invest in a range of holistic employability supports for care leavers across the employability pathway. Including:</p> <ul style="list-style-type: none"> • CLES Coreskills programme - delivered in partnership with Glasgow Kelvin College provides a flexible 50 week-a-year skills development programme that provides a positive experience of learning. A learner-centred approach that enables young care leavers to achieve SQA qualifications up to Intermediate 1 levels that will assist them in accessing employment, further education and training opportunities. • Launchpad training programme - a targeted 26 week programme that aims to support care leavers into employment or a modern apprenticeship. Trainees receive a weekly training allowance whilst on the programme together with incentive payments based on attendance/performance during the programme. The programme has developed into the most successful route whereby care leavers progress into employment via the Commonwealth Apprenticeship Initiative. • Housing and Employment Service (HES) - provides in-work support to both care leavers and their employers with the aim of enabling those young people to sustain their employment. HES sources sympathetic employers and match young people to appropriate opportunities. 	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
4.8 Through Helping Heroes, provide employment opportunities for ex-veterans who have been medically discharged (including for mental health reasons such as post-traumatic stress disorder). Lead: Financial Services / City Building	Number of positions secured through the Glasgow Veterans Employment Programme (GVEP)	17	Total - 150 Funded GVEP Posts: 71 Non-funded GVEP posts: 79		<p>Glasgow Veterans Employment Programme (GVEP) is part of the Glasgow's Helping Heroes campaign, and helps veterans to gain permanent employment at the Glasgow Living Wage.</p> <p>Glasgow's Helping Heroes (GHH) campaign brings together the advice and housing sectors to assist veterans. Since its launch in in 2010, GHH has:</p> <ul style="list-style-type: none"> • Supported 1,630 veterans, providing financial gains of over £1.6 million for veterans and their families • Supported 710 veterans to get housing, 973 into employment or training, and • 370 to get access to health and addiction services. <p>The press office, Jobs and Business Glasgow and Glasgow's Helping Heroes plan to refresh the promotion of this incentivised scheme by means of an article focussing on veterans.</p>	
	City Building positions held by ex-veterans	3	7	5	<p>The number of ex-veterans has decreased from 7 to 5 due to employees leaving of their own accord. City Building will continue to support this campaign and will maximise opportunities for additional posts.</p> <p>Land and Environmental Services have arranged for driving positions to be ring-fenced for veterans who meet HGV license criteria.</p>	

OUTCOME 5

An increased number of apprentices/work placement recipients with protected characteristics secure sustained employment outcomes.

*Council Strategic Plan theme:
Economic Growth*

*Protected Characteristic:
Age, disability, ethnicity, gender*

LONG-TERM MEASURE

Percentage of leavers from publicly funded secondary schools in positive follow-up destinations.

The lack of opportunity for employment, and to move on to better jobs when in employment, is closely linked to poverty and low incomes among those with protected characteristics. Black and ethnic minority people are more likely to be over represented in the minimum pay bracket.

- **Percentage of school leavers in positive and sustained destinations (further education, employment or training)**


	2013/14	2014/15
Glasgow	89.7%	90.3%
Scotland	92.3%	93.0%


Source: GCC Education Services

Currently, the overall employment rate in Scotland is 73% and 67% in Glasgow. There has been an increase in the percentage of young people (16 – 24 years) in employment since 2013, from 41.3% to 51.4% in 2015. Youth employment is at its highest rate since 2007 (52.8%), however, Glasgow continues to be below the Scottish average of 56.2%.

Increasing participation and representation of equality groups is a key area for the work of Community Planning Partnerships Youth Employability board and some progress has been made towards youth employability practice for equalities groups including a new programme for black and ethnic minority employability within the European Social Fund programme. The structures and priorities of the Community Planning are currently under review, as part of the transition of Community Planning as outlined in the Communities Empowerment Act. An equalities workplan and equality impact assessment will develop outcomes for all new Community Planning Partnership priorities and workstreams.

PROGRESS TOWARDS DELIVERING THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG	
			2014/15	2015/16			
<p>5.1 Increase the number of apprenticeships delivered by the Council under the Glasgow Guarantee scheme that are offered to people who identify as a protected characteristic.</p> <p>Lead: Development and Regeneration Services</p>	<p>A 10% increase in apprenticeships offered every year from 2013.</p> <p>Monitor the proportion of intake who identify as a protected characteristic and the proportion who move into sustained employment.</p>	Men	159	309	333	<p>Glasgow Guarantee has improved its recording of all clients in order to better identify and track those with protected characteristic to ensure;</p> <ul style="list-style-type: none"> equality information is reported and monitored consistently; and to highlight areas requiring further improvement. <p>GCC will continue to strive for improvement and further reach of young people furthest from the labour market through improved partnership working; continuance of the ASL programme; delivery of the Youth Gateway and improved monitoring of all activities.</p> <p>The Youth Gateway is a programme funded by the European Social Fund which will run from October 2016-Sept 2018. The programme aims to increase the numbers of specific groups moving into employment through the Glasgow Guarantee. These include: Care experienced; Learning, physical or health disabilities and black and ethnic minority.</p> <p>The ASL programme has been continued in 2016 to ensure the best possible outcome in terms of employment, education or training for young people requiring some additional support.</p>	
		Women	86	209	204		
		Disabled	1	18	27		
		Non-disabled	18	500	510		
		Non-disclosed	226	0	0		
		BEM	1	19	26		
		White	47	488	477		
		Non-disclosed	197	11	34		

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
5.2 Develop and implement an agreed council-wide strategy for work placements, to improve the progression rate into more secure employment. Lead: Corporate HR	A council-wide policy will be in place by the end of March 2015.	Achievement of this outcome has been affected by the Council's current recruitment restrictions. However, during 2015/16, we have employed four people from the supported employment programme, two within Customer Business Services and two within Social Work Services.			This action is amber rated as there has been limited progression due to the current recruitment restrictions. We will look at how to improve our workforce in areas where we have gaps and this will be reflected in the equality outcomes for 2017 – 2021.	

OUTCOME 6

The Council has promoted diversity in the local economy.

Council Strategic Plan theme:
Economic Growth

Protected Characteristic:
All

LONG-TERM MEASURES

Employment rate

Ratio of employment rate for disabled people to the rate for non-disabled people

Gender pay gap

There has been an increase in the employment rate for both Glasgow and Scotland as a whole with Glasgow improving by 8 percentage points since 2012 and Scotland by 2.6 percentage points. The employment rate for disabled people continues to be a challenge and the employment rate for Equality Act disabled people continues to be significantly below that of non-disabled people.

The gender pay gap in Scotland has reduced substantially over past decades from 18.4% in 1997 to 7.3 in 2015, however, it remains persistent in some age groups.

- **Employment rate of people of working age (16-64 years):**

	2012	2013	2014	2015
Glasgow	58.7%	62.4%	63.8%	66.7%
Scotland	70.5%	70.8%	72.6%	73.1%

Source: Annual Population Survey

- **Employment rate for disabled people who are Equality Act disabled to the rate for non-disabled people (Glasgow):**

	2013	2014	2015
Equality Act Disabled	44%	45%	40%
Non-disabled people	80%	80%	83%


Source: Annual Population Survey


- **Gender pay gap**



	2012	2013	2014	2015	2016
Scotland	8.4%	7.7%	9.1%	7.3%	6.2%



Source: Annual Survey of Hours and Earnings, ONS

PROGRESS TOWARDS DELIVERING THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)		Current Performance		Further Work	RAG
				2014/15	2015/16		
6.1 Promote opportunities in construction to females and black and ethnic minority groups through the Determined to Build programme in schools. Lead: Education Services [EA] / City Building	Percentage of the apprentice intake who are female or from a black and ethnic minority background	Percentage of total who are women	14% (12)	14%	10% (32)	City Building employs 33% of all women in construction craft apprenticeships in Scotland. City Building engages 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 a partnership with EQUATE to encourage young women to enter construction working with Glasgow secondary schools to encourage young women to consider construction. 	
		Percentage of total who are black and ethnic minority	2% (2)	4%	4.5% (14)		

Output / Action	Measure (s)	Baseline (2012/13)	Current Performance	Further Work	RAG
<p>6.2 Ensure access to childcare so that parents are encouraged to enter or return to work.</p> <p>Lead: Education Services [EA] / Corporate HR</p>	<p>The number of employees participating in the Kiddivouchers scheme.</p>	<p>896 employees (4.7% of workforce)</p>	<p>1,085 employees (5.9% of workforce)</p>	<p>The Council offers a childcare voucher scheme, which is publicised across the workforce. Childcare voucher schemes are created by HMRC and provided where employers choose to do so. There has been a slight increase in uptake of the scheme since 2012/13.</p>	
	<p>Provide 15 hours of free childcare for Glasgow children at the start of the term when they are 3 years old.</p>	<p>In line with national legislation, the Council offers 16 hours per week / 600 hours per year to all three and four-year olds and also to eligible two-year olds.</p> <p>A transformational change programme is underway to expand capacity in line with the shift of entitlement from 600 hours to 1140 hours by 2020.</p>	<p>In order to enable the expansion to take place, major growth will be needed in the workforce. In 2014, Education piloted a training scheme for “just coping” parents recruited through the nurseries. This has been very successful and there are currently 3 cohorts of trainees underway through this route, including their first cohort purely for men.</p> <p>Education are seeking to address the gender imbalance in the early years workforce – nationally around 2% of the workforce is male but in GCC less than 1% of early years workforce is male. Education are taking positive action to address this because of the impact they believe it can have on the lives of children and the shape of our services.</p> <p>Education have also piloted with Corporate HR, a career change pathway for GCC employees seeking to re-train and come to work in early years to support the expanded services. This approach has been very successful with 60-80 potential trainees identified from over 600 expressions of interest. Around 8% of the potential trainees are men, which will assist in improving the workforce gender balance.</p>		

Output / Action	Measure (s)	Baseline (2012/13)	Current Performance	Further Work	RAG
<p>6.3 Develop governance arrangements for the Council's pay and grading structure to ensure that it is free from gender bias.</p> <p>Lead: Corporate HR</p>	<p>Governance arrangements are implemented.</p>	<p>Governance arrangements have been implemented.</p>		<p>Governance arrangements continue to reduce any potential gender bias in employee roles. Service workforce planning boards review new posts, which are then allocated a role profile. Guidance materials are available as part of the training.</p>	
<p>6.4 Use a community benefits approach to procurement, incorporating guarantees for employment and training for local people in major contracts commissioned by the Council.</p> <p>Lead: Corporate Services (Procurement)</p>	<p>The use of a community benefits approach to procurement</p>	<p>The Council has implemented a revised Community Benefits policy to reflect changes to procurement legislation and to support delivery of the Council's strategic aims, objectives and key priorities. The revised policy includes elements of the Council's past approach and is also aligned closely to the City Deal Community Benefits Strategy. While previously Community Benefits were primarily utilised in works contracts, the revised policy ensures that they are now also considered and included within services and goods contracts and that the types of Community Benefits sought are expanded to include areas such as Community Engagement.</p>		<p>Work is on-going to fully embed the revised policy and to maximise the benefits and outcomes achieved. This includes:</p> <ul style="list-style-type: none"> • creation of a Sustainable Register which will be used to record and monitor all Community Benefits outcomes. In addition, the Sustainable Register will be expanded to capture wider sustainable outcomes such as environmental initiatives. • benchmarking and information gathering on Community Benefits proposed by bidders and achieved to help set expectations for future projects • investigation into the economic and social value of Community Benefits outcomes to help establish baselines for setting expectations and prioritising outcomes • benchmarking with other organisations to identify areas for development within the revised approach 	

Output / Action	Measure (s)	Baseline (2012/13)	Current Performance	Further Work	RAG
<p>6.5 Implement agreed redeployment process that will be used to reduce occupational segregation where possible.</p> <p>Lead: Corporate HR</p>	<p>A longitudinal and latitudinal comparison of gender split in occupations.</p>	<p>In 2014 GCC published occupational segregation information by job family. HR then worked with trade unions and identified appropriate occupational groupings and published far more detailed analysis in 2015. This allowed better understanding of the make-up of the workforce by occupations and gender split.</p>	<p>In line with the Public Sector Equality Duty, GCC will publish a more detailed analysis of each occupational grouping by gender, ethnicity and disability by April 2017. This will be used to identify areas where the Council could develop initiatives to redress imbalance where possible (dependent on recruitment restrictions).</p>	<p>In line with the Public Sector Equality Duty, GCC will publish a more detailed analysis of each occupational grouping by gender, ethnicity and disability by April 2017. This will be used to identify areas where the Council could develop initiatives to redress imbalance where possible (dependent on recruitment restrictions).</p>	
<p>6.6 Future Glasgow Life capital projects will include consideration of an equalities consultation checklist.</p> <p>Lead: Glasgow Life</p>	<p>An equalities consultation checklist will be developed and used for all future capital projects.</p>	<p>An equalities consultation checklist is in place and was used in the re-development of the Kelvin Hall and the Glasgow Royal Concert Hall.</p>	<p>The checklist will be used during the redevelopment of the Burrell Collection which is now underway</p>	<p>The checklist will be used during the redevelopment of the Burrell Collection which is now underway</p>	

OUTCOME 7

People who are most vulnerable have support and information to help them access the benefits to which they are entitled.

*Council Strategic Plan theme:
A city that looks after its vulnerable people*

*Protected Characteristic:
All*

LONG-TERM MEASURE

Percentage of the population who are income deprived (Scottish Neighbourhood Statistics)


Due to the removal of the Scottish Neighbourhood Statistics we are not able to provide an update on this long-term measure, however, significant work is underway to tackle poverty in the city.


In response to the challenges faced, the city has established a Poverty Leadership Panel to bring together organisations, as well as individuals who have been directly affected by poverty, to co-ordinate key organisations with a focus on mitigating and reducing the impact of deprivation. The panel met for the first time in May 2013.

Panel members include people with direct experience of poverty as well as representatives from organisations like Glasgow Housing Association, Glasgow Disability Alliance, Scottish Human Rights Commission, Ethnic Minorities Law Centre and the Federation of Small Business.


The panel published the [People Make Glasgow Fairer Strategy](#) in October 2016. This is a citywide and all age strategy outlining the significant challenges Glasgow faces addressing deprivation, and those outcomes prioritised to assist services reducing the impact of poverty and close the gap between Glasgow and the rest of Scotland.

PROGRESS TOWARDS DELIVERING THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
<p>7.1 National welfare reforms significantly affect some of Glasgow's citizens. The Council established a citywide Welfare Reform Group to make sure that the new benefits regime is delivered and to mitigate, where possible, the negative impact.</p> <p>Lead: Financial Services / Glasgow Life</p>	Total amount administered through the Scottish Welfare Fund	Fund was introduced in 2013.	During 2015/16 £7.7m was allocated in crisis grants and community care grants.		During 2014/15, there were 32,922 applications and 30,211 applications during 2015/16. Financial Services have been experiencing an increase in applications compared to 2014/15 and are expected to exceed 37,000 for 2016/17.	
	Removal of the Spare Room Subsidy: number of housing benefit claims affected and number of claims where additional bedrooms have been successfully awarded	Removal of the Spare Room Subsidy not yet introduced.	12,236 Housing Benefit claims affected.	12,627 Housing Benefit claims affected.	The Scottish Government has committed to mitigation of Removal of the Spare Room Subsidy (or "bedroom tax") in full on an ongoing basis. This is achieved through additional Discretionary Housing Payment (DHP) funding. DHP take-up in Housing Benefit is good as a result of ongoing activity with tenants and landlords.	
	Take up of Glasgow Life's Online Digital Support service	94	1,189*	971*	<p>Glasgow Life offer a support service to conduct benefit claims online. Specially trained library employees, volunteers, and expert money advice workers are available to support people to use the library computers to make benefit claims and access computer literacy training.</p> <p>1,251 customers engaged with the Glasgow Libraries money advice service between April 2014 and October 2016. £415,276 of debts were managed through contact with the advice service and £1,019,364 of benefits were accessed through engaging with the service.</p> <p>*The way this information is collated and reported has changed and is now based on the number of hours a website is used rather than number of users.</p>	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance	Further Work	RAG
7.2 The Council's Financial Inclusion Strategy sets out how it will make sure the city's most vulnerable citizens can access advice and information to prevent then being financially excluded. Lead: Financial Services	Total number of clients who receive a service from the Glasgow Advice and Information Network (GAIN)	34,982	28,210	These actions have been amber rated as there has been a slight decline across each action from the baseline and a larger decline from the figures reported in 2015. Poverty and Social Inclusion have been successful in an application for European Social Funding. The contract is for two years from January 2017 and has a value of £2,595,000. This project will provide intensive wraparound support for lone parents, low income and workless households to meet their complex needs, moving them from financial crisis to financial resilience.	
	Total number of issues dealt with by GAIN	93,291 Average = almost 3 issues per client	93,553 Average = more than 3 issues per client		
	Total financial gains for clients	£57.7 million	£53.9 million		

Output / Action	Measure(s)	Current Performance	Further Work	RAG
-----------------	------------	---------------------	--------------	-----

<p>7.3</p> <p>Deliver a strategic approach to addressing poverty and deprivation in the city with our community planning partners.</p> <p>Lead: Financial Services</p>	<p>An overcoming poverty strategy group will be co-chaired by the Leader of the Council.</p>	<p>GCC are committed to accelerating how we tackle poverty and deprivation, focusing on action to support lone parents, child poverty, in-work poverty, and insecurity about being able to get enough food. The Poverty Leadership Panel (PLP) leads this work on behalf of the city:</p> <p>The PLP launched the People Make Glasgow Fairer strategy on 17 October 2016 at the start of Challenge Poverty Week. This strategy uses an all age, all city strategy developed by the partners of the PLP with particular input and direction from the members of the Community Activist Panel (CAP), a group of volunteers from Glasgow communities who have lived experience of poverty. The PLP will strive to meet the targets set out in the strategy in an attempt to reduce poverty in the city for our most vulnerable citizens.</p> <p>1,412 staff have completed the Anti-Stigma People Make Glasgow Fairer on-line and face to face awareness sessions. The campaign won the 2016 Chartered Institute Housing, Excellence Award for 'Campaign of the Year'.</p> <p>Over 600 people have attended "Participatory" events in Parkhead and Priesthill, developing community spirit and action plans to improve their areas.</p> <p>The Wee Glasgow Loan is a low cost alternative to high cost lending. The APR is 26.8% and repayments can be spread over a period of time to make the loan as affordable and repayable as possible. As at November 2016 2,300 applications have been received.</p>	<p>In 2016/17, 5,000 parents will receive a school clothing grant award of £52 without having to apply. In addition, 20,000 citizens will receive a top up of £5 due to annual school clothing grant increasing from £47 to £52.</p> <p>58% of Glasgow citizens are still classed as being in poverty. Glasgow's In-Work Support Booklet and webpage will provide people experiencing in-work poverty with information about resources, education, access to the city's assets, benefit entitlement as well as opportunities to help them progress their careers.</p> <p>Proposals are underway to automate the award of Free School Meals and Free School Clothing Grant to remove the stigma of applying and hopefully resulting in improved attendance and attainment levels.</p>	
--	--	---	--	---

OUTCOME 8

Disabled people have increased physical activity.

Council Strategic Plan theme: *A vibrant city* Protected Characteristic: *Disability*

LONG-TERM MEASURE

Percentage of adults in Scotland meeting recommended levels of physical activity

Just under two-thirds (63%) of adults met the recommended activity guidelines in 2015, a similar level to that seen in 2012.



Approximately half (51%) of respondents with a limiting long-term condition met the physical activity recommendations compared to 66% with a non-limiting condition and 70% of those without a condition. Furthermore, 59% of those with a limiting long-term condition did not participate in a sport compared to 38% of those without.



- **Percentage of adults in Scotland meeting recommended levels of physical activity:**

	2012	2013	2015	2012-2015
Greater Glasgow and Clyde	62%	66%	-	63%
Scotland	62%	64%	63%	63%

Source: Scottish Health Survey

PROGRESS TOWARDS DELIVERING THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance	Further Work	RAG
<p>8.1 Continue the commitment to provide discounted access to sports facilities for people with a disability.</p> <p>Lead: Glasgow Life</p>	<p>Improve monitoring of numbers of disabled people participating across Glasgow Life managed facilities by the introduction of a single-user data account.</p>	<p>New monitoring introduced.</p>	<p>As of November 2016, 10.7% of Glasgow Club members who are entitled to a concession are disabled. There has been a slight decrease from 12.3% in 2013/14.</p>	<p>Since April 2014, Glasgow Life capture the members of the Glasgow Club who receive a concessionary discount due to disability. This does not include casual use sport participant attendances, which cannot be measured.</p> <p>Glasgow Life continue to advertise the Glasgow Club fitness membership scheme widely including the discounts available.</p>	
<p>8.2 Provide appropriately adapted cycle training which will be agreed in association with ASL school teaching staff.</p> <p>Lead: Education Services [EA] / Land and Environment Services</p>	<p>The number of ASL schools participating.</p>	<p>1</p>	<p>During academic year 2015/16;</p> <p>4 ASL schools requested cycle training</p> <p>6 training days were provided</p> <p>17 ASL pupils experienced adapted cycle training</p>	<p>Following the 2015 progress report this action was amended from 'Increase the uptake of the bike-ability scheme by Additional Support for Learning (ASL) schools' this was to ensure that the most appropriate cycle training was provided.</p> <p>Invitations to all 24 ASL schools across the city will continue to be issued each year, offering adapted cycle and road safety training.</p>	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
<p>8.3 Deliver specifically targeted programmes of sport for disabled people.</p> <p>Lead: Glasgow Life</p>	The number of people participating.	10,100	15,810	14,179	<p>There has been a significant increase in the number of people participating in programmes for disabled people since 2012/13. However, there has been some slippage from the target of 20,000 attendances. This is due to some relocating for Commonwealth Games 2014</p> <p>There has been some reduction in the programmes due to staff shortages. There has recently been a recruitment drive for coaches for the children's programme to combat this.</p> <p>The adults and children's programmes are advertised through a variety of channels, including; on the Glasgow Life website, via partner organisations, schools, colleges, Scottish Disability Sport and Social Work Services. New leaflets are also now being printed for both programmes and Glasgow Life will be reviewing the marketing channels to help encourage greater attendances</p>	
<p>8.4 Continue to deliver specifically designed programmes of sport for Additional Support for Learning schools.</p> <p>Lead: Education Services [EA]</p>	The number of ASL pupils participating in programmes.	<p>Number of ASL pupils participating 936</p> <hr/> <p>Percentage of ASL pupils participating 59%</p>	<p>933</p> <hr/> <p>63%</p>	<p>860</p> <hr/> <p>70%</p>	<p>Activities include aerobics, archery, athletics, badminton,, basketball, boccia, boxing, cheer leading, cricket, cycling, dance and movement, equestrian, fitness, football, games, gymnastics, karate, kayaking, martial arts, movement skills, multi skills, multisports, netball, outdoor activities, rounders, rugby league, rugby union, sailing, shinty, skiing, swimming, table tennis, taekwondo, tennis, triathlon, walking, yoga and disability specific activity,.</p>	

OUTCOME 9

Disabled people are supported to live independently in the community.

*Council Strategic Plan theme:
A city that looks after its vulnerable people*

*Protected Characteristic:
Disability*

LONG-TERM MEASURE

The development of an Independent Living Strategy will include long-term indicators of holistic progress.

In April 2015, the way health and social care services are planned and delivered across Scotland changed. Glasgow City Council and NHS Greater Glasgow and Clyde (NHSGGC) now deliver these services as the Glasgow City Health and Social Care Partnership, under direction from the Glasgow City Integration Joint Board. This joined up approach will result in improved outcomes for those people receiving our services.


We provide a range of rehabilitation and care services to approximately 1,500 mental health service users. Through a number of providers, we deliver a weekly average of 4,953 hours of support to approximately 450 individuals who live in their own homes. We also support 160 service users in mental health care homes across the city. We also provide rehabilitation and care to approximately 900 service users in preventative services that operate within GP surgeries and Community Mental Health Teams. The purpose of all of these services is to maximise the recovery and independence of all the individuals who use these services.



The Reablement Homecare service is one of the strategies we use to ensure that more older people are able to live more independently in their own homes. This service provides tailored support to people at home for around six weeks and assists by building confidence and helping regain the skills they may have lost, for example, during a hospital stay. In 2014/15, there were 3,644 referrals to the Reablement service. We enable more people (40%) with high support needs to remain in their own homes, living independently and safely, than the national average (35%). During 2015/16, 40% of those who completed a service required no further homecare service, while 60% were mainly on reduced homecare packages. 89% of those questioned reported that they were either “satisfied” or “very satisfied” with the service received.

Personalisation of social care services enables people who need support to make choices about how that support is delivered and from whom it is provided. They are provided with a personal plan and funding for their care. We monitor the proportion of clients who manage their individual budgets through direct payments or through an individual service fund. As of March 2016, 2,853 service users had individual budgets (compared to 2,460 in 2014/15); 86% of these were managed through individual service funds and 14% had direct payments. Glasgow now supports a third (33%) of those receiving social care to direct and manage their own care compared to an average of 7% across Scotland.

PROGRESS TOWARDS DELIVERING THIS OUTCOME

Output / Action	Measure(s)	Current Performance	Further Work	RAG
<p>9.1 Develop an Independent Living Strategy with the Glasgow Disability Alliance. Produce a statement of intent on behalf of the Glasgow family group to support this strategy.</p> <p>Lead: Social Work Services</p>	<p>A project plan for community planning partners will be in place by the end of March 2014. Performance measures will be developed as part of the implementation.</p>	<p>Since the Independent Living Strategy (ILS) framework was developed with disabled people and key third sector organisations in 2014, a partnership board has been established which contains representation from the public sector and disabled people's organisations.</p> <p>Work has been undertaken to investigate current employability and learning provision available for disabled people in Glasgow. This work is assisting in informing the development of Glasgow's youth employability initiative and European Social fund employability pipeline. Social Work have also been looking at the possibility of disabled people becoming mentors for young disabled school children.</p> <p>A vision statement has been developed which is based on the 15 rights of disabled people as identified by the United Nations Convention on Human Rights. The vision statement is scheduled for launch in Summer 2017. The majority of ILS Partners have now signed up to this.</p>	<p>A development day was held in January attended by 20 people in senior roles from a variety of partner agencies. As a result of the session a refreshed action plan was agreed by the board.</p> <p>Work is ongoing to develop engagement with the business community and in particular the Chamber of Commerce.</p> <p>Enhanced commitment and resources will be required from partner agencies if the ILS is to accomplish significant change that benefits disabled people in Glasgow as employment rates for disabled people are the lowest in the UK and 20% of young disabled people leave school without a positive destination.</p>	<p>✓</p>

Output / Action	Measure(s)	Current Performance	Further Work	RAG
9.2 Deliver road safety outreach education for children with disabilities. Lead: Education Services [EA] / Land and Environment Services	Number of schools provided with road safety information and invites.	ASL: 24 Mainstream: 139	All schools were sent an initial communication outlining the available options including class presentations, the Road Safety Game, Bikeability Cycle training etc. in September 2015, with a follow-up letter issued in October 2015. Additionally, all schools were issued with a road safety calendar, this includes road safety information and contacts within the Road Safety Unit.	
	Number of children with disabilities who have received road safety outreach education.	During the 2015/16 academic year, Land and Environmental Services delivered road safety training to 245 children in 7 ASL schools.	In addition to the training sessions Land and Environmental Services issued 23 Start Out Safely packs to primary 1 children and 34 packs have been issued for the 2016/17 academic year. There has been some difficulty in accurately obtaining figures for children with disabilities within the mainstream sector, Land and Environmental Services will work with Education Services in order to clearly identify figures.	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
9.3 Cordia's home care services continue to offer a range of services, including home care, reablement, personalisation, community alarms/telecare, and EquipU. Lead: Cordia	Percentage of new service users who have a learning or physical disability: Mainstream and Reablement Home Care Services	18%	18%	15%	Cordia currently support 431 Help at Home Service Users. Numbers depend on referral.	
	Personalisation Home Care Services	63%	34%	39%		
	EquipU	29%	20%	20%		
9.4 Continue the commitment to roll out personalisation of social care, empowering individuals to direct their own care and support to best meet their needs and aspirations. Lead: Social Work Services	The percentage of adult service users who feel physically and emotionally safe in their own home (target = 95%).	88%	See action 4.5		See action 4.5 Ensuring that service users are safe and feel safe at home and that they have opportunities to engage in leisure and social activities is at the heart of personalisation practice and forms a critical part of the ongoing care management process.	
	The percentage of adult service users [with a disability] who are satisfied with the opportunities available to them to engage in community leisure and social activities of their choice (target = 75%)	84%	See action 4.5			

6. Fostering Good Relations

OUTCOME 10

Employees feel they are able to respond confidently and appropriately to all colleagues and citizens.

*Council Strategic Plan alignment:
Making the best use of our resources*

*Protected Characteristic:
All*

LONG-TERM MEASURE

Satisfaction level of service users.

During a workshop to develop the equality outcomes for 2013 to 2017 front line staff expressed a concern over a lack of confidence advising or providing services with people who appear to fall under one or more of the protected characteristics and felt they were not knowledgeable enough about a groups requirements in order to be able to do this effectively without fear of causing offence.

The Council Family group has been working towards providing employees with the appropriate skills and knowledge to deliver the best possible service to customers. Employees are offered online training in equality and diversity and during 2016 1,587 employees have completed this training. A refreshed version of this course was launched in August 2016. The training includes information on the Equality Act 2010, definitions of discrimination and harassment as well as our diversity champions framework, updating equality and diversity information, unconscious bias, supporting employees who are carers and hate crime.

Since the development of the original outcomes, elected members have been prioritised to attend equality awareness training, and it is now part of the elected member mandatory training. Half-day training sessions have been facilitated by external trainers. As of the end of 2015/16, 55 elected members have attended.


Where necessary, training in specific areas of development relevant to service delivery are provided, such as Cordia’s validated and specialised Living and Working with Dementia programme and Glasgow Life’s guidance on transgender use of changing facilities which was redesigned and co-produced with LEAP Sports in 2016 for use of staff working on a new transgender swimming session.

- **Satisfaction level with Council services**


In 2016, satisfaction with council services was 68% (Glasgow Household Survey). This figure drops to 64% when households include someone with a long-term illness, health problem or disability. This has increased very slightly from 62% in 2012.




78% of black and minority ethnic respondents expressed satisfaction with Council Family services overall, compared to 67% of white respondents.



PROGRESS TOWARDS DELIVERING THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance	Further Work	RAG
<p>10.1</p> <p>Review the Council's equality and diversity training, specifically, consider including a new section on behaviour in the e-learning course.</p> <p>Explore the potential of developing a component of the Glasgow CARES training to improve staff confidence when serving customers with additional needs and requirements.</p> <p>Lead: Organisational Development</p>	<p>Percentage of employees who have completed the e-learning course on equality and diversity.</p>	<p>4.7%</p>	<p>8.6%</p>	<p>A refreshed version of this course was launched in August 2016. It has been updated to reflect GCC current approach to equality and diversity in employment. The training includes information on the Equality Act 2010, definitions of discrimination and harassment as well as the diversity champions framework, updating equality and diversity information, unconscious bias, hate crime and supporting employees who are carers.</p>	
	<p>Percentage of residents who have or who live in a household with someone who has a long-term illness, health problem or disability who are satisfied with the services provided by Glasgow City Council and its partners.</p>	<p>Satisfied = 62%</p> <p>Compared to 69% in households with no long-term illness, health problem or disability.</p>	<p>Satisfied = 64%</p> <p>Compared to 70% in households with no long-term illness, health problem or disability.</p>		
	<p>Employee confidence level to be gauged by a survey of staff attitudes.</p>	<p>A further survey of staff attitudes has not been undertaken at this time.</p>			

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance		Further Work	RAG
			2014/15	2015/16		
10.2 Ensure employees are aware of the procedure to access translation services, which promote equal access to services by removing communication barriers. Lead: City Building / Cordia / Chief Executive's Office	Annual monitoring of City Building's Happy to Translate accreditation	Accreditation maintained.	Happy to Translate is no longer in place as there was no uptake of the service.		City Buildings intends to use the in-house service of Cordia Linguistics on an 'available on request' basis similar to the rest of the Council Family.	✔
	Monitoring of access of Cordia Linguistics	Cordia Linguistics provided 14,482 interpreting services	Cordia Linguistics provided 14862 interpreting services	Cordia Linguistics provided 17624 interpreting services	There has been an increase in requests for certain languages, through Cordia Linguistics, including; Arabic, Amharic and the Tigrinya languages.	
10.3 Increase the number of employees who, when asked to, feel comfortable providing equality monitoring information so that the Council has better information with which to target supportive action. Lead: Corporate HR	The percentage of employees who have provided this information.	Ethnicity 74%	Ethnicity	74.1%	The Council conducted an awareness campaign during 2015/16 to encourage employees to update their information. There has been a significant increase in the percentage of employees that have provided this information and Corporate HR plan on following up on the communications work during 2017.	✔
		Disability 7.7%	Disability	20.1%		
		Religion or belief 2.6%	Religion or belief	13.5%		
		Sexual Orientation 4.5%	Sexual Orientation	14.1%		

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance	Further Work	RAG
10.4 Deliver training all Social Work Services staff to raise awareness and knowledge of lesbian, gay, bisexual and transgender issues, mental health, autism, dementia, sensory impairment and brain injury. Lead: Social Work Services	The number of employees who have received training: Lesbian, gay, bisexual and transgender issues	0	Between Jan 2015 and Sept 2016 21	In addition to the training on these subjects, Social Work offers courses across all the protected characteristics to contribute to raising awareness and knowledge of equality issues, 602 of these courses have been completed between January 2015 and September 2016. The courses offered include the Springboard Development Course for Women, a 3-month programme that offers a supportive environment where women can work together and share in their personal growth and development. The programme has been specifically created to enable women to gain greater influence and achieve their full potential both at work and in their personal lives.	
	Mental health	135	10 people completed the Post Graduate Certificate in Mental Health at the University of Strathclyde. Online, 87 staff completed Mentally Healthy Workplaces and 16 staff completed Common Mental Health Problems in Older People.		
	Autism	65	212 (including 70 classroom based)		
	Dementia	315	106 staff completed Behaviour and Dementia training and 338 staff completed Dementia modules 1 and 2.		
	Sensory impairment	45	On-line and classroom training in relation to Sensory Impairment is currently under development. Both will be launched across the Council, the Health Partnership (HSCP) and the third sector in Glasgow during the first half of 2017.		
	Brain injury	0	Training in relation to brain Injury is delivered as part of the full day Disability Diversity training course. 137 staff completed this course between January 2015 and September 2016.		

Output / Action	Measure(s)	Current Performance (2013/14)	Further Work	RAG
<p>10.5</p> <p>Increase the proportion of council communication that adheres to the Scottish Government's guidelines for Inclusive Communication.</p> <p>Lead: Chief Executive's Office</p>	<p>The roll out of Inclusive Communication guidelines by the Equality Working Group.</p>	<p>The Council has not yet agreed guidelines or coordinated efforts to progress Inclusive Communication.</p>	<p>The Council Family's Equality Working Group is currently developing and agreeing a programme of work to take forward, this will be included as part of the equality outcomes for 2017 to 2021.</p>	
<p>10.6</p> <p>To enable lesbian, gay, bisexual or transgender council employees to feel more supported in the workplace, conduct qualitative research to determine expectations and the specific support required.</p> <p>Lead: Corporate HR</p>	<p>Actions and timescales will be determined following the initial research.</p>	<p>In the 2015 staff survey 1% of respondents advised they felt they had been disadvantaged in the Council due to their sexual orientation. This was the smallest percentage of all the Protected Characteristics.</p>		
<p>10.7</p> <p>Improve consultation methods with groups representing those who identify as a protected characteristic.</p> <p>Lead: Chief Executive's Office</p>	<p>Revised consultation methods will be introduced.</p>	<p>The Council's published consultation <u>statement</u> includes a commitment to inclusive consultation. The Council is working with its Community Planning Partners to further develop a consistent approach to including equality considerations at a corporate and at a strategic level when consulting with citizens.</p>	<p>The Council's committee covering report template includes an equality check. This check aims to ensure that the appropriate Equality Impact Assessments are being carried out and that appropriate consultation is carried out before changes to service delivery or policy. Equality Impact Assessment training has been targeted at those involved in policy change and service delivery and appropriate consultation is included as part of this.</p>	

Output / Action	Measure(s)	Current Performance (2013/14)	Further Work	RAG
<p>10.8 Reinforce Glasgow Services with Style customer service training for front of house employees. Increase awareness and improve the ability to respond appropriately among Glasgow Life frontline staff; specifically policies regarding transgendered people accessing changing facilities.</p> <p>Lead: Glasgow Life</p>	<p>The proportion of employees who require training who have received the specified training/resources.</p>	<p>The guidance on transgender use of changing facilities was redesigned and co-produced with LEAP Sports in 2016. It was trialled with staff working on a new transgender swimming session.</p>	<p>The guidance has been circulated to all relevant leisure staff who interact with the public in leisure centres and pools.</p> <p>The transgender swimming session was set up in conjunction with LEAP Sports. It runs every Sunday afternoon at Whitehill Pool. The participants hire the pool for sole use and the transgender guidance was tried and tested with the staff there before being rolled out more widely around all Glasgow Life sports facilities. Glasgow Life are also offering swim coaching training to any of the participants who may want to train as a swim coach.</p>	
<p>10.9 Cordia have embarked on a partnership programme with Caledonian University to develop an in-depth training programme, providing information and understanding of clients who have dementia.</p> <p>Lead: Cordia</p>	<p>Percentage of 3,200 employees trained</p>	<p>12% (336 staff)</p>	<p>Cordia provides Homecare to 6,000 service users across Glasgow, many of whom have mental health issues such as dementia and Alzheimer's. Critical to the support clients receive, all carers are trained in dementia, challenging behaviour, and other mental health issues prior to working with clients.</p> <p>Cordia worked with Caledonian University to develop and validate the specialised Living and Working with Dementia programme. This course is a 2 day skilled programme which includes an experiential session where the delegates can experience how it feels to be living with dementia. The feedback from this course has been very positive.</p>	

Appendix 1: Occupational Segregation

Details of the council's occupational segregation can be found [here](#).

Appendix 2: Glasgow City Council Workforce Profile by Ethnicity 2016/17

To enable viewing and printing, this table has been simplified. 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	4,542	74.0%	135	2.2%	1,463	23.8%	6140
Grade 5 - 7 Total	4,765	80.2%	126	2.1%	1,054	17.7%	5945
Grade 8 Total	537	90.7%	13	2.2%	42	7.1%	592
Grade 9 - 15 Total	229	91.2%	1	0.4%	21	8.4%	251
Other Non Pay & Grading Structure	92	86.8%	2	1.9%	12	11.3%	106
Teaching	3,242	58.2%	130	2.3%	2,199	39.5%	5571
Total Workforce	13,407	72.0%	407	2.2%	4,791	25.8%	18605
Total Full Time Workforce	9,856	73.4%	262	1.9%	3,314	24.7%	13432
Total Part Time Workforce	3,551	68.6%	145	2.8%	1,477	28.6%	5173

Appendix 3: Glasgow City Council Workforce Profile by Disability 2016/17

To enable viewing and printing, this table has been simplified. 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	161	2.6%	1,037	16.9%	4,942	80.5%	6140
Grade 5 - 7 Total	186	3.1%	1,161	19.5%	4,598	77.4%	5945
Grade 8 Total	19	3.2%	142	24.0%	431	72.8%	592
Grade 9 - 15 Total	4	1.6%	73	29.1%	174	69.3%	251
Other Non Pay & Grading Structure	7	6.6%	82	77.4%	17	16.0%	106
Teaching	66	1.2%	1,070	19.2%	4,435	79.6%	5571
Total Workforce	443	2.4%	3,565	19.2%	14,597	78.5%	18605
Total Full Time Workforce	356	2.7%	2,732	20.3%	10,344	77.0%	13432
Total Part Time Workforce	87	1.7%	833	16.1%	4,253	82.2%	5173

Appendix 4: Glasgow City Council Workforce Profile by Gender 2016/17

To enable viewing and printing, this table has been simplified. 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	2,455	40.0%	3,685	60.0%	0	0.0%	6140
Grade 5 - 7 Total	1,629	27.4%	4,316	72.6%	0	0.0%	5945
Grade 8 Total	224	37.8%	368	62.2%	0	0.0%	592
Grade 9 - 15 Total	126	50.2%	125	49.8%	0	0.0%	251
Other Non Pay & Grading Structure	45	42.5%	61	57.5%	0	0.0%	106
Teaching	1,205	21.6%	4,366	78.4%	0	0.0%	5571
Total Workforce	5,684	30.6%	12,921	69.4%	0	0.0%	18605
Total Full Time Workforce	5,333	39.7%	8,099	60.3%	0	0.0%	13432
Total Part Time Workforce	351	6.8%	4,822	93.2%	0	0.0%	5173

Appendix 5: Glasgow City Council Workforce Profile by Sexual Orientation 2016/17

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		0.1%	922	15.0%	12	0.2%		0.1%	5,191	84.6%	6140
Grade 5 - 7 Total		0.1%	1,028	17.3%	33	0.6%		0.0%	4,876	82.0%	5945
Grade 8 Total	0	0.0%	122	20.6%		0.5%		0.0%	467	78.9%	592
Grade 9 - 15 Total		0.4%	63	25.1%		1.2%		0.0%	184	73.3%	251
Other Non Pay & Grading Structure		0.9%	69	65.1%		0.0%		0.0%	36	34.0%	106
Teaching		0.1%	629	11.3%	15	0.3%		0.0%	4,923	88.3%	5571
Total Workforce	18	0.1%	2,833	15.2%	66	0.4%	11	0.1%	15,677	84.2%	18605
Total Full Time Workforce		0.1%	2,143	16.0%	54	0.4%		0.1%	11,207	83.4%	13432
Total Part Time Workforce		0.0%	690	13.3%	12	0.2%		0.0%	4,470	86.5%	5173

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

Appendix 6: Glasgow City Council Workforce Profile by Religion or Belief 2016/17

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		0.1%	219	3.6%		0.0%		0.0%	18	0.3%	83	1.4%	234	3.8%		0.0%	26	0.4%	320	5.2%	5233	85.2%	6140
Grade 5 - 7 Total		0.1%	215	3.6%		0.1%		0.0%	17	0.3%	71	1.2%	297	5.0%		0.1%	18	0.3%	422	7.1%	4893	82.2%	5945
Grade 8 Total		0.2%	33	5.6%		0.0%		0.0%		0.0%		0.5%	43	7.3%		0.0%		0.3%	39	6.6%	471	79.5%	592
Grade 9 - 15 Total	0	0.0%	21	8.4%		0.0%		0.0%		0.0%		2.0%	16	6.4%		0.4%		0.4%	19	7.6%	188	74.8%	251
Other Non Pay & Grading Structure	0	0.0%	0	0.0%		0.0%		0.0%		0.9%		2.8%	10	9.4%		0.0%		0.0%	20	18.9%	72	68.0%	106
Teaching		0.0%	114	2.0%		0.1%		0.0%	12	0.2%	33	0.6%	256	4.6%		0.1%		0.1%	201	3.6%	4936	88.7%	5571
Total Workforce		0.0%	602	3.2%		0.0%		0.0%	48	0.3%	198	1.1%	856	4.6%	14	0.1%	54	0.3%	1,021	5.5%	15,793	84.9%	18805
Total Full Time Workforce		0.1%	458	3.4%		0.0%		0.0%		0.2%	145	1.1%	616	4.6%		0.1%	42	0.3%	778	5.8%	11,339	84.4%	13432
Total Part Time Workforce		0.0%	144	2.8%		0.0%		0.0%		0.4%	53	1.0%	240	4.6%		0.1%	12	0.2%	243	4.7%	4,454	86.2%	5173

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

Appendix 7: Equality Impact Assessments 2015/16, 2016/17 and Planned for 2017/18

The Equality Impact Assessment (EQIA) documentation and process are used by the whole Council Family Group. All services and ALEOs are asked to report on completed EQIAs and note those planned for the upcoming financial year. Services comply with this by including the information as part of the Annual Service Performance and Improvement Report (ASPIR), which services publish by September each year. All completed EQIAs are also published on the Council's [website](#). The list below includes all the areas that have been considered for an EQIA during 2015/16 and 2016/17 and those areas where there is an EQIA planned for 2017/18.

2015/16	
Equality Impact Assessments/Screenings	
Change in Volunteering shift pattern	Saturated Fat in Takeaway Meal Project
Glasgow Life Charging Policy Review 2015/16	Tomorrow's Support Service Programme – CBS Service Reform – Phase 1a Education Services
Energy and Carbon Masterplan	Waste Strategy 2015-2020 – HR
Financial Inclusion Impact Assessment Review Summary	Financial Inclusion Impact Assessment Review Appendix
CSG - Persistent Vexatious Complainers Policy	CSG - Learning & Development Policy
CSG - Information Security Policy	CSG - Employee Performance Management Policy
CSG - Critical Incident Policy	CSG - Complaints, Comments and Compliments Policy
CSG - Appeals Procedure (Termination of Employment)	Household Food Waste Collection
Waste Strategy 2015 – 2020	Maternity, Adoption & Shared Parental Leave & Pay Provision
Electric Vehicle Parking Policy	City Centre Traffic Management Order
JBG – Shared Parental Leave	Greater Easterhouse Integrated Green Infrastructure Phase 1
CSG – Health and Safety Policy	CSG – Policy on the re-use of Public Information Regulations 2015
CSG – Data Breach Procedure	CSG – Clear Desk Policy
Addiction Service Reform of Purchased Community Support Services – Development of Purchased Community Alcohol and Drug Recovery Services	

2016/17	
Equality Impact Assessments/Screenings	
Resilient Glasgow Strategy	Queens Park to Muirend Cycle Route
A728 Polmadie Rd to Biggar St (30mph Speed Limit) Order 2016	Glasgow Housing Register - Northwest (GHR) Pilot
Poverty Leadership Panel	Seven Lochs Wetland Park
SWS - Mobile Working	Update of the Parks Management Rules
Hillhead Area Traffic Management Order	Springburn Road Redetermination Order
Citywide Bus Lanes Variation Order	ESF Employability Pipeline 2016 to 2018
City Deal Enabling Infrastructure Integrated Public Realm (EIIPR)	CSG – Government Protective Marking Scheme (GPMS) – Guidelines
CSG – Taxi Use Policy	CSG – TARA Crisis Response Briefing Paper
CSG – Corporate Social Responsibility Statement	(Partick Bus Station) (Traffic Regulation) Order 201

Budget Option Screenings
2016 - 18
<i>A summary of findings can be found with the budget proposals here.</i>
2017/18 – Technical Adjustments
<i>A summary of findings can be found with the budget technical adjustment proposals here.</i>

2017/18	
Planned Equality Impact Assessment/Screenings	
<i>N.B. This programme will expand as the service plans (ASPIRs) become available.</i>	
Housing Strategy	Resilience Strategy
Parks Strategy	Aye Write Book Festival
Use of Burns Room at Aye Write Book Festival	Library Action Plan
Glasgow Guarantee	City Deal
The Glasgow City Council (Govan Area) (Redetermination of Means of Exercise of Public Rights of Passage) Order 201	