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# **Equality Progress Report 2021**

**Mainstreaming Equality in Service Delivery**

**and**

**Progress towards the  
Equality Outcomes 2017 to 2021**

April 2021

**Glasgow Council Family  
Equality Mainstreaming and Progress Report 2020**

**Table of Contents**

**PART I: Mainstreaming Equality in Service Delivery**

1. Introduction
2. Equality: The Glasgow Context
3. Leadership, Structure and Partners
4. Evidence and Information
5. Access to Services
6. Council Workforce Equality Monitoring (Excluding Teachers)
7. Education Services

**PART II: Progress towards the Equality Outcomes 2017 – 2021**

1. Background
2. Introduction
3. Review of Actions and Measures
4. Progress as at 2020
5. Improvement Aim 1: Improve Economic Outcomes for People with Protected Characteristics
6. Improvement Aim 2: Increase People's Knowledge about Equality and Fairness
7. Improvement Aim 3: Improve Access to Council Family Services by People with Protected Characteristics
8. Improvement Aim 4: Promote and Support Respect for Equality and Diversity

Appendix 1: Glasgow City Council Workforce Profile by Ethnicity

Appendix 2: Glasgow City Council Workforce Profile by Disability

Appendix 3: Glasgow City Council Workforce Profile by Gender

Appendix 4: Glasgow City Council Workforce Profile by Sexual Orientation

Appendix 5: Glasgow City Council Workforce Profile by Religion or Belief

Appendix 6: Equality Impact Assessments

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

Email: [equality@glasgow.gov.uk](mailto:equality@glasgow.gov.uk)

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

# PART I

## Mainstreaming Equality in Service Delivery

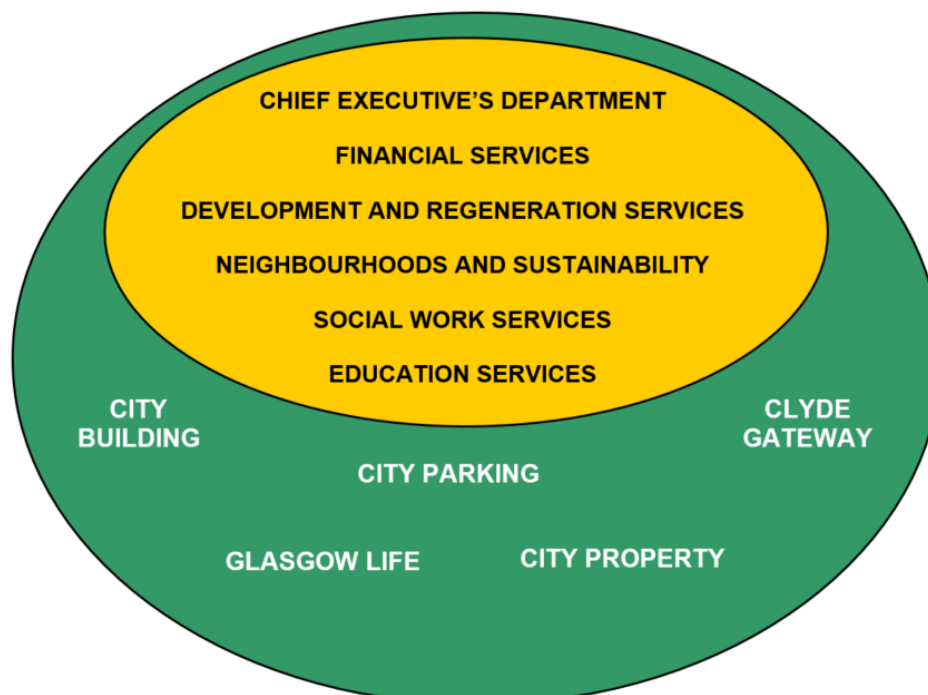
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### 1.1 Introduction

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 2017 to 2021](#). It describes what steps have been taken to integrate equality into day-to-day activities, building on the original outcomes as published in 2013 and the second set of outcomes were published in 2017. 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 2017-2021



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- 1.4 Since the outcomes were published in 2017; there were a number of structural changes which have resulted in a more effective and streamlined service. These changes included services such as Cordia being [transferred back into appropriate areas of Social Care Services and Glasgow Life](#). Appropriate elements of Community Safety Glasgow were also transferred into the Neighbourhoods and Sustainability (N&S) Department. It should be noted that in order to assist the tracking of progress; these areas will still be referred to by their original service names where necessary.
- 1.5 It should also be noted that Development and Regeneration Service (DRS) and Neighbourhoods and Sustainability (N&S) are in the process of consolidating as a unified Service, and this will be reflected in future Mainstreaming Reports and any associated updates for the new Equality Outcomes. However, as activities under the existing Equality Outcomes are assigned to both DRS and N&S separately progress on outcomes will be reported separately to maintain clarity with previous reporting.
- 1.6 The report explains the overall approach to equality and provides specific examples of good practice. It reflects how the Council Family has sought to embed Equality as part of its day to day approach and operational considerations.
- 1.7 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.

## 2.1 Equality: The Glasgow Context

- 2.1 Glasgow is Scotland's largest and most diverse city with a population of 626,410 ([National Record of Scotland Estimates 2018](#)), updated as at December 2020. The city is home to a significant and [growing black and ethnic minority population](#), currently estimated by the Glasgow Centre for Population and Health to be around 12% of the total population with an upward trend towards 19% of the population by 2031.
- 2.2 [Scottish Surveys Core Questions 2019](#) notes that [24% of people in Glasgow have a limiting long term physical or mental health condition or illness](#) compared to an average 25% in Scotland. This reflects an increase in the national figure on the last report and a slight drop in the Glasgow figure from 24.9%. There are over 84,265 people living in Glasgow who are over the traditional retirement age of 65 years, a slight increase of 293 on the figure recorded in the 2019 report.
- 2.3 Despite the work undertaken over the life of the Outcomes 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

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considered at all levels of service delivery and decision making, the Council Family agreed a Statement of Intent for Equality as part of the Equality Outcome 2017-21 that sets out its policy approach, which can be summarised below:

*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.*

- 2.4 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, and in line with the [Fairer Scotland Duty Interim Guidance](#), must now be considered for the potential multiplying effects it may have on protected characteristics. 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.
- 2.5 To mitigate the effects of inequality, Glasgow City Council has been 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.

## 2.6 Equality: The Impact of COVID-19 on Equality

- 2.7 It is widely acknowledged that the impacts of the coronavirus pandemic are significant and unequal. This is both from the effects of contracting COVID-19 and the restrictions and lockdown measures required to control the spread of the virus. The impacts of COVID-19 have compounded existing inequalities with many protected groups experiencing increased risk from health impacts, mental health and economic disadvantage. Each of these factors can be further heightened by intersectionality of protected characteristics or socio-economic disadvantage. Further information on the impacts that have been

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identified, so far, of COVID-19 on equality can be found on the [Scottish Government website](#).

- 2.8 There is opportunity as part of recovery and renewal to tackle many inequalities and ensure that equalities are at the forefront of any goals. Equality and poverty will be considered as part of Glasgow's renewal plans and specific actions identified to measure the new equality outcomes for 2021 to 2025.
- 2.9 Across all Council Family Services there were a number of co-ordinated responses to protect the vulnerable (not all of which are detailed here). But among those to note were the co-ordination of the Shielding Programme; which delivered supports for many older and vulnerable people in the city, and helped to reduce social isolation. The provision of laptops and iPads and IT supports (including web access) to pupils who required it in order to respond to the ongoing challenges presented by online learning. Specific COVID 19 safety training undertaken by HSCP homecare staff in order to safeguard them and the vulnerable people they continue to support. Homecare staff also adhere to twice weekly testing regime; and have strict safety protocols in place, for staff training.
- 2.10 Not all of these were intended as specific direct responses to the needs of those with protected characteristics; however; they have undoubtedly positively impacted many who are most vulnerable in our city.

### **3.1 Leadership, Structure and Partners**

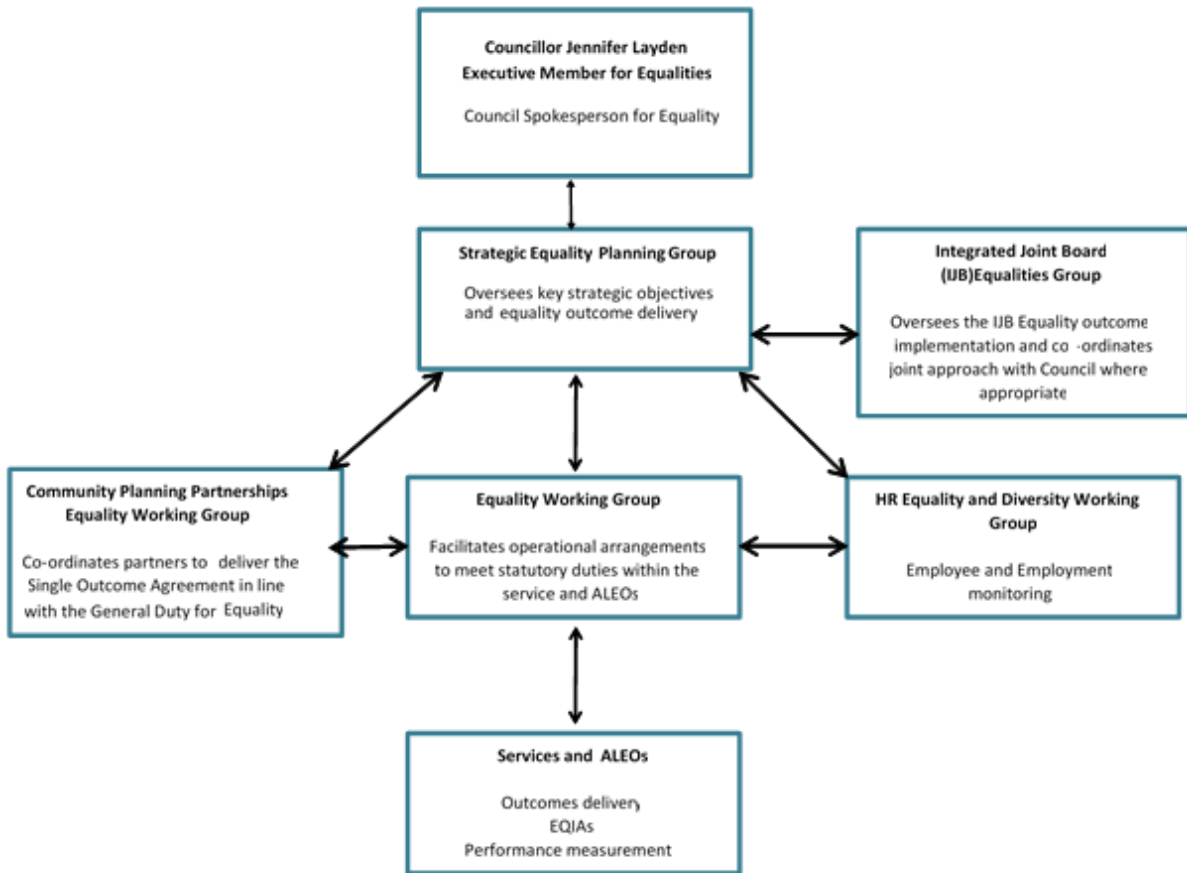
#### **3.1.1 Governance and Management**

- 3.1.2 The activities highlighted in the remainder of the report are focused on the key activities that have been undertaken in the full period of the Equality Outcomes implementation (2017-21).
- 3.1.3 The Council Family mainstreams equality in all aspects of policy development and decision making, in particular in its embedding of Equality Impact Assessment as a tool for enhanced decision making.
- 3.1.4 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 consideration on all committee report templates. This consideration is linked to the Equality Impact Assessment process, and also reflects on Socio Economic and Human Rights considerations.
- 3.1.5 The [Community Planning Partnership](#) has also been responsible for co-ordinating the city-wide partnership approach to supporting General Duty for equalities, and seeks to embed Equality Outcomes through its own Equalities Working Group and its links to Locality Action Planning and support to organisations.
- 3.1.6 The Integration Joint Board, has developed its own specific [Equality Outcomes](#); and continues to support the work of Glasgow City Council by linking into Strategic Equality Planning Group, which enables the co-ordination

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of actions and responses related to GCC Equality Outcomes; where appropriate.

### 3.1.7 Equality Governance



3.1.8 The Council has appointed an Executive Member for Equalities, who chairs the Strategic Equality Planning Group (a meeting of key senior officers from across the Chief Executive's Department and other Council Family leads as appropriate).

3.1.9 At an operational level, an officer group EWG (Equality Working Group) with representatives from all services and ALEOs is responsible for coordinating the Council Family Group response to the Equality Act 2010, and for driving the Equality Outcomes and related policy areas. Policy links are also made to the Glasgow Community Planning Partnership Equality Working Group.

## 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 4 improvement aims and the 14 related 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.

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3.2.2 Glasgow City Council 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. 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](#), 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. The panel will continue to be a key partner in addressing the [Fairer Scotland Duty](#) as the framework for reporting is developed with the Improvement Service.

Glasgow has also been involved in direct feedback on the implementation of the Duty; through the EHRC in late 2020; looking at how a consistent framework could be constructed across local authorities in Scotland. The findings of this feedback are expected early in 2021.

3.2.3 The Equality Outcomes 2017- 21 set out the following Improvement Aims:

- Improve Economic Outcomes for People with Protected Characteristics
- Increase People's Knowledge about Equality and Fairness
- Improve Access to Council Family Services by People with Protected Characteristics
- Promote and Support Respect for Equality and Diversity

It covers the following outcome areas:

1. An increased proportion of people with protected characteristics are supported to enter employment or training.
2. Glasgow City Council female employees are supported to overcome any challenges that gender may present.
3. Glasgow City Council employees who experience mental health issues are supported to help them manage any difficulties they experience or barriers they face.
4. The Council Family has an improved knowledge about the demographic makeup of its workforce.
5. The Council Family has developed and delivered a consistent, and where necessary mandatory, approach to raising awareness about equality and diversity.
6. Glasgow City Council has developed a more strategic approach to delivering equality and diversity curriculum in schools that has been developed in partnership with the third-sector and achieves external validation where possible.
7. Glasgow's Improvement Challenge (Literacy and Numeracy) has resulted in:
  - Children with learning disabilities have improved attainment
  - Pupils for whom English is not a first language have improved attainment
  - Any difference between attainment of males and female pupils is reduced.

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8. Service users with protected characteristics are provided with targeted, improved and more accessible information about the services provided by the Council Family.
9. Barriers to participation in arts, learning, physical activity, learning and culture have been reduced for people with people with protected characteristics.
10. People with protected characteristics are more regularly and systematically involved in service delivery design by the Council Family.
11. The Council Family has visibly promoted and delivered events that promote and celebrate cultural diversity in Glasgow.
12. Glasgow City Council is recognised as an employer that supports its employees who have protected characteristics.
13. Survivors or, and those at risk of, gender-based violence or other targeted abuse are well supported.
14. LGBT, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime.

### 3.3 Training

- 3.3.1 We continue to provide all our staff with access to appropriate training to ensure that we build staff confidence, and professional assurance, to deliver high quality accessible services to the people of Glasgow. From April to December 2020 there were a total of 78,733 completions of GOLD courses reflecting the renewed focus on online learning (many employees will have undertaken multiple courses). The breakdown of these across equality categories is consistent with the workforce profile. Through COVID 19 we have ensured that staff have access to online supports, and these have become more accessible with the roll out of mobile ICT to staff who are not permitted to attend the office environment.
- 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.
- 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, and in line with current restrictions, 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.
- 3.3.4 The Council also provides Equality Impact Assessment (EQIA) training to enhance key decision-making processes in the Council. Since the second set of outcomes were published in 2017, 517 staff across the entire Council Family have been trained in Equality Impact Assessment. Elected members across all political parties have also been trained, and refresher training will also be offered later this year. This has provided greater scrutiny of EQIA, and a helped to embed Equality consideration into decision making.

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Unfortunately; due to COVID 19, no face to face training took place in 2020. However; an online EQIA module of training was developed for Elected Members on the General Purposes City Policy Committee in November 2020, and this will form the basis for the renewed schedule of EQIA Training in late Spring/ early summer 2021.

### 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 General Purposes City Policy Committee considers equality policy issues and the Operational Performance and 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 2019. 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.

### 4.1 Evidence and Information

#### 4.2 Consultation and Research

- 4.2.1 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.
- 4.2.2 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

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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 August 2019.

- 4.2.3 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 Black and Minority Ethnic residents have a higher satisfaction levels with council services (73%) as non BME (66%), despite an overall decline in this satisfaction measure. 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.

### 4.3 Engagement

- 4.3.1 The Council actively engages with communities in order to understand their perspectives, concerns and priorities. An example is the Glasgow Equality Forum (GEF), 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.
- 4.3.2 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:

[Glasgow LGBTI+ Voluntary Sector Network](#)

[Glasgow Disability Alliance](#)

[Glasgow Women's Voluntary Sector Network](#) (co-ordinated by Wise Women)

[Glasgow Voluntary Sector Race Equality Network](#) (co-ordinated by CRER)

[CEMVO Scotland](#)

**Associate members:**

[Faith in Community Scotland](#)

[Scottish Refugee Council](#)

[Age Scotland](#)

[WSREC](#)

[Interfaith Glasgow](#)

[Amina MWRC](#)

- 4.3.3 In addition, the network in partnership with the Council convened an LGBTi+ working group drawing on the LGBTi+ network, to facilitate closer engagement with public sector organisations on the delivery of outcomes for the community. The group has also overseen the establishment of Task Group to look at options for an LGBTi+ Hub in the City, linking to City Property

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and other relevant partners to explore practical options for the delivery of this outcome.

- 4.3.4 The Council developed an Autism Friendly City, with partners, in line with the [City Centre Strategy 2014-19](#) in order to make venues across Glasgow more accessible to those with autism by introducing quiet hours and spaces, and training staff to help carers and people with autism plan visits to the city. This has also resulted in the production of an [Autism friendly map](#) of the city.
- 4.3.5 The Council also jointly supports the online [Equality Updates](#) (along with Glasgow Council for the Voluntary Sector). The Update consists of an 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.
- 4.3.6 Through the Integrated Grant Fund, the Council supported a range of third sector organisations that work to tackle discrimination and inequality and promote good relations. This included funding for equality networks and organisations, work on integration, and funding of services that complement and enhance Council Family Group services. The development of the new [Community Fund](#) will continue to reflect support for key organisations working in these areas, and also ensure enhanced reporting of equalities considerations and areas of relevant evidence within new monitoring frameworks.
- 4.3.7 The Council also understands its obligations as an employer continues to support the [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. One such example is the continued development of the City Centre Traffic Management Strategy,
- Neighbourhood and Sustainability sought the views (through consultation and engagement) of disabled people in the prioritisation and design of city-centre traffic management arrangements.
  - Throughout the Public Conversation, there were a number of high quality, in-depth discussion groups with communities as a result of this work, and the outputs and outcomes are reported in the Public Conversation findings report at [www.glasgow.gov.uk/connectingcommunities](http://www.glasgow.gov.uk/connectingcommunities).
  - Stakeholder organisations and specific community groups were contacted to publicise the publication of this Public Conversation report in February 2021 as well as promotion on social media by the Council's Corporate Communications team, for transparency and to ensure people had confidence their inputs had been listened to.
- 4.3.9. The Scottish Council Equalities Network (SCEN) is also a key forum for Glasgow and other authorities to engage and share good practice and relevant equality information. Glasgow is a regular host of SCEN meetings
- 4.3.10 There are also a number of critical areas of activity that have received much needed focus since the last Mainstreaming Report. These are areas where

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evidence continues to be gathered and approaches are still being developed. However; their continuing progress will be reported on, in the mid-term review of the outcomes. These include:

### **Black Lives Matter**

In line with the [motion approved by the Council in September 2020](#); the Council acknowledges the anger, frustration and heartfelt anguish of our own BME citizens who experience racism in their daily lives and who expressed that through joining Black Lives Matter protests and in online teach-ins across Scotland this summer.

Among some of the key areas that the Council is addressing as a result of the motion; include the ongoing work to:

- tackle access to employment and opportunities by removing discriminatory barriers;
- take action against racism and racial hate crime incidents in Glasgow schools; and
- recognise the historic legacy of slavery and develop a civic conversation regarding the history of the city and how best the complete history of the city can be understood and embraced.

Much work in these areas has been undertaken; and will continue to be undertaken across the Council by key strategic groups; including but not limited to; the BME Employment Working Group, the Hate Crime Working Group, Education Services and the newly appointed Diversity Manager at Glasgow Life; respectively. As the work in these and other related areas progresses and develops, we will look to enhance our evidence base and link to existing outcomes; and where appropriate and develop outcomes that reflect the delivery aims of clear targeted work

As noted in the Motion itself; there has been significant progress in the last two years

- establishment of a Senior Arts, Music and Diversity Manager at Glasgow Life and an agent for change model to tackle racism and inequality;
- establishing jobs fairs targeted at BME communities;
- setting up an autonomous BME Employees Staff Network;
- appointing Equalities Champions throughout the Council family's workforce and established in each department;
- supporting the existing Glasgow Black Voluntary Sector network;
- having a BME Task Group as part of our COVID-19 Strategic Recovery Plan;
- developing greater BME Voluntary sector involvement in Community Planning Partnerships;
- hosting official Black History Month events in the City Chambers for the first time alongside exhibitions; and
- working in partnership with Dr Stephen Mullen and Glasgow University in addressing slavery links and increasing understanding regarding the university and the city with the transatlantic slave trade.

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The Council Family will continue to build on this work in order to address and challenge institutionalised racism in all its forms.

### Forum of Faiths

Originally founded in 2002, the Forum was [reconstituted in 2020](#) in order to improve ongoing dialogue and directly raise matters relevant to faith groups, that could inform the Council's approach to the Public Sector Equality Duty.

The purpose of the group as agreed at the first meeting in August 2020 is to:

- Provide discussion on social issues;
- Promotion of good relations/community cohesion
- Visits (when possible) to places of worship
- Assistance to multi faith civic ceremonies
- Provision of advice to public bodies
- Acting as a consultative forum on local issues for local government
- Directly link faith groups to the civil and policy infrastructure of the city.

A number of actions were also agreed:

- Establish a meeting schedule
- Encourage current members to take raise matters relevant to Faith Groups
- Link to the existing networks supported by Interfaith Glasgow and Interfaith Scotland
- Continue to ensure that the Forum is open and accessible to all faith groups in the city; and support a continued dialogue and communication with faith groups in the city.
- Identify opportunities for Faith Groups in the city to come together in common cause, particularly in areas where they have already expertise and experience (COP26 discussions around climate change, tackling social isolation and loneliness, food security etc)

As work develops across these areas; we will, as noted previously, reflect on their development, scope and activities, in all future Outcomes progress updates.

## 5.1 Access to Services

### 5.1.1 Accessible Services

5.1.2 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.

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- 5.1.3 A key development since the outcomes were published in 2017 is the publication of the [BSL Action Plan 2018-2024](#) in October 2018, which involved extensive consultation with the BSL community, services and stakeholders. This plan challenges the Council Family to improve accessibility for the BSL community. A [BSL User Reference Group met in October 2019](#) to provide a direct link to the community and reflect the priorities of the community as the Council Family seeks to implement the Action Plan. It had been planned to reconvene the group on an annual basis, however the COVID response has interrupted this, although the group continues to be contacted directly both as part of our direct [COVID response in 2020](#) and in order to return to our planned Reference Group schedule in 2021.
- 5.1.4 Related to this; 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 provision of interpreters to the BSL community. The Council provides some information about its services in British Sign Language (BSL) on its website and is looking to further develop its approach in line with the BSL Action Plan.
- 5.1.5 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.
- 5.1.6 The Council; through its Financial Inclusion team, and with its partners at MacMillan Cancer support continues to assist cancer patients linking up services through needs assessment to improve the journey of those patients and provide better access to all.
- 5.1.7 Through Development and Regeneration Services (DRS) the Council has funded £2.7m of adaptations to Housing Association homes during 19/20. This has enabled 994 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 2020/21, an initial £3.0m has been programmed for medical adaptation.
- 5.1.8 The Linguistics team as part of the HSCP, provides face to face interpreting, telephone interpreting and translation for citizens accessing council services. The service currently supports around 60 languages used across the city. We continue to support those additional languages added in 2014/15 reflecting the increased diversity of communication in the city. These include: Amharic, Bulgarian, Hungarian, Nepalese, Marathi, Saho, Tigre and Vietnamese. Requests for certain languages including Arabic, Amharic and the Tigrinya languages have increased also, potentially linked to the new arrivals from Syria.
- 5.1.9 The HSCP 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 Government's 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

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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. The Dementia awareness training roll out to Facilities Management staff in catering and cleaning, and those working in Homes for the elderly had commenced in 2019, however, the impact of COVID has impacted the full roll out to date.

- 5.1.10 Glasgow ESOL partners continue to use the central register to recruit for ESOL learning classes which avoids duplication, provides a single point of access and gives a better picture of what the needs are in the City. Learning classes have switched to online since last March.

## 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 Neighbourhoods and Sustainability continue to 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.
- 5.2.3 The CareFirst management information system utilised by Social Work Services continues to capture information on every service user's ethnicity, age, and gender, as well as their main client group to determine the 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 continues to embed equality into policy, service planning and decision making through the application of an [Equality Impact Assessment \(EQIA\)](#) approach, which ensures that equality is considered at the start of a policy or service development. The EQIA considers how protected characteristics, socio economic deprivation, and human rights should impact our decision making and how a proper understanding of each of those elements as part of a decision-making process, enhances the outcome of that decision.
- 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

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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 1.

- 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 appendix to the [Budget Report](#).
- 5.3.4 The [EQIA guidance and assessment tool](#) was recently revised in July 2019, to reflect the Fairer Scotland Duty, and the need to reflect specifically on Human Rights implications in course of Impact Assessment. An online Training module is being developed for roll out late Spring/ early summer 2021. A trial of this online EQIA Training module was delivered to Elected Members of the General Purposes City Policy Committee in November 2020.

## 6.1 Council Workforce Equality Monitoring (Excluding Teachers)

- 6.1.1 As an employer, the Council aims to achieve equality and diversity in its workforce, we want to be a sensitive and understanding employer, creating a workplace where everyone is respected. The Council monitors its workforce across a number of profile areas including by gender, ethnicity, disability, and salary. Tables presenting this information for 2020/21 (9-month period April-December 2020) are included as appendices. Detailed monitoring information is also published on the Council's [website](#) along with information on the workforce of Education Services (the Education Authority) the Council is required to publish this separately.
- 6.1.2 The analysis presented is based upon what is known about the workforce and where employees have chosen to disclose their information across the protected characteristics. HR Teams have since 2015 been focussed on encouraging employees to update their personal information, this has resulted in an improvement in disclosure across all protected characteristics since 2015. As 31<sup>st</sup> December 2020 non-disclosure rates were: Disability 56.3%, Ethnicity 19.1%, Religion or Belief 58.8%, Sexual Orientation 60.3%. As non-disclosure rates are high for sexual orientation and religion and belief, we have presented the information however have not provided analysis for these characteristics. Full details are available on the Council's Website. The work to improve disclosure rates will continue.
- 6.1.3 Since 2019/20 the workforce has increased by 77 to 21480. Men make up 26.9% of the workforce (5,777) and women 73.1 (15703) this represents a 0.53% increase in female representation. The percentage of employees who are black and ethnic minority (BME) has increased from 2.6% to 3.1%. The percentage of employees who are disabled has increased from 2.7% to 2.8%.
- 6.1.4 The Council's workforce make up does not represent the make-up of the city in relation to both BME and disabled employee numbers. This continues to represent a challenge for the organisation, specific action to increase BME representation has been taken over the past few years, the results of which are starting to show. Our proposed Equality Outcomes 2021 – 2025 contain

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specific outcomes to continue our BME positive action and introduce a similar approach to increase disabled representation.

6.1.5 Between April-December 2020, 850 employees left the Council, including 238 men, 612 women, 39 black and ethnic minority background and 33 employees who have a disability.

6.1.6 The number of women who are among the highest paid in the Council has increased slightly in both top 2% and 5%. The percentage of women in the top 5% of earners in Councils is a significant measure of the attempts by Councils to ensure equal opportunity between genders. From 2010/11 to 2019/20 this has increased from 46.3% to 59.66%. The range across Councils is from 24.22% to 67.59% with rural Councils reporting lower rates. The Council continues to be one of the best performing authorities in Scotland (eighth out of 32). The average in Scotland is 55.55%.

6.1.7 Top 5% of earners who are female:

2017/18	58.56%
2018/19	58.65%
2019/20	59.66%

6.1.8 The gender pay gap is the percentage difference between male and female hourly pay, excluding overtime. Glasgow City Council's gender pay gap for 2019/20 (excluding teachers) is 7.32% in favour of men. This compares to 6.53% in favour of men for 2018/19.

6.1.9 In terms of applicants for posts, 11.9% of overall applications were from candidates from a black and ethnic minority background, 83.3% from white applicants and 4.8% from those who didn't disclose their ethnicity. 5.6% from those who are disabled, 90.4% from those who are not disabled and 4% who didn't disclose their status. 26.4% from men, 69.9% from women and 3.7% did not disclose their gender.

6.1.10 The Council actively monitors its recruitment process from an equalities perspective. From this data we know that:

- Women have a slightly better chance of being invited to interview compared to men;
- Disabled and Black and Ethnic Minority applicants have a slightly better chance of being invited for interview compared to non disabled and white applicants;
- Following interviews, women have a better chance of being appointed compared to men;
- Non disabled and white applicants have a slightly better chance of being appointed compared to Disabled and black and minority ethnic applicants.
- Non-disabled candidates have a significantly better chance of being appointed when compared to applicants with a disability.
- The Council received two recruitment complaints.

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- 6.1.11 The Council approved 257 flexible working applications during April-December 2020. Most of these applications (90.3%) were from women. 4.3% of applications were from disabled employees and 1.2% were from black and minority ethnic employees. The reasons for requests were: work life balance 51.4%, parental responsibility 27.6%, and caring responsibility 21%.
- 6.1.12 As was the case in previous years, men are more likely to be subject to a disciplinary hearing with 76.9% of cases compared to 23.1% against women. 1.9% percent of overall disciplinary action was against black and ethnic minority employees compared to 63.5% against white employees. No disabled employees were disciplined.
- 6.1.13 0.1% of the workforce raised a grievance between April-December 2020. Men and women raised the same number of grievances. There were no grievances raised by employees from a black and ethnic minority background or those employees with a disability. Reasons for these grievances were terms and conditions, work relations and working environment.
- 6.1.14 0.05% of the workforce made a complaint about bullying or harassment. The number of complaints has decreased by 28 from 39 during 2019/20 to 11 between April-December 2020. Main reason for this significant reduction is the impact of COVID-19 and alternative working arrangements. No disabled employees made a complaint. Four complaints were received from employees from a black and ethnic minority background.

## 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 Since 2019/20 the workforce has increased by 207 to 6,313. Men make up 21.6% of the workforce and women 78.4% this represents a 0.1% increase in female representation. The percentage of employees who are black and ethnic minority (BME) has increased from 2.6% to 2.8%. The percentage of employees who are disabled has increased from 1.3% to 1.8%.
- 7.2.2 The gender pay gap is the difference between male and female hourly pay, excluding overtime. Education Services' gender pay gap is 2.35%, in favour of men. This compares to 3.85% in favour of men for 2018/19.

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- 7.2.3 Education Services recruited 584 employees during April-December 2020. Women continue to have a slightly better chance of receiving an interview and being appointed than men. White candidates have a better chance of receiving an interview however black and minority ethnic candidates have a slightly better chance of being appointed compared to white candidates. Disabled candidates have a slightly better chance of receiving an interview, disabled and non disabled candidates have the same chance of being appointed from interview. As with the overall Council the workforce make-up in Education Services doesn't represent the make-up of the city, they also receive far less applications from BME and disabled applicants. Education Services are included in the Council wide activity to address this and are also taking service specific action.
- 7.2.4 During April-December 2020 Education Services approved 128 flexible working applications, the majority (86.7%) were from women. The reasons for requests were work-life balance 49.2%, parental 39.1% and caring 11.7%. There were two applications (1.6%) from Black and Ethnic Minority employees, no applications were received from disabled employees).
- 7.2.5 Just 0.11% of the Education Services workforce was subject to disciplinary action. This included three females and four males, no black and ethnic minority or disabled employees were disciplined. Only 0.06% of the workforce raised a grievance. This included three females and one male. No black and ethnic minority or disabled employees raised a grievance. 242 employees left Education Services, including 178 women and 64 men, five black and ethnic minority employees, and five 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 'Every Child is Included'. In addition, there is specialist provision for children and young people with more complex additional support needs including physical disabilities, visual impairment and hearing impairment. Some of this provision is within co-located bases in our mainstream schools. There are 70,418 students enrolled in 192 establishments (140 primary schools, 30 secondary schools and 22 Additional Support for Learning schools). Of students enrolled, 2,239 children attending school in Glasgow were assessed and/or declared as having a disability and 26,194 children attending a Glasgow school were identified as having an additional support needs. Further aspects of Glasgow's educational context include;
- Over 17,000 children and young people from minority ethnic backgrounds
  - Over 15,000 children and young people who have English as an additional language (EAL); and
  - Over 1400 care experienced children and young people attend Glasgow education provision.
- 7.3.2 The strategic lead for education is the Executive Director for Education Services. She is supported by Heads of Service including; learning, teaching

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and assessment; quality improvement and leadership; strategic lead for raising attainment and achievement, curriculum and employability. The Head of Inclusion and Equalities has lead responsibility for Equalities.

7.3.3 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. The service was reviewed last session and the recommendations from this will have implications on the way we support children and young people with a great role in advising on curriculum development in schools.

- 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
- The Anti Bullying Review Group launched its revised policy in November 2019 after working closely with Respect Me. The revised policy guidelines were part of a focus at Headteachers meetings. All schools were reminded of the need to follow the guidance from Scottish Government guidance all educational establishments are required to record any bullying incidents through the Bullying and Equalities Module on SEEMIS.
- Education Services has the Education in Equalities Working group (EEWG) who lead in supporting the development and implementation of equality actions within the service. The group consists of practitioners, service support staff, and representation from external agencies. The initial focus of the group has been protected characteristic - LGBT and this has now been progressed to focus on Race and Intersectionality work. The EEWG link with colleagues involved in listening to pupil's voices to inform their work.

## 7.4 Anti-sectarianism

7.4.1 Anti-sectarian work in Glasgow schools and Local Authorities across Scotland continues to occur and develop through the Sense Over Sectarianism program. Direct delivery by Sense over Sectarianism staff has been reduced due to COVID 19 restrictions but a healthy level of engagement has still taken place through a mixture of direct delivery, provision of teaching resources and online support. Most recently the delivery of the SOS Primary School

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Workshop package has been developed and piloted to be delivered online in “Live” lessons.

Anecdotal indicators through communications with Glasgow schools suggest that the SOS Flagship resource “Divided City” continues to be delivered by teaching staff in over 80% of Primary Schools.

The program has also developed and delivered online CPD sessions to both Primary & Secondary sector Probationer Teachers however normal staff CPD and Glasgow University MeDUC & PGDE Inputs have been suspended until restrictions are lifted.

### 7.4.2 Age appropriate resources are continuing 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’ continues to be delivered in high numbers of schools however COVID restrictions has led to the suspension of the popular Communities United programme which brings 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 Anti-Homophobic and Transgender Developments

7.5.1 Education Services continues to work with partner organisations to deliver initiatives to raise awareness about diversity and to tackle homophobia. We have a strong working partnership with LGBT Youth Scotland. Currently we have 13 secondary schools involved in LGBT Youth Scotland Chartermark development work and this is at all levels Gold, Silver and Bronze. We also have one Primary establishment who achieved Silver Charter mark status and another 6 now involved in the Chartermark programme. This work has been impacted by the pandemic but it is still progressing.

7.5.2 Education Services continues to encourage schools to promote their LGBT activities through social media and this highlights the significant number of LGBT groups in our secondary schools. Purple Friday in February is a particularly active time of year for the groups and schools to highlight their activities. The EEWG is also continuing to develop equality training for schools and our Psychological Service has recently produced a youtube video

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highlighting experiences for some of our young people and what schools can do to support them in our schools.

- 7.5.3 The Equality group organised the second Pride Lite event in June at the City Halls. This was attended by around 100 young people from secondary schools all over Glasgow. The event allows LGBT young people to meet new friends and explore a range of workshops on art, drama, music, sexual health, mental health and well-being and this year we had a 'drag' workshop for the first time. As far as the group is aware, this is the only event of its kind in Scotland. Education Services offered customised support to several secondary schools and young people regarding transgender issues. The new Equalities section of the Education intranet will highlight information and organisations to support young people and families.

## 7.6 Anti-Racism developments and the Curriculum

- 7.6.1 The Equalities in Education Working Group initial focus as mentioned had been LGBT, however over the last session our priority has moved to Race Equality.
- 7.6.2 A West Partnership Diversity Officer (based in Glasgow) was appointed to focus on teaching as a career and was extensively involved in developing support networks for BAME teachers, delivering training and working on initiatives linked to career development and progression. This seconded appointment was unfortunately postponed as a direct result of Covid challenges and the staff member along with many other having to return to their substantive post.
- 7.6.3 As a direct result of the global events around BLM, Education Services in partnership with CRER have taken a lead in delivering "Systemic change in leadership – Race Equality", service wide. This has been delivered to; Education HQ, directorate, EDIS staff, all secondary heads. and all primary heads. Our partnership work with CRER is central to much of our developmental work and we will continue to work closely with them.
- 7.6.4 The Executive Director continues to support the Scottish Government-Diversity in Teaching group. The Executive Director and QIO Equalities are working with SG Race Equality Stakeholders Network.
- 7.6.5 Psychological Services is undertaking research into experiences of black Young People. This will assist in ensuring there is clearer understanding on challenges faced by black young people as well as considering staff support needs.
- 7.6.6 Education Services continues to link with the City Hate Crime Group, and recent approaches linked to Systemic Change have been shared with partners.
- 7.6.7 Systemic Change in Leadership of Race Equality, training is being rolled out across Education Services establishments. This whole school training is currently being launched across a small number of establishments before going citywide. The training will be led by head teachers with support from HQ staff.

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- 7.6.8 Education HQ are working to support all schools in re-establishing their policy procedures with a new format Equalities Policy. With the head teacher being the lead for the Equalities Policy, all schools will ensure that all developments/plans linked to equalities work will be shared through school annual reporting procedures.
- 7.6.9 We have established Black Young People's forum. This group have been instrumental in contributing to our citywide "Systemic change in leadership of Race Equality" programme. They had also recently met with the DFM as part of key consultations and have contributed to the SG considerations for Race Equality in Education. Work with the Black Young Peoples' group is on-going.
- 7.6.10 We are presently linking/ supporting the Glasgow City Parents Group to introduce BAME members to join the city group. Whilst diversity is important, we also want to ensure that Glasgow Parents Forum can also contribute as key partners to our service actions linked to Race Equality, and indeed all characteristic areas.
- 7.6.11 Education Services have established a Curriculum Dev Group (Social subjects) and practitioners are presently pulling together learning and teaching resources for Race Equality with both Primary and secondary sector input
- 7.6.12 Lessons in citizenship are provided in across schools, and can be complemented by work with community and voluntary organisations to explore themes of discrimination around race.
- 7.6.13 The Equalities in Education Working group (EEWG) are currently working with colleagues from the Primary sector and are developing a specific resource pack around race and equality. Resources across the partnership are being uploaded onto our website and schools can access this through Glasgow on-line as well as linking in with Education Scotland resources as they emerge. 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 bullying/ harassment and Hate Crime.

## 7.7 Bullying and Harassment

- 7.7.1 Education Services revised the anti-bullying policy in November 2019, which incorporates an anti-discriminatory component as well as highlighting the rights of young people. Following Scottish Government guidance all educational establishments are required to record any bullying incidents through the Bullying and Equalities Module on SEEMIS.
- 7.7.2 Using the SEEMIS module, The Planning, Performance and Research Team in Education Services prepare termly reports for each strategic area. This is discussed at the monthly Area Improvement Teams that are chaired by each Head of Service. The analysis of the data is then used to support quality improvement. Establishments are also expected to have a

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designated member of staff to monitor and analyse all recorded incidents of bullying.

- 7.7.3 All establishments have access to and use the SEEMIS Bullying and Equalities module. This on-line recording system-
- Allows more in-depth interrogation of data;
  - Complies with the Equality Act 2010;
  - Records different types of discriminatory behavior and related to protected characteristics;
  - Records incidents against persons displaying the behaviour and persons experiencing the behavior.
- 7.7.4 Presentations have been made at Head Teacher City Business meetings to reinforce the requirements of using the SEEMIS module and further guidance has been issued to schools along with a self-evaluation tool to help establishments develop their own school policy. The restrictions put in place due to COVID have limited many establishments in finalising their anti-bullying policy.
- 7.7.5 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
- 7.7.6 Impact of Covid 19 Pandemic**
- 7.7.7 The pandemic has significantly impacted on the work of Education Services since the last Equalities Outcomes update. We have had to adapt our service considerably whilst continuing to drive our main objectives.
- 7.7.8 We have been able to capture the impact on our children, young people and their families through a series of 'Recovery, Resilience and Reconnection' stories or reports and there have been some notable positive changes in relation to some areas.
- 7.7.9 These would include our digital offer across the city with all young people in secondary schools having an iPads and teachers trained in how to support them. We have also issued iPads to our P7 children a significant number of notebook laptops to support families who had no digital laptops. We have also issued wifi connectivity devices.

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7.7.10 Throughout both Lockdown periods schools have linked with our most vulnerable families and worked in partnership with the HSCP and Third Sector organisations to help support those most affected by inequalities in their lives.

PART II

Progress towards the Equality Outcomes

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**1. Background**

1.1 Under the Equality Act 2010, public sector organisations are required to publish a set of Equality Outcomes by 30 April every four years and publish progress towards the outcomes every two years. In 2017, the Council Family developed its [second set of Equality Outcomes](#), which build on the existing set and establish some new priorities. These outcomes are not meant to encompass all the work the Council Family does to reduce social inequality in the city. Instead, they reflect what are considered to be the priorities. A [progress and mainstreaming report](#) was published in 2019, at the mid-point of the Equality Outcomes for 2017 to 2021.

**2. Introduction**

2.1 This report presents progress towards the Equality Outcomes for 2017 – 2021 as of 2020. The outcomes were developed and agreed through evidence review and extended stakeholder engagement with equality groups and they were approved by Executive Committee on [16 March 2017](#).

2.2 The outcomes are structured around four improvement aims, which were developed from the consultation feedback received when developing the outcomes:

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

2.3 The Council Family Group’s Equality Outcomes for 2017 to 2021 are:

Improvement Aim	Equality Outcome
Improve Economic Outcomes for People with Protected Characteristics	1. An increased proportion of people with protected characteristics are supported to enter employment or training.
	2. Glasgow City Council female employees are supported to overcome any challenges that gender may present.
	3. Glasgow City Council employees who experience mental health issues are supported to help them manage any difficulties they experience or barriers they face.





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<b>Improvement Aim</b>	<b>Equality Outcome</b>
	4. The Council Family has an improved knowledge about the demographic makeup of its workforce.
Increase People's Knowledge about Equality and Fairness	5. The Council Family has developed and delivered a consistent, and where necessary mandatory, approach to raising awareness about equality and diversity.
	6. Glasgow City Council has developed a more strategic approach to delivering equality and diversity curriculum in schools that has been developed in partnership with the third-sector and achieves external validation where possible.
Improve Access to Council Family Services by People with Protected Characteristics	7. Glasgow's Improvement Challenge (Literacy and Numeracy) has resulted in: <ul style="list-style-type: none"> <li>• Children with learning disabilities have improved attainment</li> <li>• Pupils for whom English is not a first language have improved attainment</li> <li>• Any difference between attainment of males and female pupils is reduced.</li> </ul>
	8. Service users with protected characteristics are provided with targeted, improved and more accessible information about the services provided by the Council Family.
	9. Barriers to participation in arts, learning, physical activity, learning and culture have been reduced for people with people with protected characteristics.
	10. People with protected characteristics are more regularly and systematically involved in service delivery design by the Council Family.
Promote and Support Respect for Equality and Diversity	11. The Council Family has visibly promoted and delivered events that promote and celebrate cultural diversity in Glasgow.
	12. Glasgow City Council is recognised as an employer that supports its employees who have protected characteristics.
	13. Survivors or, and those at risk of, gender-based violence or other targeted abuse are well supported.
	14. LGBT, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime.





2.4 The Council Family's Equality Outcomes make limited reference to health-related outcomes which in the past would have been partly delivered by the Council's Social Work Services. As a public body the Integration Joint Board (IJB) are required under the Equality Act 2010 to publish its own set of Equality Outcomes and the IJB's second [equalities mainstreaming report](#) in October 2020. Work is underway to develop their equality outcomes for 2020 to 2024. Officers representing the IJB / Glasgow City HSCP continue to participate in the Council Family officers Equality Working Group to share information and best practice.

### 3 Progress as of 2020

- 3.1 The national lockdown in response to COVID-19 began late in Quarter 4 of 2019-2020 and has impacted on some of the progress made in regard to the Equality Outcomes; it has also impacted on the staff resources available to collate and analyse performance information and on information retrieval systems. The following report presents the available information to demonstrate progress. Other work related to equalities, carried out in response to COVID-19 is highlighted in the mainstreaming report (Part I).
- 3.2 In 2019, at the mid-point of the Equality Outcomes, the opportunity was taken to review the actions and measures that support the Outcomes. This was undertaken as an exercise with officers from across the Council Family, through the Equality Working Group to highlight any issues with achieving the outcomes, identify any areas for improvement and inform the work plan of the Equality Working Group for the coming year. Any changes, including new actions, are highlighted within the tables.
- 3.3 There are a total of 55 actions divided between the 14 Equality Outcomes. Due to the statutory timescales for publishing this information (30 April 2021), the most current performance details for many measures is that for 2019/20 or a snapshot at quarter 3 (31 December). This is due to year end data not being available until May/June. It should be noted that this data is not directly comparable with previous years. This has been highlighted at appropriate points within the tables.
- 3.4 Each action/output has been assessed as one of the following:

	Complete or evidence of positive progress made.
	There are some areas of slippage in targets.
	Progress does not appear to be as originally agreed in the action or there are circumstances that have prevented delivery of the action
	Figures are unavailable at the time of reporting

- 3.5 Summary of progress as of 31 December 2020 is presented below.

Improvement Aim:					Total
1. Improve economic outcomes for people with protected characteristics.	10	2	0	3	15
2. Increase people's knowledge about equality and fairness.	4	4	0	0	8
3. Improve access to Council Family services by people with protected characteristics.	3	7	0	4	14
4. Promote and support respect for equality and diversity.	8	6	0	4	18
Total =	25	19	0	11	55

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- 3.6 The national lockdown has had an impact on the final reported progress of this set of outcomes. Of the actions which are able to report a RAG status, 57% are green compared to 83% in 2019.
- 3.7 It should be noted that a number of the actions rated as amber have previously shown evidence of positive progress but an adjustment of activity or pausing of programme was required in the final year as a direct result of COVID-19 response. This was taken into consideration in the review of outcomes and the decision of what activity will be taken forward into the new set of equality outcomes and associated actions.

**4. Review of the Equality Outcomes 2017 to 2021**

- 4.1 As part of the development of the equality outcomes for 2021 to 2025, a review was carried out of each of the outcomes. Although there has been progress there are some areas that require more work or would benefit from revision to better reflect the feedback received from the 2021 to 2025 outcomes consultation.
- 4.2 The table below shows how the work towards each of these outcomes will be taken forward either as a new outcome or supporting action for 2021 to 2025.

Equality Outcome	Review Assessment
1. An increased proportion of people with protected characteristics are supported to enter employment or training.	There has been good work across this outcome, however key groups are still under-represented in the workforce and further work is required. This outcome will be carried forward as an equality outcome in the new set.
2. Glasgow City Council female employees are supported to overcome any challenges that gender may present.	There has been good work across this outcome, but further work is required. With some adaption this outcome will be carried forward as an equality outcome in the new set.
3. Glasgow City Council employees who experience mental health issues are supported to help them manage any difficulties they experience or barriers they face.	There has been good work across this outcome, but further work is required. With some adaption this outcome will be carried forward as an equality outcome in the new set.
4. The Council Family has an improved knowledge about the demographic makeup of its workforce.	There has been good progress on this outcome with reductions in non-disclosure figures across all protected characteristics reducing on average by 18.22% since 2017. Activity to increase disclosure rates will continue.
5. The Council Family has developed and delivered a consistent, and where necessary mandatory, approach to raising awareness about equality and diversity.	The consultation and research for the new outcomes identified that staff training and awareness continues to be a priority. However, it also suggested tailored training may have more impact, therefore training and awareness actions will be incorporated into each of the new outcomes.

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<b>Equality Outcome</b>	<b>Review Assessment</b>
<p>6. Glasgow City Council has developed a more strategic approach to delivering equality and diversity curriculum in schools that has been developed in partnership with the third-sector and achieves external validation where possible.</p>	<p>There has been good work across this outcome, but further work is required. With some adaption this outcome will be carried forward as an equality outcome in the new set.</p>
<p>7. Glasgow's Improvement Challenge (Literacy and Numeracy) has resulted in:</p> <ul style="list-style-type: none"> <li>• Children with learning disabilities have improved attainment</li> <li>• Pupils for whom English is not a first language have improved attainment</li> <li>• Any difference between attainment of males and female pupils is reduced.</li> </ul>	<p>There has been good work across this outcome, but further work is required. With some adaption this outcome will be carried forward as an equality outcome in the new set.</p>
<p>8. Service users with protected characteristics are provided with targeted, improved and more accessible information about the services provided by the Council Family.</p>	<p>Following feedback on the new equality outcomes, we feel that further work is required. This outcome has been revised and carried forward to the next set.</p>
<p>9. Barriers to participation in arts, learning, physical activity, learning and culture have been reduced for people with people with protected characteristics.</p>	<p>Following review, these outcomes have been brought together and adapted to better reflect the feedback from the research and consultations for the 2021 to 2025. Involvement in service design is critical in ensuring that services meet the needs of the users.</p>
<p>10. People with protected characteristics are more regularly and systematically involved in service delivery design by the Council Family.</p>	
<p>11. The Council Family has visibly promoted and delivered events that promote and celebrate cultural diversity in Glasgow.</p>	<p>Following the consultation for the new set of outcomes, we did not feel that this outcome worked well in its current form and has not been carried forward as an outcome. This does not mean that the Council Family will not be celebrating diversity in Glasgow and examples will be included in the mainstreaming report going forward.</p>
<p>12. Glasgow City Council is recognised as an employer that supports its employees who have protected characteristics.</p>	<p>Since 2017 we have achieved a number of accreditations as outlined in the tables at 12.4. Work to maintain and move through the levels of accreditations as well as identify other appropriate ways to continue this commitment are included in the revised outcomes.</p>

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<b>Equality Outcome</b>	<b>Review Assessment</b>
13. Survivors or, 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. With some amendment this will be carried forward as an equality outcome in the new set.
14. LGBT, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime.	There has been good work across this outcome, however, hate crime continues to be an issue in Scotland and further work is required. This outcome will be carried forward as an equality outcome in the new set.



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

### LONG-TERM MEASURE

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

Gender Pay Gap.

The employment rate figures continue to reveal some of the disparity in employment outcomes between the general population and people with protected characteristics.

There has been an increase in disabled people being employed in Glasgow over the last 4 years, increasing from 40% in 2015 to 45% in 2020. However, this continues to be below the overall population in Glasgow (57%) and the Scotland wide figures for disabled people (49%). In 2019, the disability employment gap was 32.6 percentage points, lower than the gap the year before which was 35.5 percentage points.

The percentage of young people (aged 16 to 24) in employment in Glasgow is 48%, which is a slight decrease from 51% in 2015. Glasgow continues to be below the Scottish average of 58%, which had seen a slight increase from 56% in 2015.

The employment rate for the minority ethnic population (aged 16 to 64) was 59.3%, which is lower than the white population with an employment rate of 75%, giving a gap in the employment rate between minority ethnic and white (aged 16 to 64 years) of 16.4 percentage points.

Gender also plays a role in someone's economic outcomes. There continues to be difference between the pay levels of men and women. The gender pay gap in the Scotland has been declining over the last decade, decreasing from 7.3% in 2015 to 4% in 2019. As at 31<sup>st</sup> March 2020, the gender pay gap for Glasgow City Council is 7.32% (in favour of men) for all employees excluding teachers and 2.35% (in favour of men) for teaching employees.

Source: [Office of National Statistics](#)

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

	2015 Glasgow	2015 Scotland	2017 Glasgow	2017 Scotland	2019 Glasgow	2019 Scotland
Employment Rate (16 – 64 years)	67%	73%	66%	74%	67%	75%
Black and Ethnic Minority	52%	59%	51%	61%	48%	59%
Equality Act Disabled	40%	42%	41%	45%	45%	49%
Young people (16 to 24 years)	51%	56%	45%	59%	48%	58%
Women	64%	70%	62%	71%	67%	72%

Source: [Annual Population Survey 2019](#)

## OUTCOME 1

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

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: Thriving Economy*




## HOW WE WILL DELIVER THIS OUTCOME




Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
1.1 Development and Regeneration Services (DRS) will continue to provide a programme for young people with ASL needs through the Glasgow Guarantee.  <i>Protected Characteristic: Disability</i>  <i>Lead: Development and Regeneration Services</i>	Number completing the programme.	4	10	5	3	Programme Complete	The ASL programme ended on 21 June 2019. It will be replaced by a pilot Supported Employment Programme in 2020/21 that will seek to improve the transition to Modern Apprenticeships or jobs for young people with Autism Spectrum Disorder.  The review of Glasgow Guarantee refocused the programme and it is now targeted to support unemployed residents with identified barriers to employment and be by design, more inclusive. It is aligned to the National 'No One Left Behind' Employability Strategy. This targeted approach removes the ability for candidates who could enter employment easily without support and Glasgow Guarantee Funding.	G
	Number of people moving into employment, education, or training.	4	5	1	1	Programme Complete		
1.2 The Glasgow Guarantee initiative will continue to assist	Number of positive outcomes.	32	39	23	22 Black and Ethnic	5 Black and Ethnic	There has been an increase in the percentage of positive outcomes.	G

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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<p>people into employment, including an increased number of black or minority ethnic people.</p> <p><i>Protected</i> <i>Characteristic: Race</i></p> <p><i>Lead: Development and Regeneration Services</i></p>		Black and Ethnic Minority people (3.2%)	Black and Ethnic Minority people (4.8%)	Black and Ethnic Minority people (5%)	Minority people (7%)	Minority people (15%)		
<p>1.3 The Youth Gateway service will provide support to young people who have not been successful in securing employment or apprenticeship through the Glasgow Guarantee.</p> <p><i>Protected</i> <i>Characteristic: Age</i></p> <p><i>Lead: Development and Regeneration Services</i></p>	Number of sustainable positive outcomes.	8 (April 2017)	90	58 (December 2019)	Programme Complete		<p>This pilot programme completed on 30 September 2018.</p> <p>A full performance review was carried out following the end of the contract to provide Youth Gateway Service. A number of recommendations and points to consider were identified should any future service be provided.</p>	<b>G</b>
<p>1.4 The ESF Employability Pipeline provides funding to the Learning Disability Supported Employment Service delivered by Social Work Services.</p> <p><i>Protected</i> <i>Characteristic: Disability</i></p>	Number of people supported into employment.	22 people	28 people	30 people (December 18)	28 new jobs and 6 clients secured their second job	1 job has been secured	The service has seen increased numbers of clients being paid off from their jobs due to COVID-19 and a reduced number of suitable vacancies for clients to apply to. The service is actively engaging with strategic moves to support those now ever more disadvantaged in the	<b>A</b>

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<i>Lead: Development and Regeneration Services and HSCP</i>							labour market and a new phase begins in April 2021.	
<p>1.5 The Value the Difference project, delivered by DRS, the University of Strathclyde and Brodies LLP, aims to tackle unconscious bias in the workplace against women, black and minority ethnic people and people with a disability through a combination of research, training, awareness raising and coaching.</p> <p><i>Protected Characteristic:</i> Disability, Race &amp; Sex</p> <p><i>Lead: Development and Regeneration Services</i></p>	Number of Glasgow-based businesses undertaking Value the Difference Training.	<p>Strathclyde University to develop an Implicit Attitude Test (IAT) and test within the workplace</p> <p><b>Training delivered:</b></p> <ul style="list-style-type: none"> <li>• Developing an inclusive workplace - 12 organisations</li> <li>• Blue Ptarmigan delivering 1:1 or team Career Coaching - 12 organisations</li> <li>• Perspectives of Diversity – 4 workshops</li> </ul>	<p>University of Strathclyde research complete.</p> <p><b>Training delivered:</b></p> <ul style="list-style-type: none"> <li>• Developing an inclusive workplace: 6 organisations</li> <li>• Career Coaching on developing a coaching culture: 5 organisations</li> <li>• 1:1 career coaching: 12 individuals</li> <li>• Perspectives on Diversity: 3 workshops, 120 delegates</li> <li>• Unconscious Bias for managers workshop:</li> <li>• 1 workshop, 35 delegates</li> </ul>	This project is complete, no further reporting will be provided.	Programme Complete		An evaluation of the training was carried out with the University of Strathclyde. A number of recommendations and points to consider were identified should any future service be provided.	
1.6 Business Gateway supports the Women into Business events which are held on a	Number of businesses attending events.	217	207	229	180			

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
regular basis to showcase new women's led businesses in the city.  <i>Protected Characteristic: Sex</i>  <i>Lead: Development and Regeneration Services</i>					(31 December 2019)			
1.7 Ethnic Entrepreneurs is an advisory service provided by Business Gateway for Glaswegians from a black or minority ethnic background that provides tailored support and advice and awareness raising events in the community.  <i>Protected Characteristic: Race</i>  <i>Lead: Development and Regeneration Services</i>	Number of community-based events held.	60	60	57	26  (31 December 2019)			
	Number of tailored one-to-one support sessions undertaken.	361	436	327	186		In Autumn 2020 a Women Led Accelerator programme ran online with 13 participants.	
1.8 City Building will promote opportunities in construction to black and minority ethnic groups through the craft apprenticeship scheme, attending recruitment fairs, offering work	Percentage of apprentice intake who are from a black and minority ethnic background.	10%	4%	5%	5%	5%	City Building continues to engage with a wide range of organisations in order to reach underrepresented groups within the construction industry, including: <ul style="list-style-type: none"> <li>Operating a Construction for All initiative to target the</li> </ul>	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>experience programmes and organising participation events during National Modern Apprenticeship Week.</p> <p><i>Protected</i> <i>Characteristic: Race</i></p> <p><i>Lead: City Building</i></p>							<p>black and ethnic minority communities within the City.</p> <ul style="list-style-type: none"> <li>Working with BEEMIS, SDS to offer taster sessions work experience and Careers Fayres.</li> <li>Working with Glasgow secondary schools to encourage young women from a black and minority ethnic background to consider construction.</li> </ul>	
<p>1.9 RSBi will continue to offer employment facilities to 260 employees (over 50% of whom are disabled), including 109 Work Choice positions. Work Choice is a DWP supported employment programme designed specifically for people who, due to their disability may find it difficult to find or sustain employment.</p> <p><i>Protected</i> <i>Characteristic: Disability</i></p> <p><i>Lead: City Building</i></p>	<p>Number of employees, percentage of who have a disability.</p>	53%	53%	53%	53%	53%	<p>City Building will reserve one apprenticeship place in RSBi and ensure one mainstream apprenticeship place is available to RSBi employees.</p> <p>In partnership with Kelvin College, RSBi will continue to provide work experience to 35 pupils per week from ASL schools. This has an outcome of a SVQ Level 1 in Manufacturing Operations.</p>	
	<p>Number of Work Choice positions.</p>	109	109	109	109	<p>The new temporary TESC funding is provided by Access to Work to replace Work Choice for 109 RSBi employees and started in April 2019 for a period of two years.</p>		




## OUTCOME 2

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

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: A Well Governed City that Listens and Responds*

## HOW WE WILL DELIVER THIS OUTCOME


Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>2.1 Corporate HR will develop an action plan to meet the commitments of our equal pay policy statement and further develop and understand occupational segregation across the organisation. If changes are made to recruitment restrictions, the service will develop an action plan to tackle any identified issues where needed.</p> <p><i>Protected Characteristic: Sex</i></p> <p><i>Lead: Corporate HR</i></p>	An action plan with appropriate measures will be produced.	<p>Revised Equal Pay Policy statement published.</p> <p>Detailed breakdown of occupational segregation information published.</p> <p>Gender pay gap information published.</p>	<p>Revised Equal Pay Policy statement published.</p> <p>Detailed breakdown of occupational segregation information published.</p> <p>Gender pay gap information published.</p>			The Job Evaluation Scheme is the next step for equal pay and an action has been identified at 2.4 to measure the progress on delivering the scheme.	See 2.4
2.2 The Council will continue to develop the Lean In women's peer support network,	Attendance numbers.	205 employees on Lean In membership list.	223 employees on Lean In membership list.	215 employees on Lean In Membership list.	All events were postponed due to COVID-19.	Working to develop and produce events using MS Teams Live due to the COVID-19 Pandemic.	

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
including service-specific circles.  <i>Protected</i> <i>Characteristic: Sex</i>  <i>Lead: Corporate HR</i>		On average 25-30 employees attend events.  8 events were held over the year.  220 people attended the International Women's Day Event in conjunction with EY (Formerly Ernst & Young) and Police Scotland.	On average 25-30 employees attend events.  6 events were held over the year.  230 people attended the network's second International Women's Day Event in conjunction with EY and Police Scotland.	On average 25-30 employees attended events.  5 events were held over the year.  Launched Menopause Café.  International Women's day event cancelled due to COVID-19.			
	Development of circles.	Occupational segregation groupings were used to identify occupations where it may be appropriate to develop smaller circles.	Initial discussions have taken place with Unison with a view to collaborating with their women's network.	Menopause Cafés were launched as smaller circles.	All events were postponed due to COVID-19.	Due to Unison staffing changes the collaboration has not happened as yet, this was progressing however has been impacted due to COVID-19.	
	Survey of members.	Annual Lean In survey findings from March 2017: <ul style="list-style-type: none"> <li>• 78% agreed that they felt more empowered to achieve their goals as a result of their participation in the lean in group.</li> <li>• 76% felt more connected with their peers.</li> <li>• 78% agreed they were more aware of the Council's</li> </ul>	Annual Lean In survey findings from January 2019: <ul style="list-style-type: none"> <li>• 40% agreed that they felt more empowered to achieve their goals as a result of their participation in the Lean In group.</li> <li>• 54% felt more connected with their peers.</li> <li>• 54% agreed they were more aware of the Council's</li> </ul>	Annual Lean In survey findings from January 2020: 70% felt that the Lean in Network has benefitted them professionally 57% more likely to support other women in their workplace 50% more likely to talk to their manager about	Annual Lean In survey has not been completed in 2021 as yet due to COVID-19.	Due to COVID-19 network events have not taken place from March 2020 until February 2021 and work is ongoing to host these events online.	

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
		approach to equality and diversity <ul style="list-style-type: none"> <li>• 72% agreed they were more aware of gender equality in the workplace.</li> <li>• 62% stated they felt more confident.</li> </ul>	approach to equality and diversity <ul style="list-style-type: none"> <li>• 66% agreed they were more aware of gender equality in the workplace.</li> <li>• 33% stated they felt more confident.</li> </ul> There were 31 responses to the survey, representing a response rate of 13.9%.	their career goals. 50% agreed that they are more likely to take on a new challenge or opportunity 37.5% stated that they would offer to mentor someone else.			
2.3 City Building will promote opportunities in construction to females through the craft apprenticeship scheme, attending recruitment fairs, offering work experience programmes and organising participation events during National Modern Apprenticeship Week.  <i>Protected Characteristic: Sex</i>  <i>Lead: City Building</i>	Percentage of apprentice intake who are female.	2016/17: 4%  2017/18: 9%	9%	11%	7%	City Building employs 22% of all female craft apprentices in Scotland.  Women make up 12% of all City Building apprentices which is same as last year and an increase from the previous year. We have a high number completing their apprenticeship and being offered posts as tradespersons with City Building, thus providing sustainability in the employment of women in construction.  City Building has a partnership with EQUATE to encourage young women to enter construction. Apprentice Training officers have undertaken a	

Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
						mentoring female apprentice in a construction environment training course which was delivered by Equate.  City Building is recognised as leading the way in workforce diversity in construction.	
2.4 The Council will secure a pay and grading system for employees that is free from any inequality or bias in terms of gender, race, sexuality, religious belief, age and disability.	Review A Fairer Scotland For Women Gender Pay Gap Action Plan and identify appropriate activity from an employment perspective  Implementation of the Job Evaluation Scheme	New	New	Plan now in place for implementation.		The work of the Job Evaluation team has commenced with approval and support from the Operational Steering Group. The rolling programme of Post Holder Job Evaluation Interviews started in January 2020, a few months behind the anticipated start date of September 2019.	

## OUTCOME 3


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

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: A Healthier City*

## HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>3.1 Corporate HR will deliver a number of initiatives, including:</p> <ul style="list-style-type: none"> <li>• Develop a Council and NHS mindfulness programme for employees</li> <li>• Support delivery of relaxation programmes, such as yoga</li> <li>• Review HR guidance on managing workplace stress</li> <li>• Develop manager's awareness training on mental health</li> </ul> <p><i>Protected Characteristic: Disability</i></p> <p><i>Lead: Corporate HR</i></p>	Numbers completing.	<ul style="list-style-type: none"> <li>• A Pilot Mindfulness Programme has been complete.</li> <li>• Review of approach to Mental Health &amp; Wellbeing complete.</li> <li>• Managers trained in Mentally Healthy Workplaces.</li> <li>• Health &amp; Wellness Events held at LES depots and HQ.</li> <li>• Yoga classed (paid for by staff) offered in service areas.</li> <li>• Specific stress risk assessment completed in service areas as appropriate.</li> <li>• Specific time to talk day mental health awareness events held</li> </ul>	<ul style="list-style-type: none"> <li>• The pilot programme received strong results and will continue to be offered a couple of times a year.</li> <li>• The Council are a See me in work partner and the strategy has been adopted as a 4 year plan.</li> <li>• Employees have received train the trainers for Mentally Healthy Workplaces to deliver a sustainable model.</li> <li>• Health &amp; Wellness Events at Neighbourhoods and Sustainability depots and HQ continue and include drink wise and bowel cancer awareness.</li> <li>• Yoga and pilates continue with a strong following delivered weekly.</li> <li>• Employee neck and shoulder massage offered across services monthly.</li> <li>• Mental health awareness event held on time to talk day in Satinwood Suite with partner organisations.</li> </ul>	This action is included within the overall Mental Wellbeing at Work Strategy. Future progress against this outcome will be measured at action 3.2, through the rollout of the Strategy.		See 3.2

Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Mid-Year (2020/21)	Further Work and Comments	RAG
			<ul style="list-style-type: none"> <li>• City centre Yoga and Pilates sessions offer around 120 opportunities to take part in each (paid for by employee). Both currently have a waitlist for places.</li> </ul>			
<p>3.2 Corporate HR will rollout the Mental Wellbeing at Work Strategy across the Glasgow City Council.</p>	<ul style="list-style-type: none"> <li>• Formally evaluate the pilot programme</li> <li>• Develop a programme toolkit</li> <li>• Review organisational guidance that supports the attendance management policy for mental health inclusivity.</li> <li>• Support services to adopt and deliver the toolkit &amp; guidance</li> </ul>	<p>New</p>	<p>New</p>	<p>A variety of Health and Wellbeing activities have been taking place and a Health and Wellbeing Strategy has been developed and will soon be presented to committee.</p>		


**OUTCOME 4**


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

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: A Well Governed City that Listens and Responds*

**HOW WE WILL DELIVER THIS OUTCOME**

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
4.1 The Council and Glasgow Life will encourage employees to disclose demographic information by raising awareness of why this information is collected and how it used.  <i>Protected Characteristic: All</i>  <i>Lead: Corporate HR and Glasgow Life</i>	Increase in numbers providing information.	Glasgow Life Disclosure rate:  Disability: 26.9% Ethnicity: 78.2%	Glasgow Life Disclosure rate:  Disability: 34.6% Ethnicity: 82.1% Religion and Belief: 26.8% Sexual Orientation: 27.5%	Glasgow Life Disclosure rate:  Disability: 33.6% Ethnicity: 79.8% Religion and Belief: 26.1% Sexual Orientation: 26.7%	Glasgow Life Disclosure rate:  Disability: 36.9% Ethnicity: 79.5% Religion/Belief: 31.2% Sexual Orientation: 31.8%	Glasgow Life Disclosure rate: (at 31.03.20)  Disability: 39.6% Ethnicity: 82.7% Religion/Belief: 34.3% Sexual Orientation: 35.0%		
	Increase in numbers providing information.	Glasgow City Council Disclosure rate (including teachers):  Disability: 21.5%	Glasgow City Council Disclosure rate (including teachers):	Glasgow City Council Disclosure rate (including teachers):	Glasgow City Council Disclosure rate (including teachers):	Glasgow City Council Disclosure rate (including teachers):	Glasgow City Council Disclosure rate (including teachers):	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
		Ethnicity: 74.2% Religion and Belief: 15.1% Sexual Orientation: 15.7%	Disability: 26.3% Ethnicity: 74.2% Religion and Belief: 18.7% Sexual Orientation: 19.4%	Disability: 37.6% Ethnicity: 76.7% Religion and Belief: 31% Sexual Orientation: 29.4%	Ethnicity: 77.1% Religion and Belief: 36.9% Sexual Orientation: 35.8%	Ethnicity: 77.4% Religion and Belief: 38.2% Sexual Orientation: 37.2%	the organisation and at a service level. This activity will continue to further improve disclosure rates.	
4.2 The Council will review its recruitment practices in relation to unconscious/implicit bias and develop action plan on findings.  <i>Protected Characteristic: All</i>  <i>Lead: Corporate HR</i>	Development of action plan.	n/a	In the last year a review of unconscious bias research and training has been undertaken. There has also been a review of service recruitment information to identify issues.	The Recruitment Toolkit has been updated taking into account unconscious/implicit bias.	Face to face training was purchased to assist the changes to the toolkit however was postponed due to COVID-19.	Discussions are taking place with a training provider to move this to the virtual environment.		

## Improvement Aim 2: Increase People’s Knowledge about Equality and Fairness

### LONG-TERM MEASURE

Social attitudes towards diversity in Glasgow and at a local community level.

The Council’s [Glasgow Household Survey](#) in 2018 showed that the majority of respondents, around seven in ten, agreed that Glasgow and their local area were places where people from different backgrounds got on well together (73% and 71% respectively). These figures have remained broadly similar since 2016. Two-thirds (66%) agreed that people in their neighbourhood welcomed everyone, regardless of differences such as ethnicity or religion. This is a slight decrease from 69% in 2016. Agreement was higher in BME respondents than non-BME for all the questions regarding fairness and equality.

The discrimination module of the Scottish Social Attitudes Survey is only run every five years and therefore updated figures regarding the percentage of people who know people who share certain protected characteristics is not currently available. This will be included in the long-term measures reported in 2021.

#### Social Attitudes towards diversity in Glasgow - % respondents who agree or strongly agree

	2016	2016	2016	2018	2018	2018
	All	Non-BME	BME	All	Non-BME	BME
Glasgow is a place where people from different backgrounds generally get on well together.*	74%	73%	82%	73%	72%	84%
The local area is a place where people from different backgrounds generally get on well together.*	71%	70%	79%	71%	71%	82%
The people in my neighbourhood welcome everyone no matter their ethnicity, religion, gender, age, sexual orientation etc.*	69%	68%	81%	66%	65%	84%

Source: [Glasgow Household Survey](#)

\* The noted questions were not asked as part of the 2019 survey therefore the most recent information is from 2018. New measures for this area have been identified for the equality outcomes 2021 to 2025.



## OUTCOME 5

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

*General Duty: Eliminating discrimination, harassment and victimisation*

*Strategic Plan Theme: A Well Governed City that Listens and Responds*



## HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>5.1 Develop an online resource of good practice examples of equality work in schools. This work will be linked to the work by the Council Family (see 5.2 below).</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Education Services'</i></p>	<p>Online resource is accessible by all schools.</p>	<p>An Equality and Diversity tab has been added to Glasgow On-Line. This is available to all establishments and contains various resources and good practice.</p>	<p>Links and resource signposts have been made with specific protected characteristics and this will be continued to be developed and enhanced.</p>	<p>Links and resource signposts continue to be made across the protected characteristics which will be ongoing.</p>	<p>To ensure all establishments have appropriate access, the online platform development is particularly active in GLOW. Glasgow Online is being updated and we now have a separate Equality tab to populate. This will also link to GLOW.</p>		
<p>5.2 Explore options and develop a systematic and integrated approach to enable improved information and best practice sharing of work across the Council Family.</p>	<p>Delivery of a preferred option.</p>	<p>Information is shared across the Council Family through the Equality Working Group, which has officer representation from each service and ALEO.</p>	<p>Glasgow are members of the Scottish Council Equality Network (SCEN). This group has equality officer representation from across Scottish Local Authorities as well as</p>	<p>The SCEN continued to meet throughout the COVID-19 Pandemic, sharing useful information and resources across Local Authorities throughout response and recovery.</p> <p>An email chat group was created for the Equality Working Group as a</p>		<p>Further work is required to develop a more systematic approach to information sharing and this will be progressed through the Officers Equality Working Group and incorporated into the</p>	



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<p><i>Protected Characteristic: All</i></p> <p><i>Lead: Chief Executive's Department</i></p>			<p>equality officers from COSLA. This group gives opportunity to share best practice, information and resources.</p>	<p>tool for colleagues input on equality issues and to share knowledge.</p>	<p>actions for the new Outcomes.</p> <p>Consideration will be given to creating a page of guidance papers and frequently asked questions available to staff on Connect.</p>
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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>5.3 The Council will review its existing equality training and update the materials. It will develop and implement a revised mandatory equality training standard for the Council Family at all levels of the organisation. The core of the training will be e-learning, supported by toolbox talks and face-to-face training that meets the needs of public-facing employees. Core elements will include general equality awareness, raising awareness of hate crime, violence against women, and disability etiquette.</p> <p><i>Protected Characteristic: All</i></p>	<p>Number of Council employees who have undertaken online awareness raising sessions.</p>	<p>Uptake of Equality and Diversity training courses completed (individual protected characteristics) : <b>771</b></p> <p>Uptake for associated Equalities courses (eg Dementia Awareness, Hate Crime, Deaf Awareness): <b>530</b></p>	<p>Number of Equality and Diversity training courses completed (individual protected characteristics) : <b>943</b></p> <p>Uptake for associated Equalities courses (eg Dementia Awareness, Hate Crime, Deaf Awareness): <b>1,063</b></p> <p>Face to face Equality Impact Assessment (eqia) training: <b>11 sessions, 184 attendees</b></p>	<p>Number of Equality and Diversity training courses completed (individual protected characteristics): <b>1002</b></p> <p>Uptake for associated Equalities courses (eg Dementia Awareness, Hate Crime, Deaf Awareness): <b>2848</b></p> <p>Face to face Equality Impact Assessment (eqia) training: <b>9 sessions, 158 attendees</b></p>	<p>Number of Equality and Diversity training courses completed (individual protected characteristics)</p> <p></p> <p>Uptake for associated Equalities courses (eg Dementia Awareness, Hate Crime, Deaf Awareness):</p> <p></p> <p>Face to face Equality Impact Assessment (eqia) training: <b>8 sessions, 175 attendees.</b></p>	<p>There has been no face to face Equality Impact Assessment (eqia) training due to COVID-19, plans to deliver this training by Teams is under development.</p>	<p>The figures presented indicate numbers of staff who have accessed existing online equality and diversity material in the past year. This does not include other training/awareness sessions delivered at Service/ALEO level (see 5.4 for Glasgow Life update).</p>	<p align="center"><b>A</b></p>


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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<i>Lead: Chief Executive's Department</i>					EQIA refresher training for Elected Members was carried out on 23 September 2019.			
	Materials reviewed, updated/ developed and implemented.	The Equality Awareness course was reviewed and updated in 2016.	The Hate Crime course was launched in November 2017	The Sight Loss and Deaf Awareness course and the Corporate Parenting course were launched during 2018.				
5.4 Glasgow Life will deliver a programme of relevant equality training/staff briefings in order to build empathy, understanding and confidence within the workforce. This programme will include a particular focus on the training needs of employees who interact with members of the public.  <i>Protected Characteristic: All</i>  <i>Lead: Glasgow Life</i>	Number of Glasgow Life employees who have received training as part of this programme.	Glasgow Life Learning & Development courses uptake:  <u>Managing Equality at Work</u> : 3 courses; 17 people  Glasgow Life GOLD training uptake (individual protected characteristics) : <b>57</b>	Glasgow Life Learning & Development courses uptake:  <u>Managing Equality at Work</u> : 3 courses; 34 people  <u>Unconscious Bias</u> : 16 courses; 149 people  Glasgow Life GOLD training uptake (individual protected	Glasgow Life Learning & Development courses uptake:  <u>Managing Equality at Work</u> : 2 courses; 15 people  <u>Unconscious Bias</u> : 5 courses; 49 people  Glasgow Life GOLD training uptake (individual protected	Glasgow Life Learning & Development courses uptake:  <u>Managing Equality at Work</u> : 1 courses; 9 people  <u>Unconscious Bias</u> : 11 courses; 86 people  Glasgow Life GOLD training uptake (individual protected	Glasgow Life Learning & Development courses uptake:  <u>Unconscious Bias</u> : moved online ; 219  Glasgow Life GOLD training uptake (individual protected characteristics) : <b>1705</b>  GOLD uptake for associated Equalities courses (eg Autism,	No classroom courses ran due to limitations of COVID-19, and many staff are on furlough and/or at home and have no access devices to complete courses.	<b>G</b>

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
		GOLD uptake for associated Equalities courses (eg Autism, Dementia, McMillan): <b>50</b>	characteristics) : <b>141</b>  GOLD uptake for associated Equalities courses (eg Autism, Dementia, McMillan): <b>603</b>	characteristics): <b>44</b>  GOLD uptake for associated Equalities courses (eg Autism, Dementia, McMillan): <b>266</b>	characteristics) : <b>89</b>  GOLD uptake for associated Equalities courses (eg Autism, Dementia, McMillan): <b>351</b>	Dementia, <b>1799</b>		
<p>5.5 Equality training is a mandatory part of elected member development so that they are able to act as role models within the communities they serve.</p> <p><i>Protected Characteristic: All</i></p> <p>Lead: Member Services</p>	Percentage of elected members undertaking equality and diversity training within the four-year election period.	n/a	84% (71 of 85 Elected Members)	84% (71 of 85 Elected Members)	84% (71 of 85 Elected Members)	<p>EQIA refresher training for Elected Members was carried out on 23 September 2019.</p> <p>No further Equality Training was delivered directly in the period 2019/2020 due to the Pandemic.</p> <p>One session of online EQIA training delivered to GP Committee members</p>	Equality training can be accessed via the GOLD platform until an alternate source of face to face training is sourced for Elected Members who have not yet undertaken training.	


## OUTCOME 6

The Council has developed a more strategic approach to delivering equality and diversity curriculum in schools that has been developed in partnership with the third-sector and achieves external validation.

General Duty: Eliminating discrimination, harassment and victimisation

Strategic Plan Theme: Excellent and Inclusive Education

## HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>6.1 Five schools are currently working to achieve the LGBT Schools Charter (LGBT Youth Scotland). Education Services aim to expand the number of schools working towards the accreditation, with the intention of having a further 15 schools working towards accreditation by 2017.</p> <p><i>Protected Characteristic: Sexual orientation</i></p> <p><i>Lead: Education Services</i></p>	<p>Number of schools participating in the LGBT Schools Charter, potentially moving towards accreditation: *</p> <p>2016 = 5 schools 2017 = 15 schools 2021 = To be confirmed</p> <p>*Dependant on successful validation.</p>	<p>One secondary establishment has already received their silver award with two further schools are aiming towards this.</p> <p>The Psychological Services Team within Educational Services is also undertaking the chartermark and working to silver level award</p>	<p>17 secondary establishments are at a variety of stages of their Chartermark journey.</p> <p>The Psychological Services Team within Educational Services</p> <p>Have achieved Chartermark status.</p> <p>One primary establishment has begun the LGBT Chartermark programme.</p>	<p>There are 13 secondary schools involved in Chartermark work at Gold, Silver and Bronze levels. Some of the original schools involved did not feel that the programme was right for them but feedback from the Equalities review shows most schools, including ASL secondary schools, have actively developed their support for LGBT young people.</p> <p>One primary achieved silver Chartermark status and there are a further 6 involved in trying to achieve Chartermark status.</p>	<p>LGBT Youth Scotland continues to work with the schools involved in the Charter programme although progress is slow due to training issues and organising activities involving groups of young people and members of the community is difficult.</p> <p>The new Education Intranet will have a dedicated Equality section with the present LGBT section adding more resources for schools to access.</p>	<p>Early Years focussed on Early Protective Messages with a smaller number on Gender Friendly nurseries.</p> <p>The Gender Friendly nurseries resources are now accessible on the Education Intranet and will be highlighted in May/June 2021.</p>	

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>6.2 Education Services will develop further approaches to delivering anti-racism programmes within the curriculum that is based on partnership work with third-sector partners. This work will include an evaluation of the effectiveness of the curriculum.</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: Education Services</i></p>	<p>Production of actions with the Equalities in Education Working Group leading the programmes.</p> <p>Number and range of organisations working with the service focussing on race equality.</p> <p>Number of partner programmes being delivered in schools.</p> <p>Number of participants.</p>	<p>The Education in Equalities Working Group (EEWG) are working with partners from the Race Equality sector to develop a programme.</p> <p>Two head teachers are working closely with BEEMIS Scotland to undertake research in establishing appropriate resources and quality assuring. These resources will not only be used in Glasgow but across Scotland.</p> <p>Establishments work closely with communities and voluntary sector partners who include;</p> <ul style="list-style-type: none"> <li>• Show racism the Red Card</li> <li>• Hate Crime campaign work</li> <li>• United Nations - Rights of the Child</li> <li>• Wosdec</li> <li>• Local Housing Associations</li> </ul>	<p>The Equalities in Education Working group (EEWG), with partners, are adding resources which can be accessed by establishments through Glasgow On-Line.</p> <p>Partnership projects are instrumental in supporting the anti-racist curriculum and include work undertaken with Police Scotland and Neighbourhoods and Sustainability.</p> <p>Lessons in citizenship are provided across schools and can be complemented by work with community and voluntary organisations to explore themes of discrimination around race.</p>	<p>West Partnership Diversity Officer (based in Glasgow) was appointed to focus on teaching as a career and was extensively involved in developing support networks for Black and Minority Ethnic teachers, delivering training and working on initiatives linked to career development and progression. This seconded appointment was unfortunately postponed as a direct result of COVID-19 challenges and the staff member along with many other having to return to their substantive post. As a direct result of the global events around Black Lives Matter, Education Services with CRER have taken a lead in delivering “Systemic change</p>	<p>Systemic Change in Race Equality, training – this whole school training is currently being launched across a small number of establishments before going citywide.</p> <p>We have established Black Young People’s forum. This group have been instrumental in contributing to our citywide “Systemic change in leadership of Race Equality” programme. They had also recently met with the Deputy First Minister as part of key consultations and have contributed to the Scottish Government considerations for Race Equality in Education. Work with the Black Young Peoples’ group is on-going.</p>	<p>This work has been significantly impacted by the Covid-19 pandemic.</p>	<p align="center"><b>A</b></p>

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
				<p>in leadership – Race Equality”, service wide. This has been delivered to; Education HQ, directorate, EDIS staff, all Secondary and Primary Head Teachers.</p> <p>Exec Director continues to support the Scottish Government-Diversity in Teaching group.</p> <p>Psychological Services is undertaking research into experiences of black Young People. This will assist in ensuring there is clearer understanding on challenges faced by black young people as well as considering staff support needs.</p> <p>Education Services continues to link with the City Hate Crime Group, and recent</p>	<p>The Executive Director and QIO Equalities are working with Scottish Government Race Equality Stakeholders Network.</p> <p>Education HQ are working to support all schools in re-establishing their policy procedures with a new format Equalities Policy.</p> <p>With the head teacher being the lead for the Equalities Policy, all schools will ensure that all developments / plans linked to equalities work will be shared through school annual reporting procedures.</p> <p>We are presently linking/ supporting the Glasgow City Parents Group to introduce Black and minority ethnic members</p>		

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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
				<p>approaches linked to Systemic Change have been shared with partners.</p> <p>Race Equality training has also been delivered to; Probationers program, citywide and the Into Headship program. Input to these groups will be ongoing as new cohorts enrol.</p>	<p>to join the city group. While diversity is important we also want to ensure that Glasgow Parents Forum can also contribute as key partners to our service actions linked to Race Equality.</p> <p>Education Services have established a Curriculum Development Group (Social subjects) and practitioners are presently pulling together learning and teaching resources for Race Equality with both Primary and secondary sector input.</p>		

<b>Output / Action</b>	<b>Measure(s)</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
6.3 Education Services will continue to deliver a programme of anti-	Number and range of programmes	<b>Establishments Delivering Programmes:</b>	<b>Establishments Delivering Programmes:</b>	<b>Establishments Delivering Programmes:</b>	<b>Establishments Delivering Programmes:</b>	<b>Establishments Delivering Programmes:</b>	The work of this team has been significantly	

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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
sectarian education in all schools that is supported by the development of appropriate curriculum, continuous professional development opportunities for all teachers, and workshops delivered by Sense Over Sectarianism.  <i>Protected Characteristic: Religion or belief</i>  <i>Lead: Education Services</i>	being offered across Glasgow schools.	<u>Early Years Rainbow Fish to the Rescue &amp; Pink</u> - 17	<u>Early Years Rainbow Fish to the Rescue &amp; Pink</u> - 14	<u>Early Years Rainbow Fish to the Rescue &amp; Pink</u> - 17	<u>Early Years Rainbow Fish to the Rescue &amp; Pink</u> - N/A	<u>Early Years Rainbow Fish to the Rescue &amp; Pink</u> - N/A	impacted due to visitor restrictions in schools during the COVID-19 Pandemic.	
	Number of participants (children, schools, staff).	<u>Primary Schools P6/P7 - Divided City &amp; Communities United</u> - 117	<u>Primary Schools P6/P7 Divided City &amp; Communities United</u> 127	<u>Primary Schools P6/P7 Divided City &amp; Communities United</u> 101	<u>Primary Schools P6/P7 Divided City &amp; Communities United</u> - 99	<u>Primary Schools P6/P7 Divided City</u> - 23		
		<u>Secondary Schools</u> • S2/S3 - Scarfed for Life – not available • S5/S6 - Employability and Social Media – not available	<u>Secondary Schools</u> • S2/S3 - Scarfed for Life - 27 • S5/S6 - Employability and Social Media - 21	<u>Secondary Schools</u> • S2/S3 - Scarfed for Life - 27 • S5/S6 - Employability and Social Media - 6	<u>Secondary Schools</u> • S2/S3 - Scarfed for Life & • S5/S6 - Employability and Social Media - 29	<u>Secondary Schools</u> • S2/S3 - Scarfed for Life & • S5/S6 - Employability and Social Media - N/A		
			<b>Continuous Professional Development (CPD):</b>  Glasgow Teachers – 8 sessions with 115 Teachers Participating.  Team teaching 87 Teachers	<u>University Lectures</u> • PGDE/MeDU C - 6 • CLD Masters - 6 Team teaching - 128 Teachers	<u>University Lectures</u> • PGDE & MeDUC - 5  Teacher Team Training & CPD - 218 Teachers	<u>University Lectures</u> • PGDE & MeDUC - N/A  Teacher Team Training & CPD - 76 Teachers		<b>A</b>



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

#### LONG-TERM MEASURE

Glasgow Council Family Satisfaction Figures.  
 Citizens feel treated equally by the Council Family.  
 Council Family services are available to everyone.  
 Citizens feel treated with respect by Glasgow City Council.

Overall satisfaction with the Council Family services was broadly in line with the previous wave of the survey, this has increased slightly as 67% were satisfied compared to 65% in 2018. 16% were dissatisfied compared to 18% in 2018 and 15% were neutral in their opinions.

BME respondents continue to express higher levels of overall satisfaction with services than non-BME respondents (73% versus 66% respectively), echoing findings from previous surveys. However there has been a slight decrease from the baseline of 78% in 2016.

In 2018 seven out of ten respondents agreed that the Council's services were available to everyone (73%) and that they personally were treated with respect when dealing with the Council. Fewer, though still a majority, agreed that the Council treated everyone equally (61%) and fairly (59%). These findings show an increase from the figures in 2016.

In 2018, BME residents were more likely to trust the Council (62% compared with 45% of non-BME) and agreed that the Council was good at letting people know about its services (51% vs 38%), provided high quality services (53% vs 46%); and gave residents good value for money (50% vs 39%).

#### Percentage of respondents who agree or strongly agree

	2016	2018	2019
Overall satisfaction with Council Family services	68%	65%	67%
Overall satisfaction with Council Family services (BME)	78%	73%	73%
The Council's services are available to everyone	69%	73%	n/a*
The Council treats everyone equally	53%	61%	n/a*
The Council treats everyone fairly	49%	59%	n/a*

Source: [Glasgow Household Survey](#)

\* The noted questions were not asked as part of the 2019 survey therefore the most recent information is from 2018. New measures for this area have been identified for the equality outcomes 2021 to 2025.

## OUTCOME 7




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

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

General Duty: Advancing equality of opportunity

Strategic Plan Theme: Excellent and Inclusive Education

## HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
7.1 Glasgow's Improvement Challenge is a city-wide approach to improvement in schools from 2015 to 2020. One of the main aims is to raise attainment in literacy and numeracy through targeted support and 119 primary schools have been selected on the basis of the percentage of children in each school living in the most deprived	Participation and attainment results of pupils with the specified protected characteristics will be recorded and monitored.	<u>2016 ACEL Census</u>  <b>% S3 Pupils achieving at third level or above by gender</b>  <u>Reading</u> • Male: 87.6% • Female: 93.9% • EAL: 86.7%  <u>Writing</u> • Male: 85.7% • Female: 92.9%	<u>2017 ACEL Census</u>  <b>% S3 Pupils achieving at third level or above by gender</b>  <u>Reading</u> • Male: 82.3% • Female: 91.6% • EAL: 81.1%  <u>Writing</u> • Male: 79.6% • Female: 90.3%	<u>2018 ACEL Census</u>  <b>% S3 Pupils achieving at third level or above by gender and EAL</b>  <u>Reading</u> • Male: 85.6% • Female: 93.6% • EAL: 84.5%  <u>Writing</u> • Male: 84.4% • Female: 93.6%			Due to the COVID-19 Pandemic there was no ACEL data collected in June 2020.	

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>postcodes. There are over 31,000 children in the selected primary schools of which nearly 21,000 live in the 20% most deprived postcodes.</p> <p><i>Protected Characteristic: Disability, Race, Sex</i></p> <p><i>Lead: Education Services</i></p>		<ul style="list-style-type: none"> <li>EAL: 84.7%</li> </ul> <p><u>Listening &amp; Talking</u></p> <ul style="list-style-type: none"> <li>Male: 87.4%</li> <li>Female: 93.8%</li> <li>EAL: 85.1%</li> </ul> <p><u>Numeracy</u></p> <ul style="list-style-type: none"> <li>Male: 84.4%</li> <li>Female: 89%</li> <li>EAL: 85%</li> </ul>	<ul style="list-style-type: none"> <li>EAL: 78.5%</li> </ul> <p><u>Listening &amp; Talking</u></p> <ul style="list-style-type: none"> <li>Male: 84.6%</li> <li>Female: 92.5%</li> <li>EAL: 82.8%</li> </ul> <p><u>Numeracy</u></p> <ul style="list-style-type: none"> <li>Male: 83.1%</li> <li>Female: 88.5%</li> <li>EAL: 84.5%</li> </ul>	<ul style="list-style-type: none"> <li>EAL: 85.0%</li> </ul> <p><u>Listening &amp; Talking</u></p> <ul style="list-style-type: none"> <li>Male: 87.1%</li> <li>Female: 94.2%</li> <li>EAL: 86.5%</li> </ul> <p><u>Numeracy</u></p> <ul style="list-style-type: none"> <li>Male: 81.6%</li> <li>Female: 87.2%</li> <li>EAL: 86.6%</li> </ul>				
	<p>Further annual analysis will assist in considering additional and/or alternative approaches in improving literacy and numeracy for pupils.</p>	<p>n/a</p>	<p>All professional learning programmes in literacy and numeracy are developed based on current research and evidence based approaches.</p> <p>This session there has been further emphasis on meeting pupil needs across both literacy and numeracy</p>	<p>There has been increased and enhanced partnership working with Glasgow Dyslexia Support Service (GDSS) and the English as an Additional Language (EAL) Service.</p> <p>There has been an increase in additional support for listening and talking via vocabulary programmes</p>	<p>The GIC team developed 'Learning at Home' resources to help embed consistency of high quality learning experiences during lockdown, particularly for children in Target Intervention Groups. There was a series of training webinars offered to support this.</p> <p>Our partnership with Glasgow Life led to the 'Glasgow Loves Reading' programme where all schools were given access online to books and approaches to promote reading for enjoyment. This delivered equity through bespoke packs made and delivered to targeted children – packs included hard copies of books and learning materials.</p> <p>GIC and the EAL team coordinated articles for Glasgow Times learning</p>		<p>There was a partnership with Farmfoods allowing us to produce resource packs, including concrete numeracy and literacy materials and essential stationery packs that were distributed to all schools in particular to support their children in danger of missing out during lockdown.</p>	

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
			<p>training This is delivered by the leaders of learning team with partners from Glasgow Dyslexia Support Service and the English as an Additional Language Service. Teachers' feedback was extremely positive. Almost all stated in exit survey that the content had been immediately relevant to their classroom practice.</p>	<p>from both GDSS and EAL Services.</p> <p>There continues to be good attendance and feedback for the following well-established programmes:</p> <ul style="list-style-type: none"> <li>• Playing with Sounds (Family Learning).</li> <li>• Phonological Awareness</li> <li>• Spelling and Meeting Learners' Needs in writing</li> </ul> <p>The Phonological Awareness programme has been enhanced by additional music input.</p>		<p>at Home. This was across a number of workstreams. The Literacy for All and Glasgow Counts team specifically created weekly spreads. Attention was made to activities being inclusive in terms of access to resources and engaging families.</p> <p>The Leaders of Early learning team also created Glasgow Ties articles and materials for nurseries for Learning at Home and Glasgow Outdoors.</p> <p>Training was moved almost exclusively to online webinars and these were extremely popular with teachers.</p> <p>The GIC team is coordinating a group of Challenge Leaders of Learning. The group are creating content for the West Partnership Online School. In addition to having a guidance and QA role, the Leaders of Learning are also creating materials to OS which will provide greater access to evidence based pedagogical approaches that are seen to have an impact on closing the poverty related attainment gap.</p>		

**OUTCOME 8**

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

*General Duty: Advancing equality of opportunity*



*Strategic Plan Theme: A Vibrant City & A Well Governed City that Listens and Responds*

**HOW WE WILL DELIVER THIS OUTCOME**

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>8.1 Glasgow Life will improve and develop its existing informational brochure to create tailored ones, such as one for people with a disability and one that outlines the free services provided by Glasgow Life.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Production of new brochures, the protected characteristics covered, and any feedback from the process.</p>	<p>'Glasgow Your Essential Guide' brochures produced and distributed: 1<sup>st</sup> edition 20,000 copies 2<sup>nd</sup> edition 10,000 copies</p> <p>Specially designed accessible brochure printed for the Unlimited disability arts festival.</p>	<p>'Glasgow Your Essential Guide': 3<sup>rd</sup> edition: 10,000 copies</p> <p>Six top foreign languages spoken in Glasgow</p> <p>'Glasgow Your Essential Guide' printed (2,000 copies each): Punjabi, Urdu, Arabic, Polish, Mandarin &amp; Romanian.</p>	<p>'Glasgow Your Essential Guide': 2,000 copies</p> <p>Available in 6 community languages commonly used in Glasgow; Arabic, Mandarin, Polish, Punjabi, Romanian &amp; Urdu.</p> <p>Glasgow Museums has published its 'Away for the Day' brochure in 6 community languages on the Glasgow</p>	<p>'Glasgow Your Essential Guide': available online for download in 6 community languages.</p>	<p>All information is now available in digital format. Full accessibility audits on all Glasgow Life managed websites underway.</p>	<p>The browse aloud feature on the Glasgow Life website facilitates translation of information into many languages.</p>	<div style="border: 1px solid black; width: 20px; height: 20px; background-color: yellow; margin: 0 auto;">A</div>


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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
				Life website <a href="#">here</a> .				

Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>8.2 Glasgow Life will run information road shows at city and community events to raise awareness about its services, particularly those for people with protected characteristics.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	Number of road shows delivered and to which protected characteristic group.	Glasgow Life held a stall at MELA 2017 information included job and volunteer opportunities and general service provision.	<p>Glasgow Life held a stall at MELA 2018, information included an HR representative talking to visitors about job and volunteer opportunities and general service provision.</p> <p>Service information and links to local services were highlighted at the European Championships', community health orientated festival at Glasgow Green.</p>	Meeting facilitated at a local disability session regarding services on offer for disabled people and how we can improve them. (February 2019).	<p>Unable currently to run information road shows due to COVID-19 restrictions.</p> <p>The MELA was moved to a digital offer to celebrate 30 years. It was extended over an 11-day period with views of over 5,100.</p>		
<p>8.3 The Council will develop and deliver an approach to its communication that meets the principles of Inclusive Communication.</p> <p><i>Protected Characteristic: All</i></p>	Development and implementation of a systematic policy for communication that sets out the Council's approach to meeting the	This action will be progressed during in line with the development of the Councils Communications Strategy. An update on the development of the strategy was presented to the <a href="#">General Purposes</a>	A modern communications strategy is currently under development and will be presented to the General Purposes Policy Committee in due course.	Staff pressure caused by the Council's response to COVID-19 delayed the completion of the new communication strategy.	A plan has been recently undertaken to review documents uploaded to our external website to comply with the new public sector website accessibility legislation. This included issuing		


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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<i>Lead: Chief Executive's Department</i>	principles of Inclusive Communication.	<a href="#">Policy Committee</a> on 17 April 2018.			support guides/process information to dedicated council web authors, and mass communications to all staff via their managers to understand and know how to create accessible information - so that it can be easily read online. A series of British Sign Language videos were produced explaining changes to services impacted by COVID-19 <a href="#">here</a> .		
8.4 With the involvement of deaf and hearing-impaired people, the Council will develop a local delivery plan that supports the British Sign Language (Scotland) Act 2015.  <i>Protected Characteristic: Disability</i>	Involvement of local deaf and hearing impaired people in the development of plan; and Elected member agreement of a local plan.	A programme of consultation with the BSL community is underway to develop the Glasgow Council Family BSL Action Plan.	Glasgow's first British Sign Language (BSL) Action Plan, was agreed by City Administration Committee on <a href="#">15 November 2018</a> and published in BSL on the <a href="#">GCC website</a> . This six-year plan was developed in conjunction with a number of deaf	Complete Next steps will be reported under 8.5.			

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p><i>Lead: Chief Executive's Department</i></p>			<p>organisations and consultation with BSL users.</p> <p>The plan includes a range of actions against the following themes;</p> <ul style="list-style-type: none"> <li>• Across all our Services</li> <li>• Family Support, Early Learning and Childcare</li> <li>• School Education</li> <li>• Training, Work and Social Security</li> <li>• Health (including social care), Mental Health and Wellbeing</li> <li>• Culture and the Arts</li> <li>• Justice</li> <li>• Democracy</li> </ul> <p>Further information on the staged consultation process and the actions identified can be accessed <a href="#">here</a>.</p>				
<p>8.5 Develop a BSL user reference group with local BSL users to support the implementation of the local action plan.</p>	<p>Formation of group.</p> <p>Identification of local</p>	<p align="center">New</p>	<p align="center">New</p>	<p>An update on the implementation of the BSL Action Plan was presented to the <a href="#">General Purposes City Policy Committee</a> on 21<sup>st</sup> January 2020.</p>		<p>The BSL user reference group has been utilised during COVID-19 response, along with local BSL organisation, to raise</p>	<p align="center"></p>

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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<p><i>Protected Characteristic: Disability</i></p> <p><i>Lead: Chief Executive's Department</i></p>	priorities from 6-year plan.				<p>This update included an overview of the first meeting of Glasgow's BSL user reference group. This took place on Tuesday 1st October 2019, with 19 BSL users in attendance. Officers aimed for the group to be informal and conversational in order for attendees to be confident that their opinions are recognised and to establish consistent two-way communication in a way that has not been done in Glasgow before. The session included an update from key officers from across the Council Family and a session led by members of the BSL community, participants split into groups and had the opportunity to share views and questions with Council Family Officers. Groups were asked to discuss priority actions from the action plan.</p>	<p>awareness of a dedicated <a href="#">COVID-19 page for BSL users</a>. The content of this page mirrored that of the main COVID-19 page to ensure BSL users had up to date information on service changes.</p>	

**OUTCOME 9**

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

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: A Vibrant City*

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**HOW WE WILL DELIVER THIS OUTCOME**

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>9.1 Glasgow Life will introduce technological and adaptive tools designed to assist customers in accessing services.</p> <p><i>Protected</i> <i>Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Range of technology introduced to assist service access.</p>	<p>The Resource Unit for Visually Impaired People (RUVI) with a range of access technologies is based in the Mitchell Library.</p>	<p>ZOOM software (magnifier/reader) for low vision readers is available at 31 community libraries.</p> <p>JAWS software (Microsoft Windows screen reader) is available at 4 community libraries.</p>	<p>The equipment at the Resource Unit for Visual Impairment (RUVI) at the Mitchell Library has been upgraded.</p> <p>14 libraries have been installed with self-service kiosks since 2017.</p>	<p>No other adaptations due to work focussing on maintenance of closed venues and re-opening and re-closing of others.</p>	<p>The completion of installation of a fully compliant Changing Places facility at Riverside Museum was paused due to COVID-19 restrictions.</p> <p>No other adaptations completed due to work focussing on maintenance of closed venues and re-opening and re-closing of others.</p>	<p>Information unavailable from facilities team due to COVID-19.</p> <p>Not all venues are likely to re-open in the near future due to funding constraints thus some previous adaptations are within closed venues.</p>	<p>A</p>
<p>9.2 Glasgow Life will work to improve venue access, both through physical adaptations and cultural ones.</p> <p><i>Protected</i> <i>Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Number and type of adaptations/improvements made.</p>	<p>Glasgow Museums staff have been trained and accredited to offer British Sign Language (BSL) guided tours.</p> <p>4 X BSL Level 1 1 X BSL Level 6</p> <p>Changing Places toilets are available at Kelvinhall and</p>	<p>Activities to improve access this year include:</p> <ul style="list-style-type: none"> <li>Improved signage for dementia installed in 9 libraries and 2 community centres.</li> <li>Power assistance added to main entrance doors in</li> </ul>	<p>Adaptations to improve access this year include:</p> <ul style="list-style-type: none"> <li>Accessible toilet installed at Riddrie Library</li> <li>Automatic doors installed at Barlanark Community Centre.</li> </ul> <p>Gender Neutral toilet pilot was undertaken at Tramway, the results of this are currently being</p>	<p>Autism Sensory Kits and opening hours provided at 3 museum sites: Riverside, St Mungos and Gallery of Modern Art details <a href="#">here</a>. Autism family friendly sessions developed and delivered throughout the year (once monthly and during school holiday periods</p>	<p></p>	<p></p>	<p>A</p>

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
		<p>Kelvingrove Bowls</p> <p>Glasgow Life participated in the nation-wide Disabled Access Day. As part of this, participants were surveyed for physical access feedback. Some areas for improvement included:</p> <ul style="list-style-type: none"> <li>• buildings were lifts were not working</li> <li>• poor parking facilities</li> <li>• doorways</li> <li>• there was also some comments on the need for clear signage and quietness for people with autism.</li> </ul>	<p>Shettleston Library.</p> <ul style="list-style-type: none"> <li>• Automatic doors installed in Whitehill Pool and Ruchazie Community Centre</li> <li>• Gallery of Modern Art (GoMA) and Library introduced an early opening hour for quiet time and Autism-friendly family workshop.</li> <li>• Gender Neutral signage was put in place for Arkira Arts Company for those who identify as non- binary. This was in keeping with the nature of the arts events which would attract an audience including</li> </ul>	<p>analysed and a report is to be finalised.</p>	<p>– as part of Glasgow’s autism city centre friendly initiative)</p> <p>Gender neutral toilet provision operates at the Tramway and has also been introduced at the Gallery of Modern Art (Gendered toilet provision is also available at both venues).</p> <p>Series of free dementia – friendly concerts held at Glasgow Royal Concert Hall (externally funded).</p>			

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
			those identifying as non- binary.					

Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>9.3 Glasgow Life will continue to deliver programmes of sport and physical activity that are tailored to support disabled people become more active.</p> <p><i>Protected Characteristic: Disability</i></p> <p><i>Lead: Glasgow Life</i></p>	Number of programmes and range offered.	<p>Adult and Children's programmes same for 2016/17 and 2017/18.</p> <p><b>Adult programme (18+) (sessions per week)</b></p> <ul style="list-style-type: none"> <li>Gorbals: Boccia (1) and Circuits (1)</li> <li>Scotstoun: Gym (2) and Swimming (multiple sessions in 2hr period)</li> <li>Springburn: Gym (1)</li> <li>Easterhouse: Swimming (multiple sessions in 2hr period)</li> </ul> <p><b>Children's Programme (5-18) (sessions per week)</b></p> <ul style="list-style-type: none"> <li>Scotstoun: Multi-sports (1) and Football (10yrs+) (1)</li> <li>Holyrood:</li> </ul>	<p><b>Adult programme (18+)</b> 16 sessions per week.</p> <p>Sports/activities include:</p> <ul style="list-style-type: none"> <li>Boccia</li> <li>Circuit classes</li> <li>Gym sessions</li> <li>Basketball</li> <li>Football</li> <li>Swimming</li> <li>Multisports</li> </ul> <p><b>Children's Programme (5-18)</b> 15 sessions per week.</p> <p>Sports/activities include:</p> <ul style="list-style-type: none"> <li>Multisports</li> <li>Basketball</li> <li>Football</li> <li>Swimming</li> </ul>	<p><b>Adult programme (18+)</b></p> <p>Sports/activities include:</p> <ul style="list-style-type: none"> <li>Boccia</li> <li>Circuit classes</li> <li>Gym sessions</li> <li>Basketball</li> <li>Football</li> <li>Swimming</li> <li>Multisports</li> </ul> <p><b>Children's Programme (5-18)</b></p> <p>Sports/activities include:</p> <ul style="list-style-type: none"> <li>Multisports</li> <li>Basketball</li> <li>Football</li> <li>Learn to Swim</li> </ul>	Sessions ceased in March 2020 due to the first lockdown of the COVID-19 Pandemic.	<p>The pilot programme led to the creation of several new sessions within the children's and adult programmes, unfortunately due to staff turnover and lack of attendances these sessions did not continue beyond the pilot stage.</p> <p>Attendances affected by staffing challenges. Disability Sport programmes currently not running due to COVID-19 restrictions.</p>	<b>A</b>

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
		Multi-sports(1) <ul style="list-style-type: none"> <li>• <u>Donald Dewar: Basketball (1)</u></li> <li>• <u>Swimming (multiple sessions in 3hr period): Whitehill, Bellahouston, Gorbals and Scotstoun</u></li> </ul>					
	Number of attendees.	<b>Disability programmes:</b> <ul style="list-style-type: none"> <li>• Children: 4111</li> <li>• Adult: 3760</li> <li>• ASN: 5273</li> <li>• Holiday Programme: 553</li> </ul> <b>Total: 13697</b>	<b>Disability programmes:</b> <ul style="list-style-type: none"> <li>• Children: 3407</li> <li>• Adult: 3547</li> <li>• ASN: 4218</li> <li>• Holiday Programme: 421</li> </ul> <b>Total: 11593</b>	<b>Disability programmes:</b> <ul style="list-style-type: none"> <li>• Children: 772</li> <li>• Adult: 808</li> <li>• ASN: 1285</li> <li>• Holiday Programme: N/A</li> </ul> <b>Total: 2865</b>			

**OUTCOME 10**

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

*General Duty: Fostering Good Relations*

*Strategic Plan Theme: Resilient and Empowered Neighbourhoods*

**HOW WE WILL DELIVER THIS OUTCOME**

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>10.1 Glasgow Life will co-produce services with protected characteristic groups or in partnership with the relevant third sector organisations.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Number and description of services co-produced or developed in partnership.</p>	<p>Led by the Scottish Refugee Council, Glasgow Museums &amp; Mitchell Archives department held an exhibition and research project with new Scots in Glasgow 'Lest We Forget: WWI – Refugees Then and Now'</p> <p>Glasgow Life redesigned and co-produced guidance on transgender use of changing facilities with LEAP Sports.</p>	<p>Glasgow Life provided support to Campaign to End Loneliness (Glasgow) sector meetings held in October 2017. There were 50 attendees from local and national organisations supporting older people.</p> <p>The Share My Table exhibition and performance was created with asylum seekers and refugees in the city in partnership with Scottish Refugee Council. This exhibition focussed on migration experiences.</p> <p>Through the Esmee Fairbairn fund, Glasgow Museums has appointed an assistant curator to guide a contemporary community collection around migration.</p>	<p>The dementia programme in the North East of the city was designed in partnership with people with dementia and their carers.</p> <p>Following user consultation, engagement and a trial programme of activities, a revised pilot of sports sessions for disabled people is underway.</p>	<p>The pilot dementia programme ran (funded by the Life Changes Trust) and was reviewed externally, after which we were advised to submit a bid for further funding.</p> <p>Glasgow Life ran a mystery visitors programme with assistance from members of Glasgow Disability Alliance. The aim was to assess how accessible the venues visited and customer experience were.</p> <p>Twice weekly Badminton sessions were developed with the partner organisation: Semsal (an</p>	<p>Dementia project put on hold due to COVID-19, it is now being designed to go online following discussions with the funder (Life Changes Trust).</p> <p>Glasgow Life (Museums) has appointed a curator for slavery and empire who will work with community groups etc. in devising content in relation to Glasgow's role in the slave trade.</p> <p>Glasgow Life (Libraries) has communicated with the Glasgow public regarding their experiences during lockdown</p>	<p>Group sessions/ programmes currently not running due to COVID-19 restrictions however some may go online.</p>	<p align="center"><b>A</b></p>

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
			<p>With current prisoners in Barlinnie the Glasgow Museum's Open Museum programme developed an exhibition on Barlinnie Special Unit which was installed in Kelvingrove Museum community display area.</p>		<p>organisation that works with the Black and Minority Ethnic community). These are women only sessions and are led by a qualified female instructor from SEMSA who she is a volunteer. Location: Holyrood Sports centre—average number per weekly session: 14. KelvinHall – average number of attendances per weekly session:18</p>	<p>and is putting together an archive for the city, collated from postcards that were distributed and returned with comments. This included home distribution to older people in the East end of the city as well as being available online.</p>		
<p>10.2 Glasgow Life will form a developmental group of employees who work with older people to facilitate the sharing of good practice, exploit cross marketing potential and</p>	<p>Formation of group.</p>	<p>n/a</p>	<p>Two cross service meetings were held to share information across service areas. The meetings identified the following barriers to effective service delivery:</p> <ul style="list-style-type: none"> <li>• understanding audiences</li> </ul>	<p>Meetings were held in June 18 and January 19.</p>	<p>Glasgow Life Age Well Event (Oct 19) for Glasgow based organisations working with older people – 78 attended.</p> <p>Glasgow Life Age Well Event report</p>	<p>Proposed city events showcasing the services available for older people (scheduled for May 2020) were cancelled due to COVID-19.</p>	<p>A few online events have been held however not all venues are likely to re-open in the near future due to funding constraints.</p>	<p align="center"><b>A</b></p>

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>develop best practice.</p> <p><i>Protected</i></p> <p><i>Characteristic: Age</i></p> <p><i>Lead: Glasgow Life</i></p>			<ul style="list-style-type: none"> <li>communication (internal)</li> <li>communication (external)</li> </ul>		<p>presented at GL Extended Management Team Meeting (Feb 20) with recommendations for service development.</p> <p>Example programming:            GL Arts <u>Music and Memories</u> (Oct 19)            GL Museums <u>Ageing Well Programme</u>            GL Sports <u>Good Move Walking</u></p>			
	<p>Examples of influence on service delivery.</p>	<p>n/a</p>	<p>Too early in the process to be able to report on examples.</p>	<p>Actions have been identified to mitigate the barriers that were identified last year. This includes mapping older people's service provision across Glasgow Life service areas and meeting</p>	<p>Promotes and establishes Glasgow Life cross-service working – only example of audience/theme based cross-service working – a paradigm example.</p>			

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
				with marketing and communication s colleagues to discuss abilities to develop a clear older people’s offer.				
<p>10.3 Public consultation exercises will form a key part of investment strategies to ensure that infrastructure maintenance and developments are informed by local communities. Consultations with equality groups to address accessibility issues will improve availability on footpaths and footways for wheelchair users and people with reduced mobility.</p> <p><i>Protected Characteristic: Age &amp; Disability</i></p>	Reduction in number of complaints received.	<p>12 Footway/ footpath access complaints</p> <p>120 <b>Total complaints relating to footways</b></p>	<p>7 Footway/ footpath access complaints</p> <p>64 Total complaints relating to footways</p>	<p>6 Footway/ footpath access complaints</p> <p>82 Total complaints relating to footways</p>	<p>28 Footway/footpath access complaints</p> <p>42 Total complaints relating to footway</p>		<p>The accessibility complaint database has not been maintained during the Pandemic.</p>	

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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<i>Lead: Neighbourhoods and Sustainability</i>								
10.4 The Council will continue to educate and enforce against the inappropriate placement of commercial advertising (“A-boards”) on paths and sidewalks that hinder movement by wheelchair users and people with reduced mobility.  <i>Protected Characteristic: Age &amp; Disability</i>  <i>Lead: Neighbourhoods and Sustainability</i>	Number of enforcement notices issued	102	9	27	14		No notices issued during the Pandemic.	
10.5 Glasgow’s Road Safety Partnership has identified older (60 years and older) pedestrians as a key priority. The partnership will continue to deliver an enforcement, education and publicity campaign to reduce the	Number of annual visits/ presentations undertaken by the NS Road Safety Unit.	16 premises visited 581 pedestrians targeted	27 premises visited 2046 pedestrians targeted.	20 premises visited 2400 pedestrians targeted	30 premises visited 3200 pedestrians targeted	0 premises visited due to COVID-19. Pedestrians targeted via social media and advertising instead		
	Reduction in the number of older pedestrians	1 fatal 16 seriously injured	3 fatal 14 seriously injured Total killed or seriously injured: 17	4 fatal 16 seriously injured	4 fatal 21 seriously injured	1 fatal 10 seriously injured		

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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<p>number of older pedestrians killed or seriously injured on Glasgow's roads. The campaign will generally include: a programme of visits by Neighbourhoods and Sustainability and Police Scotland to elderly people's groups, TV and newspaper advertising for pedestrians and drivers, and working with First Bus to improve driver awareness of vulnerable pedestrians.</p> <p><i>Protected Characteristic: Age</i></p> <p><i>Lead: Neighbourhoods and Sustainability</i></p>	killed or seriously injured.	Total killed or seriously injured: 17		Total killed or seriously injured: 20	Total killed or seriously injured: 25	Total killed or seriously injured: 11		

**Improvement Aim 4: Promote and Support Respect for Equality and Diversity**

**LONG-TERM MEASURE**

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

Number of recorded incidents of domestic abuse.

Recorded incidences of hate crime.

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

Source: [Scottish Government](#)

There were 112 incidents of domestic abuse recorded by the police in Scotland per 10,000 population in 2018-19. This figure has been consistent since 2015/16. At a local authority level, Glasgow City has recorded the highest incident rates, with 147 per 10,000 population.

Where gender information was recorded, around four out of five incidents of domestic abuse in 2018/19 had a female victim and a male accused. This proportion has remained very stable since 2011/12. The proportion of incidents with a male victim and a female accused (where gender was recorded) was 16%. Again, this proportion has remained stable, ranging from 16-18% since 2011/12.

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

Source: [Scottish Government](#)

In 2018/19 there were 60,641 incidents of domestic abuse recorded by the police in Scotland, an increase of 2% on the previous year. These levels have remained relatively stable since 2011/12, with around 58,000 to 61,000 incidents a year.

- **Hate Crime: Number of Charges Reported in Glasgow**

Source: [Crown Office and Procurator Fiscal Service](#)

Hate crime is any crime motivated by prejudice that is based on: race, religion, sexual orientation, disability, or transgender identity. Below are the figures for Reported incidents.

	2015/16	2017/18	2018/19	2019/20
Racially aggravated crime	964	930	729	689
Religiously aggravated crime	173	188	154	254
Disability aggravated crime	40	55	52	70
Sexual orientation aggravated crime	333	270	281	343
Transgender identity aggravated crime	6	14	*Under 5	*Under 5

\*Under 5 noted so as not to identify individuals

**OUTCOME 11**

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

*General Duty: Fostering Good Relations*

*Strategic Plan Theme: A Vibrant City*

**HOW WE WILL DELIVER THIS OUTCOME**

Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>11.1 The Council will continue to support and work with the Roma community to improve the socio-economic conditions of the 3,500 plus Roma who have settled in Glasgow from Central, Southern and Eastern Europe.</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: Development and Regeneration Services</i></p>	<p>URBACT is an urban development programme that facilitates cities working together to address common urban issues. Development and Regeneration Services are leading an URBACT inclusion project, focused on the Govanhill area, that will focus on neighbourhood deprivation and finding new ways of resourcing and community involvement. The project is still in an early phase; plans and appropriate</p>	<p>The URBACT Project is at mid-point and an implementation plan has been developed with a series of actions to support people in Govanhill area. A wider approach has been adopted to support the whole diverse community rather than particular groups.</p>	<p>The URBACT project is now complete with the final conference in Barcelona on 27<sup>th</sup> and 28<sup>th</sup> March. Glasgow presented 2 case studies – one on social enterprise development and one on Annette St primary and how it is developing a more inclusive educational model for young migrant children.</p>	<p>This programme is now complete.</p> <p>This action remains a priority for Glasgow, progress will continue to be measured through Inclusive Cities below.</p>	<p>See Inclusive Cities activity below.</p>	<p>See below</p>	

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
	<p>measures are being developed.</p> <p>Continue to work with Inclusive Cities to further develop Glasgow’s welcoming approach to newcomers in the city and ensure our migrant community contribute to and benefit from inclusive economic growth.</p>	<p>Inclusive Cities was launched with an Inclusive Cities Steering Group formed consisting of multiple stakeholders from across the city. Leader and Operational Lead Officer attended exchange in US including Pittsburgh (Now Partner City).</p>	<p>Inclusive Cities Framework established creating baseline for partner Local Authorities working with migrant communities can be found <a href="#">here</a>.</p>	<p>Glasgow attended Phase 2 project meeting in Cardiff on 21 October 2019. The meeting included a political roundtable which the Leader of the Council attended. The outcome will form the basis of the 3-year programme moving forward.</p>	<p>Due to the COVID-19 Pandemic, focus shifted and Cities jointly produced briefings on migrant access to information during the Pandemic. Education via EAL provided case studies on educational information shared during lockdown, targeting EAL students. Online meetings with cities were held on 12<sup>th</sup> and 13<sup>th</sup> November 2020 to agree next objectives.</p>	<p>In November 2020, Glasgow presented its current workplan for the inclusion of migrants. This included the continued work of EAL, staff training, work via EMME project, motions to support Black Lives Matter and slavery museum etc.</p>	<p align="center"><b>G</b></p>

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<b>Output / Action</b>	<b>Measure</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<p>11.2 Glasgow Life will deliver events and initiatives that celebrate and promote equality and diversity, for example the MELA (a celebratory event of South Asian culture).</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Number of events/initiative delivered.</p> <p>Number of attendances.</p>	<p>The Unlimited Arts Festival was held in September 2016</p>	<p>MELA 2017 won Best UK Mela (UK Bhangra Awards). Approximately 40,000 attendances.</p> <p>GlaswegAsians Exhibition: 14616 attendances</p> <p>Glasgow Sport hosted its first 'Welcome Football Festival' - 64 footballers/8 teams competed.</p>	<p>MELA 2018 had approximately 45,000 attendances.</p> <p>Queer Times exhibitions opened on World Aids Day 2018: 6,489 attendances.</p> <p>Unlimited arts festival encompassing dance, film, and art (showcasing disabled artists and performers) held at Tramway in October 2018. approximately 700 attendees.</p> <p>Inner Level talk focused on inequality, income and health: approximately 100 attendees</p>	<p>MELA 2019 had approximately 41,000 attendances.</p> <p>Supported Hate Crime Awareness Week by delivering leaflets urging people to report hate crime and telling them how to do it to all 33 libraries in the city. (leaflets included some in community languages most spoken in Glasgow)</p> <p>Supported the White ribbon campaign (violence against women) by delivering ribbons to the</p>	<p>The MELA was cancelled in physical format due to COVID-19.</p>	<p>The MELA was moved to a digital offer to celebrate 30 years. It was extended over an 11-day period with views of over 5,100.</p>	<div style="border: 1px solid black; width: 20px; height: 20px; background-color: yellow; margin: auto;">A</div>

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Output / Action	Measure	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
					<p>33 libraries in the city</p> <p>Held an author talk in relation to the Fairer Scotland Duty with invited audience on the life effects of being born into poverty (LowBorn event).</p>			
<p>11.3 The Council Family will continue to support the Integration Networks via Grant Funding and development support.</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: Community Empowerment Services</i></p>	<p>Number of local cultural events held per year.</p>	<p>114 events across 9 networks.</p> <p>These events enable community integration and celebrate the many cultures of different ethnic groups in Glasgow. They range from local galas and community fun days to</p>	<p>110 events across eight networks – Greater Pollok network closed in 2017.</p> <p>In addition to similar events held in 2016/17, there are also 91 regular groups and classes which are not ‘events’ but provide regular cultural activities and opportunities for community integration</p>	<p>Challenges were highlighted in measuring progress against this action, as detailed in the tables. However, this action remains a priority for Glasgow, particularly within the Black and Minority Ethnic (BME) community, including refugee and asylum seekers. Therefore, the action has been amended with a</p>	<p>This action was superseded at the mid-point review, future action will be presented at 11.6.</p>			<p>See 11.6</p>


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<b>Output / Action</b>	<b>Measure</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
		community food events. Positive feedback from public communities.	This is information not currently collected from the Integration Networks. Although networks are asked if they engage with service users and if feedback is incorporated this is not currently formalised.	specific focus on the BME community and a suit of 4 measures were put in place to measure progress as at action 11.6.				
11.4 Glasgow Life will continue to deliver the <i>Glasgow: A Sectarian City?</i> programme in museums to educate young people about sectarianism. [Dependent on the continuation of the Class Connections transport scheme for schools and on the educational	Number of attendances.	20 workshops 464 students (458 primary and 6 secondary)	27 workshops 590 students (543 primary and 47 secondary)	15 workshops 401 students (371 primary and 30 secondary)	15 workshops 312 students (all primary school)	No workshops were held due to the COVID-19 Pandemic.	Number of sessions/ attendances affected by reduction of, then withdrawal of, the free Class Connections buses in 2018/19 and 2019/20.	<b>A</b>

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<b>Output / Action</b>	<b>Measure</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<p>priorities of each school.]</p> <p><i>Protected Characteristic: Religion or belief</i></p> <p><i>Lead: Glasgow Life</i></p>								
<p>11.5 The Council will review its approach to communicating and promoting awareness about equality and diversity</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Chief Executive's Department</i></p>	<p>Review conducted and recommendations made.</p>	n/a	<p>There is a variety of information to promote equality to staff on Connect, as detailed under Outcome 12.</p> <p>There is also a wide range of training opportunities available to staff on GOLD, as detailed under Outcome 5.</p>	<p>It was identified that there is some duplication with this action. It is proposed that future reporting towards Peer Support Networks and Diversity Champions is reported at Outcome 12 and best practice and information sharing is reported at action 5.2.</p>	<p>This action was superseded at the mid-point review, future action will be presented at outcome 12 and action 5.2.</p>			<p>See 12 and 5.2</p>
<p>11.6 The Council Family will continue to support BME organisations and Integration Networks via Grant Funding and development support.</p>	<p>Number of local cultural events held per year.</p> <p>Number of ESOL classes</p> <p>Number of individuals supported through case work/</p>	<p>114 events across 9 networks.</p> <p>New</p> <p>New</p>	<p>110 events across 8 networks</p> <p>New</p> <p>New</p>	<p>156 events across 7 networks</p> <p>2656 across the city</p> <p>2,127 individuals supported</p>	<p>Due to COVID-19 regular events were suspended by most organisations and there will be different outputs – many organisations delivered different activities eg. foodbank services etc, but until the full annual</p>			

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<b>Output / Action</b>	<b>Measure</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<i>Protected Characteristic: Race</i>  <i>Lead: Community Empowerment Services</i>	signposting services						monitoring is completed, this detail is unknown.	
	Number of programmes directed at supporting Glasgow's BME community.	New	New	125 programmes				


## OUTCOME 12

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


*General Duty: Eliminating discrimination, harassment and victimisation*

*Strategic Plan Theme: A Well Governed City that Listens and Responds*

## HOW WE WILL DELIVER THIS OUTCOME



Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
12.1 The Council will introduce dedicated telephone assistance helplines for employees: <ul style="list-style-type: none"> <li>• Who are carers</li> <li>• Who have a disability</li> <li>• Who are LGBT</li> <li>• Who are black or minority ethnic</li> <li>• Who are women in the workplace</li> </ul> <p><i>Protected Characteristic: Disability, Gender reassignment, Race. Sex &amp; Sexual orientation</i></p>	Number of calls to telephone lines.	Scope and requirements for lines have been agreed with provider.	In conjunction with Prism (LGBTI+) Employee Peer Support Network and BME Employee Peer Support Network lines have been launched for employees who are LGBTI+ and BME.	The lines launched in conjunction with Prism and the BME Employee Peer Support Network remain in use.	The lines remain in use.		

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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<i>Lead: Corporate HR</i>							
<p>12.2 The Council will develop employee peer support networks for employees with the following protected characteristics:</p> <ul style="list-style-type: none"> <li>• Disability</li> <li>• LGBT</li> <li>• Race and religion or belief</li> </ul> <p><i>Protected Characteristic: Disability, Gender reassignment, Race, Religion or belief, Sex &amp; Sexual orientation</i></p> <p><i>Lead: Corporate HR</i></p>	<p>Development of networks.</p> <p>Number of attendances.</p>	<p>The Women’s, LGBT, BME and Carers networks have been established.</p> <p>There are 423 members across networks.</p> <p>BME – 36 (just launched) Carers – 120 Disabled – 6 (not yet launched) Lean In – 205 Prism – 56</p> <p>Each network has developed principles and plan of activities in line with equality outcomes and the membership survey for 2018.</p>	<p>All the peer support networks are now established, launched and a leadership sponsor identified, they are:</p> <ul style="list-style-type: none"> <li>• Black &amp; Minority Ethnic Peer Support Network</li> <li>• Carer’s Employee Peer Support Network</li> <li>• Disabled Employee Peer Support Network</li> <li>• Lean in Women’s Employee Peer Support Network</li> <li>• Prism LGBTI+ Employee Peer Support Network</li> </ul> <p>There are 600 members across networks.</p> <p>BME – 83 Carers – 156 Disabled – 51 (launched Dec 18) Lean In – 223 Prism – 87</p>	<p>There are 656 members across networks.</p> <p>BME – 99 Carers – 160 Disabled – 57 Lean In – 215 Prism – 125</p>	<p>There are currently 656 members across networks.</p> <p>BME – 99 Carers – 160 Disabled – 57 Lean In – 215 Prism – 125</p>	<p>All support networks are meeting on a quarterly basis and have developed principles and priorities which outline their activities based on surveys from members. Support networks will maintain what has been achieved to date and will look at potential for cross working with other networks to assist foster good relations across protected characteristics.</p>	


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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<p>12.3 The Council will further develop its Diversity Champions model across all protected characteristics to showcase employee quality and diversity in the organisation.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Corporate HR</i></p>	Further development of model.	Review of model complete.	Diversity Champions work within specific services has been routinely reported to Corporate Management Teams during 2018.	Diversity Champions work within specific services has been routinely reported to Corporate Management Teams during 2019.	Service HR leads will manage the Champions process within each service to meet the activities in the equality and diversity plans for 2020/21.		
<p>12.4 Achieve further equality and diversity accreditations and promote these schemes across the organisation:</p> <ul style="list-style-type: none"> <li>• Age Positive</li> <li>• Carer Positive Exemplary</li> <li>• Disability Confident</li> <li>• Commit to Working Forward</li> </ul> <p><i>Protected Characteristic: Age &amp; Disability</i></p>	Accreditation achieved and level awarded.	All accreditations maintained.	<p>Glasgow City Council has achieved the Carer Positive Exemplar Category.</p> <p>All other accreditations have been maintained with the exception of Age Positive which is no longer available.</p>	<p>We have also joined Stonewall Workplace Equality Index.</p> <p>All accreditations remain in place.</p>	<p>Disability Confident Status was audited and awarded until 2022.</p> <p>All accreditations remain in place.</p>		

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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<i>Lead: Corporate HR</i>							
<p>12.5 Research employees' views after returning from maternity or adoption leave to ensure the Council is meeting its aim of supporting pregnant women, adopters and working parents.</p> <p><i>Protected Characteristic: Pregnancy &amp; maternity</i></p> <p><i>Lead: Corporate HR</i></p>	Research completed and findings.	Research planned to be carried out during 2018.	<p>Benchmarking and statistical information has been developed and will inform proposals for next steps.</p> <p>The review of Working Forward campaign approaches is now complete and will be used to inform next steps.</p>	A survey of those who had been on Maternity or Adoption was carried out included face to face interviews to gauge experience and identify improvements.	A review of survey outcomes is underway.	The review of the survey outcomes will be used to understand their experiences before finishing, during their time off and on their return. This will be used to identify any changes required to better support people and thereafter to evaluate the support offered.	

**OUTCOME 13**

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

**HOW WE WILL DELIVER THIS OUTCOME**

Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
13.1 Conduct a strategic assessment of violence against women in the city, in order to inform the development of a strategic plan that is aligned with national priorities. The assessment will also inform the Glasgow Violence Against Women Partnership and ensure that emerging issues and trends, and the direct experience of women and girls, will inform future policy.  <i>Protected Characteristic: Sex</i>  <i>Lead: Neighbourhoods and Sustainability</i>	Production of the strategic assessment.	Strategic assessment produced in 2017.  A series of workshops were delivered across the city, raising awareness of the findings and the recommendations of strategic assessment.	Complete 2017.				
	Development of strategic plan and action plan.	The draft strategic plan is in production to be presented to the Glasgow Violence Against Women Partnership (GVAWP) in August 2018.	A city-wide strategic plan continues to be in development.  Consultation has taken place with Glasgow Violence Against Women Partnership (GVAWP) members and front-line women’s organisations.	The city-wide Strategic Plan and corresponding action plan to prevent and eradicate violence against women and girls in Glasgow has now been approved by the GVAWP. This plan has been produced in line with Equally Safe. The promotion of the plan has been impacted by COVID-19. The GVAWP has convened on a monthly basis during COVID-19. A recovery strategy and plan has been developed and agreed.	The GVAWP Strategic Plan is currently with the comms team for branding. Following this it will be published to the website. As part of the recovery plan, the GVAWP has agreed to undertake a piece of work that will explore the impact COVID-19 has had on VAW services and those women, children and young		




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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
						people that use them. A brief is currently being developed, this brief will be costed and we will seek to appoint an external contractor to carry out this piece of work.	
<p>13.2 The Glasgow Violence Against Women Partnership will continue to deliver school-based activity that will raise awareness of gender inequality and its impact on teenagers' relationships.</p> <p><i>Protected Characteristic: Sex</i></p> <p><i>Lead: Neighbourhoods and Sustainability</i></p>	<p>Percentage of children/young people who are able to identify domestic abuse and or warning signs.</p> <p>Percentage of children/young people who are able to identify where to go or who to approach for help.</p> <p>Percentage of young people who are more informed about healthy respectful relationships.</p>	<p>During 2018:</p> <p>'Crush' drama (targeted at 3<sup>rd</sup> year pupils) – Delivered across 27 Secondary Schools and watched by 3,269 pupils.</p> <p>Originally Gold Stars and Dragon Marks (targeted at P6 and P7) – Delivered across 24 Primary Schools and watched by 1,975 pupils.</p>	<p>During 2019:</p> <p>'Crush' drama (targeted at 3<sup>rd</sup> year pupils) – Delivered across 26 Secondary Schools.</p> <p>Gold Stars and Dragon Marks (targeted at P6 and P7) – Delivered across 49 Primary.</p>	<p>'Crush' drama was delivered into 14 secondary schools in the city. This is a reduction from previous years and related to the availability of additional funds to supplement the programme.</p> <p>Gold Stars and Dragon Marks was delivered into 37 primary schools across the city. This programme was supported by funds from local area partnerships.</p> <p>Baldy Bane Theatre company</p>	<p>Due to the Pandemic no direct work has taken place in schools with children and young people to raise awareness of gender inequality.</p>	<p>Early discussions are taking place with GCC Education services to explore a 16 Days of Action initiative across all learning settings.</p>	<div style="border: 1px solid black; width: 30px; height: 30px; background-color: yellow; margin: 0 auto;">A</div>

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
				successfully delivered all performances, the final one delivered on 16 <sup>th</sup> March 2020.			

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>13.3 Continue the commitment by all Council Family services to Multi-Agency Risk Assessment Conferences (MARACs) as a crucial risk management process for high risk victims of domestic abuse.</p> <p><i>Protected Characteristic: Sex</i></p> <p><i>Lead: Neighbourhoods and Sustainability</i></p>	Number of victims referred to MARAC.	574	378	727 (April 18 – March 19)	The MARAC in Glasgow has continued to see an increase in referrals year on year. Final figures are unable to be provided for April 2019 to March 2020 because of technical challenges relating to COVID-19.		The GVAWP and the multi-agency MARAC Steering Group recognise that the MARAC in its current format has reached a point where a more robust and dedicated service needs to be available. A fully costed development proposal has been agreed by the GVAWP and additional funds are being sought to appoint a dedicated MARAC support team. Funds have been identified via Glasgow HSCP CJSW to employ	

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
							2 28 hour MARAC Coordinator posts for 12 months. Job descriptions and person specifications have been developed and are subject to approval by HR services.	
13.4 The Council Family will continue to facilitate and support appropriate services to those experiencing gender-based violence, for example a specialist domestic abuse advocacy and support service (ASSIST), a service for women over 18 years trafficked for Commercial Sexual Exploitation (TARA), and Routes out of Prostitution.	ASSIST— <ul style="list-style-type: none"> <li>Percentage of clients rating the service as good or very good (target 75%);</li> <li>Percentage of clients where the safety planning mechanisms suggested made them feel safer all or some of the time (target 75%)</li> </ul>		95%	95%	97% (May to Dec 2019)	Annually ASSIST has Strathclyde University student placements. Due to COVID-19 responses the placements were cancelled and the planned service user consultation was cancelled.	Support to clients continued via telephone. Due to delays in the Court process few cases were closed during this period in light of the increased vulnerability of our service users.	<b>A</b>
	Routes Out—	551	591	625	746	572		

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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Baseline (2016/17)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<i>Protected Characteristic: Sex</i>  <i>Lead: Neighbourhoods and Sustainability</i>	<ul style="list-style-type: none"> <li>Number of positive outcomes achieved for women.</li> </ul>				(April 18 – Feb 19)	(April 2019 to March 2020)	(April – Sept 2020)	
	TARA— <ul style="list-style-type: none"> <li>Number of referrals to TARA Service;</li> <li>Number of women accessing the support of TARA; and</li> <li>Facilitate regular and accessible service-user participation forums, up to 4 per year.</li> </ul>	69  72  2 Service User Group forums hosted on the draft Scottish Government Trafficking and Exploitation Strategy and Public Awareness campaign	56  68  8 women individually completed detailed surveys on the type and quality of support provided by TARA throughout the year.  A weekly ESOL/Arts group was attended by between 5 and 8 women and ad hoc feedback on various issues was provided by this group.	64  78  Formal service user forums are no longer being facilitated due to capacity and funding issues. An alternative is provided in the form of facilitated weekly arts group, where informal service user participation occurs and crèche provision is available.  Regular Exit Surveys are completed	103  60  Weekly art classes continue to provide social inclusion and informal service user participation.  TARA Service facilitated a service user consultation event on Equally Safe. Specifically looking at: 1. Trafficking process, women’s needs pre, during and post being trafficked. 2. Access to services, knowledge and impact of TARA services, and	37  72  Due to COVID-19 the planned introduction of a monthly ‘conversation café’ was put on hold. A planned service user consultation was cancelled, again due to COVID-19 responses. Our weekly Arts group was also cancelled in response to COVID-19 restrictions. Women have been unable to participate due to digital exclusion however support continued		

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Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
				when women exit the service.	<p>3 Survivors of trafficking input into local and national government strategies and action plans.</p> <p>Nine women from TARA agreed to participate, the women had experience of most forms of exploitation associated with human trafficking including commercial sexual exploitation, being used as drug mules, enforced labour and domestic servitude.</p> <p>Exit surveys continue to be completed on case closure.</p>	remotely via telephone. No cases were closed during this period in light of the increased vulnerability of our service users most of whom are Black and minority ethnic asylum seekers who required advice and guidance on lockdown restrictions and support with social isolation.		


## OUTCOME 14

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

*General Duty: Eliminating discrimination, harassment and victimisation*

*Strategic Plan Theme: A Well Governed City that Listens and Responds*



## HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
14.1 Review the existing practice across the Council Family. Develop and agree a consistent standard process	All Council Family organisations are signed up to <a href="#">Glasgow's Hate Crime Pledge</a> .	Council Family Organisations signed up to the pledge: <ul style="list-style-type: none"> <li>Community Safety Glasgow</li> </ul>	Pledges maintained for 2018/19.	Pledges were maintained in 2019/20	Pledges were maintained.	N&S Corporate Sponsor has been appointed and pilot Ambassadors	

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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
<p>for supporting customers who have been a victim of a hate crime or incident. The Council Family should promote awareness of the approach through posters and other publicity in front-facing offices and the Council's website. Consider the scope for further Council Family organisations and offices to join the third-party reporting network.</p> <p><i>Protected Characteristic: Disability, Gender reassignment, Race, Religion or belief, Sex &amp; Sexual orientation</i></p> <p><i>Lead: Neighbourhoods and Sustainability</i></p>		<ul style="list-style-type: none"> <li>• Glasgow City Council</li> <li>• Glasgow Life</li> </ul>				<p>programme commenced within Regulatory Services in February 2021.</p> <p>A refresh of the Ambassadors Programme was presented to the Safe Glasgow Partnership and the Community Planning Partnership Strategic Group and was supported.</p> <p>Strategic priorities : Preventing, Reporting and Responding to hate crime <u>Glasgow Hate Crime Strategy.</u></p>	



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<b>Output / Action</b>	<b>Measure(s)</b>	<b>Year 1 (2017/18)</b>	<b>Year 2 (2018/19)</b>	<b>Year 3 (2019/20)</b>	<b>Mid-Year (2020/21)</b>	<b>Further Work and Comments</b>	<b>RAG</b>
14.2 Raise awareness of Hate Crime and improve reporting of hate crime. This work is coordinated by the Multi-Agency Strategic Hate Crime Working Group (Glasgow City Council, Glasgow Disability Alliance, Police Scotland, Victim Support Scotland, West of Scotland Regional Equality Council, Wheatley Group).  <i>Protected Characteristic: Disability, Gender reassignment, Race, Religion or belief, Sex and Sexual orientation</i>  <i>Lead: Neighbourhoods and Sustainability</i>	Increase in number of third-party reporting centres.	66	57		48	Police Scotland is undertaking a review of Third-Party Reporting, with the outcome awaited. As part of this process, inactive Centres have been removed from the list. Recruitment and training of new third-party reporting centres has been paused, pending the review outcome. COVID-19 restrictions have also impacted on recruitment and training of new centres.	
	Recorded hate crime by protected characteristic; recorded incidences should reflect	Analytical Reports are produced 4 weekly by CSG and presented at Multi Agency Tasking and Coordinating meeting (CSG, SFR	Regular analytical reporting continues as at 2017/18.  The most recently available report covers the period	Regular analytical reporting continues for 2019/20  The available report is 2019/20	Production of analytical reports suspended in March 2020.	Access to police data has been curtailed under COVID-19 Restrictions. Home working	

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
	an increase all protected characteristics (data supplied by Police Scotland).	<p>&amp; Police Scotland). Quarterly Analytical Reports are produced by CSG and presented to Hate Crime Working Group.</p> <p>There has been a small decrease in aggregate number of hate crime reports.</p> <p><b>Increases:</b> Racist incidents (+51) Religious incidents (+18)</p> <p><b>Decreases:</b> Homophobic incidents (-45) Sectarian (-41)</p> <p><b>Little change:</b> Disablist incidents Transphobic Incidents</p>	<p>Apr 2017 – 28 February 2019</p> <p><b>Increases:</b> Sectarian incidents (+24) Homophobic Incidents (+6)</p> <p><b>Decreases:</b> Racist Incidents (-389) Religious (-94) Disability (-11) Transphobic (-2)</p>	<p>This shows an overall 2% increase in Hate Crimes</p> <p><b>Increases:</b> Sectarian incidents (+50) Homophobic Incidents (+13) Disability (+8) Religious (+3)</p> <p><b>Decreases:</b> Racist Incidents (-23)</p> <p><b>No Change</b> Transphobic</p>		arrangements mean NRS analytical staff have no access to Police Crime Management systems.	
	Proportion of reported graffiti incidents that are offensive.	21% (445/2130)	18% (298/1633) (April–December)	8% (533/6945)	37% (497/1281 April – Dec)	Offensive graffiti is categorised as an aggregate of Homophobic, Racist, Sectarian and	

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
	Reach of Hate Crime Awareness Week Campaign	3,254,339	2,294,749	1,200,455	1,099,074	Obscene graffiti. Campaign advertising on Public transport was withheld due to restrictions on travel.	<b>A</b>
14.3 The Council supports the Time for Inclusive Education (Tie) campaign, which affirms that all young people have the right to study in a learning environment that is fully inclusive, tolerant and accepting of LGBTI+ identities, and which is free of homophobic and transphobic bullying. The Council will work closely with the Tie campaign and other stakeholders to ensure that homophobic and transphobic bullying in all of Glasgow's schools is effectively	Monitoring and reporting on specific incidences of LGBTI+ bullying in schools distinct to the overall regular monitoring of incidents of bullying. Education strategic equality group will analyse reported incidences of LGBTI+ bullying on a term basis. Support and guidance provided to establishments where analysis determines	Education Services are developing monitoring arrangements to ensure a regular termly update of the number of reported incidences of bullying with a breakdown by protected characteristic where appropriate.	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.  Through SEEMIS, Education Services plans to prepare termly reports for each strategic area that will then be used as appropriate information to support quality improvement.  A range of guidance is available for staff and establishments to support children	TIE were initially invited to the Equalities Education Working Group but could not attend due to capacity issues.  Please also see 6.1	See 6.1		See 6.1

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>tackled and that Glasgow's classrooms actively promote equality and inclusivity for young people of LGBTI+ identities</p> <p><i>Protected Characteristic: Gender reassignment &amp; Sexual Orientation</i></p> <p><i>Lead: Education Services</i></p>	<p>patterns of negative behaviour.</p>		<p>and young people with equality and diversity. This includes anti-sectarianism initiatives, work to combat homophobic bullying, anti-racist work, and work to raise awareness of domestic violence.</p>				
<p>14.4 Education Services will continue to deliver and expand the current cohort of schools undertaking the LGBT Schools Charter Mark with LGBT Youth Scotland. Have Your Say workshops for young people will continue to be delivered. Education Services will</p>	<p>An increase in the number of schools participating in the Charter Mark scheme.</p> <p>The percentage of young people and staff participating in Have Your Say workshops.</p> <p>Percentage of young people who feel able to report hate</p>	<p>Examples of practice undertaken include;</p> <ul style="list-style-type: none"> <li>• Shawlands Academy were awarded funding to enable members of the LGBTI+ group to work with LEAP Sports</li> <li>• Equalities Evening in History Month 2017.</li> <li>• Schools displaying the Charter of Rights and information. One</li> </ul>	<p>It was identified that there is some duplication with this action. It is proposed that future reporting towards LGBT Charter mark will be reported under action 6.1 and homophobic and transphobic bullying will be reported at 14.3.</p>	<p align="center">See 6.1 and 14.3</p>			<p align="center">See 6.1 and 14.3</p>

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Output / Action	Measure(s)	Year 1 (2017/18)	Year 2 (2018/19)	Year 3 (2019/20)	Mid-Year (2020/21)	Further Work and Comments	RAG
<p>continue to refer people/victims who have been affected by hate crime to appropriate support agencies, including the LGBT Youth Scotland counselling services.</p> <p><i>Protected Characteristic: Gender reassignment &amp; Sexual Orientation</i></p> <p><i>Lead: Education Services</i></p>	<p>crime and who do so.</p> <p>The percentage of young people who take up counselling support.</p>	<p>included a statement from a teacher who chose to apply to work at the school because she could feel that they were LGBT+ inclusive.</p> <ul style="list-style-type: none"> <li>• Pupil-led equalities group had a stall at the school's parents night and freshers fair to raise awareness of LGBT issues and LGBT inclusion work.</li> <li>• Significant proportion of school staff have undertaken LGBT awareness training</li> <li>• Policies have been reviewed to be LGBT inclusive – e.g. bullying policies; uniform policies</li> <li>• Active promotion of LGBT services for young people, throughout the school estate</li> </ul>					

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**Appendix 1: Workforce Profile by Ethnicity**

The table below has been simplified to provide a summary of the Council’s workforce by ethnicity. This summary is for All Council as at 31 December 2020.

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	9,805	75.4%	387	3.0%	2,809	21.6%	13,001
Grade 5 - 7 Total	5,704	80.8%	240	3.4%	1,115	15.8%	7,059
Grade 8 Total	575	88.3%	15	2.3%	61	9.4%	651
Grade 9 - 15 Total	261	89.1%			29	9.9%	293
Other Non Pay & Grading Structure	371	77.9%	18	3.8%	87	18.3%	476
Teaching	4,015	63.6%	176	2.8%	2,122	33.6%	6,313
<b>Total Workforce</b>	<b>20,731</b>	<b>74.6%</b>	<b>839</b>	<b>3.0%</b>	<b>6,223</b>	<b>22.4%</b>	<b>27,793</b>
<b>Total Full Time Workforce</b>	12,709	77.3%	411	2.5%	3,326	20.2%	16,446
<b>Total Part Time Workforce</b>	8,022	70.7%	428	3.8%	2,897	25.5%	11,347

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

## Appendix 2: Workforce Profile by Disability

The table below has been simplified to provide a summary of the Council’s workforce by disability. This summary is for All Council as at 31 December 2020.

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	330	2.5%	5,672	43.6%	6,999	53.8%	13,001
Grade 5 - 7 Total	206	2.9%	2,484	35.2%	4,369	61.9%	7,059
Grade 8 Total	20	3.1%	219	33.6%	412	63.3%	651
Grade 9 - 15 Total			99	33.8%	187	63.8%	293
Other Non Pay & Grading Structure	28	5.9%	313	65.7%	135	28.4%	476
Teaching	114	1.8%	2,514	39.8%	3,685	58.4%	6,313
<b>Total Workforce</b>	<b>705</b>	<b>2.5%</b>	<b>11,301</b>	<b>40.7%</b>	<b>15,787</b>	<b>56.8%</b>	<b>27,793</b>
<b>Total Full Time Workforce</b>	462	2.8%	6,504	39.6%	9,480	57.6%	16,446
<b>Total Part Time Workforce</b>	243	2.1%	4,797	42.3%	6,307	55.6%	11,347

To ensure that employees cant be identified we have removed numbers where it is lower than 10.

### Appendix 3: Workforce Profile by Gender

The table below has been simplified to provide a summary of the Council’s workforce by Gender. This summary is for All Council as at 31 December 2020.

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

Grade	Male		Female		Total Workforce
	Number	%	Number	%	
Grade 1 - 4 Total	3,311	25.5%	9,690	74.5%	13,001
Grade 5 - 7 Total	1,837	26.0%	5,222	74.0%	7,059
Grade 8 Total	241	37.0%	410	63.0%	651
Grade 9 - 15 Total	142	48.5%	151	51.5%	293
Other Non Pay & Grading Structure	246	51.7%	230	48.3%	476
Teaching	1,364	21.6%	4,949	78.4%	6,313
<b>Total Workforce</b>	<b>7,141</b>	<b>25.7%</b>	<b>20,652</b>	<b>74.3%</b>	<b>27,793</b>
<b>Total Full Time Workforce</b>	5,970	36.3%	10,476	63.7%	16,446
<b>Total Part Time Workforce</b>	1,171	10.3%	10,176	89.7%	11,347



### Appendix 4: Workforce Profile by Sexual Orientation

The table below has been simplified to provide a summary of the Council’s workforce by sexual orientation. This summary is for All Council as at 31 December 2020.

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	46	0.4%	5,249	40.3%	45	0.3%	21	0.2%	7,640	58.8%	13001
Grade 5 - 7 Total	22	0.3%	2,423	34.4%	65	0.9%			4,546	64.4%	7059
Grade 8 Total			196	30.1%					449	69.0%	651
Grade 9 - 15 Total			89	30.4%					199	67.9%	293
Other Non Pay & Grading Structure			351	73.7%					118	24.8%	476
Teaching	31	0.5%	1,970	31.2%	61	1.0%			4,250	67.3%	6313
<b>Total Workforce</b>	<b>103</b>	<b>0.4%</b>	<b>10,278</b>	<b>37.0%</b>	<b>184</b>	<b>0.6%</b>	<b>26</b>	<b>0.1%</b>	<b>17,202</b>	<b>61.9%</b>	<b>27793</b>
<b>Total Full Time Workforce</b>	<b>73</b>	<b>0.4%</b>	<b>5,933</b>	<b>36.1%</b>	<b>146</b>	<b>0.9%</b>	<b>18</b>	<b>0.1%</b>	<b>10,276</b>	<b>62.5%</b>	<b>16446</b>
<b>Total Part Time Workforce</b>	<b>30</b>	<b>0.3%</b>	<b>4,345</b>	<b>38.3%</b>	<b>38</b>	<b>0.3%</b>			<b>6,926</b>	<b>61.0%</b>	<b>11347</b>

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

### Appendix 5: Workforce Profile by Religion or Belief

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The table below has been simplified to provide a summary of the Council’s workforce by religion or belief. This summary is for All Council as at 31 December 2020.

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	11	0.1%	495	3.8%					129	1.0%	1059	8.1%	1739	13.4%	41	0.3%	77	0.6%	2136	16.4%	7301	56.2%	13001
Grade 5 - 7 Total			380	5.4%	15	0.2%			72	1.0%	167	2.4%	698	9.9%			45	0.6%	1116	15.8%	4549	64.4%	7059
Grade 8 Total			42	6.5%	0	0.0%	0	0.0%	0	0.0%			68	10.4%					77	11.8%	453	69.6%	651
Grade 9 - 15 Total	0	0.0%	23	7.8%	0	0.0%	0	0.0%	0	0.0%			22	7.5%					32	10.9%	205	70.0%	293
Other Non Pay & Grading Structure	0	0.0%	74	15.5%	0	0.0%					15	3.2%	88	18.5%					161	33.8%	126	26.5%	476
Teaching			273	4.3%					32	0.5%	115	1.8%	817	12.9%	11	0.2%	27	0.4%	734	11.6%	4293	68.0%	6313
<b>Total Workforce</b>	<b>25</b>	<b>0.1%</b>	<b>1,287</b>	<b>4.6%</b>	<b>27</b>	<b>0.1%</b>			<b>241</b>	<b>0.9%</b>	<b>1,371</b>	<b>4.9%</b>	<b>3,432</b>	<b>12.3%</b>	<b>65</b>	<b>0.2%</b>	<b>154</b>	<b>0.6%</b>	<b>4,256</b>	<b>15.3%</b>	<b>16,927</b>	<b>60.9%</b>	<b>27,793</b>
<b>Total Full Time Workforce</b>	<b>13</b>	<b>0.1%</b>	<b>866</b>	<b>5.3%</b>	<b>12</b>	<b>0.1%</b>			<b>93</b>	<b>0.6%</b>	<b>546</b>	<b>3.3%</b>	<b>1,919</b>	<b>11.7%</b>	<b>27</b>	<b>0.2%</b>	<b>95</b>	<b>0.6%</b>	<b>2,501</b>	<b>15.2%</b>	<b>10,369</b>	<b>63.0%</b>	<b>16,446</b>
<b>Total Part Time Workforce</b>	<b>12</b>	<b>0.1%</b>	<b>421</b>	<b>3.7%</b>	<b>15</b>	<b>0.1%</b>			<b>148</b>	<b>1.3%</b>	<b>825</b>	<b>7.3%</b>	<b>1,513</b>	<b>13.3%</b>	<b>38</b>	<b>0.3%</b>	<b>59</b>	<b>0.5%</b>	<b>1,755</b>	<b>15.5%</b>	<b>6,558</b>	<b>57.8%</b>	<b>11,347</b>

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

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## Appendix 7: Equality Impact Assessments

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. 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.

### Council Family Equality Impact Assessments

All completed EQIAs are published on the Council's website [here](#).

### Budget Option Screenings

#### 2017/18

*A summary of findings can be found with the budget proposals, including alternative budget proposals, [here](#).*

#### 2018/19

*A summary of findings can be found with the budget proposals, including alternative budget proposals, [here](#).*

#### 2019/20

*A summary of findings can be found with the budget proposals, including alternative budget proposals, [here](#).*

#### 2020/21

*A summary of findings can be found with the budget proposals, including alternative budget proposals, [here](#).*

### Integration Joint Board

As a public body the Integration Joint Board are also subject to the Equality Act statutory duty and as such are subject to an equality impact assessment processed. Assessments are presented to the Integration Joint Board and published [here](#) when finalised