



# **Equality Progress Report 2019**

**Mainstreaming Equality in Service Delivery**

**and**

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

**April 2019**

**Glasgow Council Family  
Equality Progress Report 2019**

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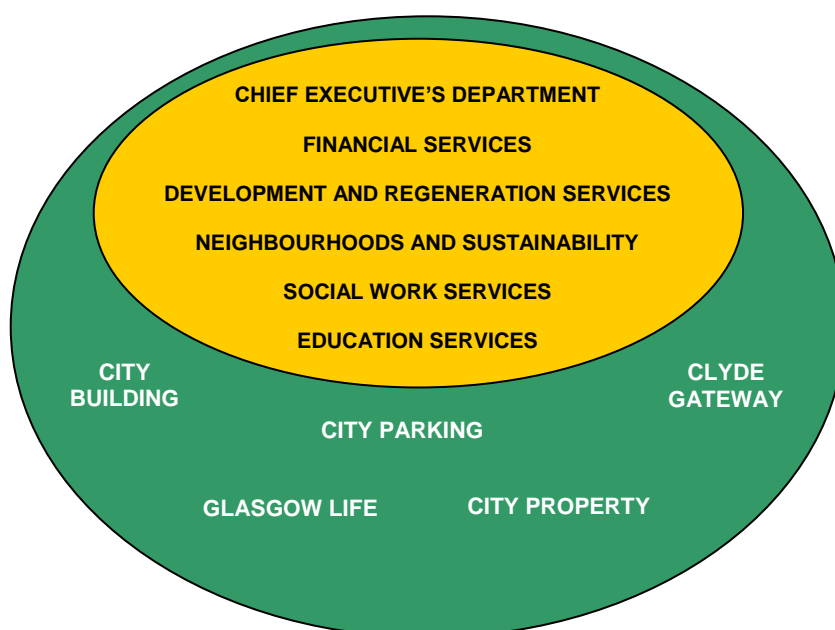
## PART I

# Mainstreaming Equality in Service Delivery

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## 1. Introduction

- 1.1 This is the first 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**



- 1.4 It should be noted since the outcomes were published that there have been a number of structural changes which have resulted in a more effective and streamlined structure. These changes include services such as Cordia being incorporated into appropriate areas of Social Care Services, Development and

Regeneration Services and Glasgow Life. Appropriate elements of Community Safety Glasgow have now been incorporated into the new Neighbourhoods and Sustainability Department. In order to assist the tracking of progress; these areas will be still be referred to by their original service names where necessary.

- 1.5 The report explains the overall approach to equality and provides specific examples of good practice. It reflects how services within the Council Family and the ALEOs have sought to embed Equality as part of their day to day approach and operational considerations.
- 1.6 The Equality Act 2010 stipulates that public authorities must publish Equality Outcomes, which are the targets and actions the Council Family Group will take to reduce inequality. As noted above the Council published its first set of Outcomes in 2013 based on the findings of an evidence review and developed in consultation with equality groups. They do not encompass all the work the Council Family does to reduce inequality in the city. Instead, they reflect what are considered to be the priorities and form the framework on which the Council Family has built its equality agenda to 2017. Part II of this report presents the second statutory update on progress towards the Equality Outcomes, which the Council is required to publish no later than April 2019.

## 2. Equality: The Glasgow Context

- 2.1 Glasgow is Scotland's largest and most diverse city with a population of 621,020 (National Record of Scotland Estimates 2017). The city is home to a significant and growing black and ethnic minority population, currently estimated 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 2017](#) notes that 24.9% of people in Glasgow have a limiting long term physical or mental health condition compared to 23.7% in Scotland. There are approximately 83,972 people living in Glasgow who are over the traditional retirement age of 65 years.
- 2.3 Although outcomes are generally improving for residents, there are still significant challenges for the poorest and most disadvantaged people in the city, and for those who face barriers because of their race, gender, age, disability, sexual orientation, or religion and belief. To ensure that equality is considered at all levels of service delivery and decision making, the Council Family 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 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 is committed to delivering its Equality Outcomes within a policy framework that ensures that the Council Family is:

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

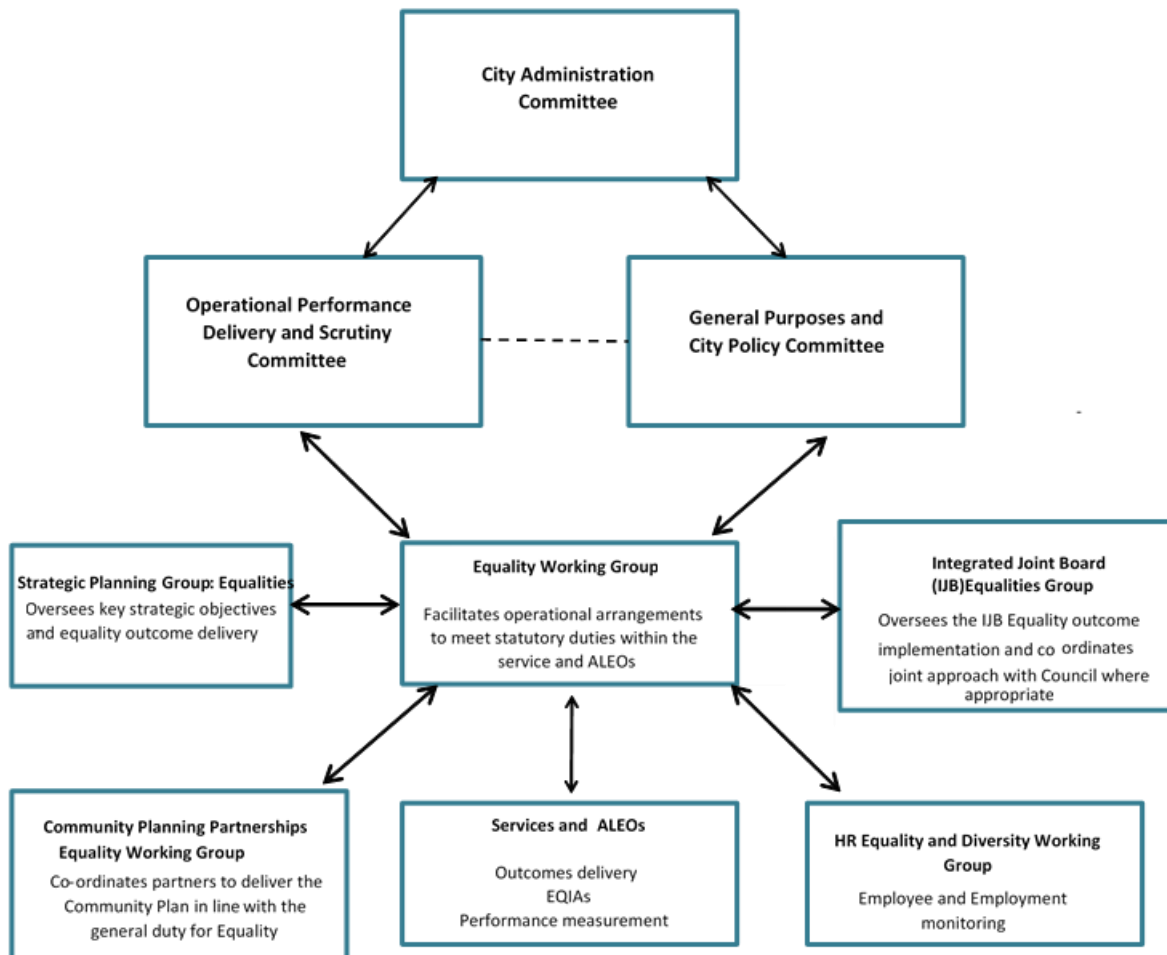
### **3. Leadership, Structure and Partners**

#### **3.1 Governance and Management**

- 3.1.1 The activities highlighted the remainder of the report are focused in particular on the key activities that have been undertaken in the first period of the Equality Outcomes implementation (2017-19).
- 3.1.2 The Council Family mainstreams equality in all aspects of policy development and decision making, in particular in its embedding of Equality Impact Assessment as tool for enhanced decision making.
- 3.1.3 All scrutiny and policy development committees have embedded equality in their remits. Reports to committee regularly highlight equality issues through the inclusion of an equality 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.
- 3.1.4 The Community Planning Partnership has also been responsible for co-ordinating the city-wide partnership approach to supporting the General Duty for Equalities, and seeks to embed Equality Outcomes through its own Equalities Working Group and its links to Locality Action Planning.
- 3.1.5 Among our other key partners have been the Health and Social Care Partnership, which through the Integrated Joint Board and its joint work the Glasgow City

Council co-ordinates [Equality Outcomes](#) delivery that compliments its own outcomes.

### 3.1.6 Equality Governance



**Councillor Jennifer Layden**

City Convener for Equalities

Council Spokesperson for Equality

3.1.7 The Council has appointed a City Convener 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).

3.1.8 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.
- 3.2.2 Glasgow City Council has also established a **Poverty Leadership Panel** to bring together organisations, as well as individuals who have been directly affected by poverty, to co-ordinate key organisations with a focus on mitigating and reducing the impact of deprivation. 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 be a key partner in addressing the [Fairer Scotland Duty](#) as the framework for reporting is developed with the Improvement Service this coming year.
- 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
- 3.2.4 They cover 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.
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 ensure that all our staff have access to appropriate training ensures that we give our staff the confidence, and professional assurance, to deliver high quality accessible services to the people of Glasgow. Excluding technical job specific training in 2017/18, there were 54,724 attendances at formal training courses (including GOLD) and in the course of 2018/19 a further 48,814 attendances (including GOLD) at formal training (many employees will have undertaken multiple courses). The breakdown of these across equality categories is consistent with the workforce profile
- 3.3.2 Since the development of the original outcomes, elected members have also been prioritised to attend equality awareness training, and it is now part of the elected member mandatory training. Half-day training sessions have been facilitated by external trainers. As of the end of 2018-19, 71 of 85 members have completed this training
- 3.3.3 The Council has an agreed core standard for equality training and plans to augment this training with briefings and awareness sessions on specific topics. Training courses for employees are provided online through the e-learning platform or, where appropriate, delivered through classroom based training. All services have a commitment to development of training on equality and will supplement the core standard as relevant for different staff roles, for example, the Glasgow Centre for Independent Living delivered disability etiquette awareness sessions for staff in Social Work Services.
- 3.3.4 The Council also provides [Equality Impact Assessment \(EQIA\)](#) training to enhance key decision making processes in the Council. Since the outcomes were published in 2017, in the region of 200 staff across the entire Council Family have been trained in Equality Impact Assessment, and the training programme will continue in 2019-20 with up to 4 blocks of training offered each year. 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.

### **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 the development of equality policy and the Operational Performance and Delivery Scrutiny Committee considers equality performance issues.
- 3.4.2 To comply with the 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. Evidence and Information**

### **4.1 Consultation and Research**

- 4.1.1 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.
- 4.1.2 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 out annually and consists of 1,000 interviews across the city. A fresh demographically representative sample of the city's population is used for every survey. Strict

quota targets are set on sex, age, working status and ethnicity to ensure the sample is representative of the City, while the sample is also proportionately stratified by the three Sector Community Partnership Areas. Each respondent is asked a comprehensive set of demographic questions. The latest report was released in June 2018.

- 4.1.3 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 BME residents have a higher satisfaction levels with Council services (73%) as non BME (64%). In addition, every two years, the GHS includes an additional booster sample of interviews carried out among residents from black and ethnic minority groups. The results and analysis are reported across the Council, to elected members and the GHS reports are published on the Council's website.

## 4.2 Engagement

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

- 4.2.2 Membership of the Forum is structured to provide knowledge and experience of the issues and experiences of people across the range of protected groups. Many of the networks and organisations have broad membership bases, which inform their contribution. The current membership of the Forum includes:

[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)

### **Associate members:**

[Faith in Community Scotland](#)

[Scottish Refugee Council](#)

[Age Scotland](#)

[WSREC](#)

[Interfaith Glasgow](#)

[Amina MWRC](#)

- 4.2.3 In addition, the network in partnership with the Council convened an LGBTi working group drawing on the LGBT 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 and other relevant partners to explore practical options for the delivery of this outcome.

- 4.2.4 The Council has also worked with partners to develop an Autism Friendly City 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.
- 4.2.5 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.
- 4.2.6 Through the Integrated Grant Fund, the Council continues to support a range of third sector organisations that work to tackle discrimination and inequality and promote good relations. This includes funding for equality networks and organisations, work on integration, and funding of services that complement and enhance Council Family Group services. The development of new funding arrangements under the Community Plan will continue to reflect support for key organisations working in these areas.
- 4.2.7 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. In November 2018, the Council also successfully agreed a revised and [strengthened policy position](#) with Trade unions with regard to our [Bully and Harassment Policy](#) as it applied to sexual harassment, and agreed a cultural change and policy implementation programme.
- 4.2.8 There are a number of other networks or groupings at council service level that reflect this networking approach. These may be brought together for a specific time limited purpose or may meet on an on-going basis. Through the continued development of the City Centre Traffic Management Strategy, Neighbourhood and Sustainability have sought the views (through consultation and engagement) of disabled people in the prioritisation and design of city-centre traffic management arrangements.
- 4.2.9. 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

## **5. Access to Services**

### **5.1 Accessible Services**

- 5.1.1 The Council has taken a number of steps to address barriers to communication in participation and accessing services. A number of these are included in part II of this report that set out the progress towards the Equality Outcomes. The

paragraphs below provide some examples of specific approaches the Council Family Group undertakes to address barriers to access.

- 5.1.2 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 will be established by Autumn 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.
- 5.1.3 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.
- 5.1.4 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.
- 5.1.5 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.
- 5.1.6 Through Development and Regeneration Services (DRS) the Council has funded £2.768m of adaptations to Housing Association homes during 17/18. This has enabled 1,025 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 2018/19, an initial £2.7m has been programmed for medical adaptation.
- 5.1.7 Cordia Linguistics 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.
- 5.1.8 Cordia also deliver care at home services to the citizens of Glasgow and employ approx. 2,800 home care staff in various positions. In response to the Scottish Governments Dementia strategy and to bring training in line with the Promoting Excellence framework, it was decided to develop a course with Glasgow Caledonian University. The course is credited with 3 SCQF points and this can be used as recognised prior learning for other qualifications staff will undertake as part of their professional development. This course is a 2 day skilled programme.

Cordia Learning delivers two of these two-day courses per month. Dementia awareness training is now being rolled out to Facilities Management staff in catering and cleaning, and those working in Homes for the elderly.

- 5.1.9 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.

## **5.2 Equality Monitoring**

- 5.2.1 Equality monitoring enables the Council to analyse how different people use and experience services, highlights any issues and understand how services work, in order that action to improve service provision may be taken. The following examples illustrate how the Council collects and uses equality monitoring information to deliver services.
- 5.2.2 Development and Regeneration Services (DRS) routinely monitor a number of activities, for example the Housing Strategy includes implementing a housing register to ensure equal ability to apply for housing and monitor and assess the housing needs of new economic migrants in the city. The register is monitored every six months.
- 5.2.3 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.
- 5.2.4 The CareFirst management information system utilised by Social Work Services captures information on every service user's ethnicity, age, and gender, as well as their main client group to determine 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 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 February 2019, to reflect the Fairer Scotland Duty, and the need to reflect specifically on Human Rights implications in course of Impact Assessment.

## **6. Council Workforce Equality Monitoring (Excluding Teachers)**

- 6.1 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 2018/19 (9 month period April-December 2018) 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.
- 6.2 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, to date 3,487 employees (25.5% of the non-teaching workforce before Cordia transfer, 17.4% of the non-teaching workforce after Cordia transfer) have updated their information. This has resulted in an improvement in disclosure across all protected characteristics since 2015 of Disability +16.1%, Ethnicity +2.5%, Religion or Belief +15.9%, Sexual Orientation +13.7%. Religion or Belief non-disclosure rate is 66%, Sexual Orientation non-disclosure rate is 68% (collected from 2015) as non-disclosure rates are high 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 in line with the specific Equality Outcome in this regard.
- 6.3 Since 2017/18 the workforce has increased by 6,407 to 19,991. This is mainly as a result of the TUPE transfer of Cordia employees into the Council on 30<sup>th</sup> September 2018. Men make up 28% of the workforce (5,595) and women 72% (14,396) this represents a 6% increase in female representation. The percentage of employees who are black and ethnic minority (BME) has decreased from 2.4% to 2.2%. The percentage of employees who are disabled has decreased from 2.9% to 2.7%. The changes in these figures are as a result of the transfer of Cordia employees into the Council on 30<sup>th</sup> September 2018.

- 6.4 If this transfer hadn't taken place then the following would have applied:
- men would have made up 33.8% of the workforce and women 66.2%;
  - The proportion of employees who are black and ethnic minority (BME) would have remained at 2.4%; and
  - The percentage of disabled employees would have rose to 3%.

6.5 The Council's workforce make up does not represent the make-up of the city in relation to both BME and disabled employee numbers. This continues to represent a challenge for the organisation and there are specific actions within the equality outcomes to increase representation. Most recently activity has been taken in relation to increasing BME representation, Cllr Layden Convener for Equalities and Human Rights has established a cross party working group to drive this forward, the group has developed an action plan and meets regularly to review activity.

6.6 806 employees left the Council, including 304 men, 502 women, 24 black and ethnic minority background and 23 employees who have a disability.

6.7 The number of women who are among the highest paid in the Council has decreased 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 2017/18 this has increased from 46.3% to 54.6%. The range across Councils is from 27% to 65%, with rural Councils reporting lower rates. The Council continues to be one of the best performing authorities in Scotland (sixth out of 32). The average in Scotland for 2017/18 is 54.6%.

6.8 Top 5% of earners who are female:

2015/16	59.68%
2016/17	59.97%
2017/18	58.56%

6.9 The gender pay gap is the percentage difference between male and female hourly pay, excluding overtime. Glasgow City Council's gender pay gap (excluding teachers) is -1.65% and is therefore in favour of women. In 2016/17 this figure was -2.95%.

6.10 In terms of applicants for posts, 6.8% of overall applications were from candidates from a black and ethnic minority background, 90.1% from white applicants and 3.1% from those who didn't disclose their ethnicity. 4.7% from those who are disabled, 92.3% from those who are not disabled and 39% who didn't disclose

their status. 26.5% from men, 71% from women and 2.5% did not disclose their gender.

- 6.11 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;
  - White and disabled applicants have a slightly better chance of being invited for interview compared to Black and Minority ethnic and non-disabled applicants:
  - Following interviews, the chance of appointment is almost the same whether an applicant is a man or woman, white applicants have a slightly better chance of being appointed compared to 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.
- 6.12 The Council approved 254 flexible working applications during April-December 2018. Most of these applications (87%) were from women. 3% of applications were from disabled employees and 3.9% were from black and minority ethnic employees. The reasons for requests were: work life balance 54.3%, parental responsibility 30.3%, and caring responsibility 15.4%.
- 6.13 As was the case in previous years, men are more likely to be subject to a disciplinary hearing with 90.2% of cases compared to 9.8% against women. 1.1% percent of overall disciplinary action was against black and ethnic minority employees compared to 84.2% against white employees. 3.3% was against disabled employees compared to 65.2% against non-disabled employees. 0.3% of the workforce raised a grievance between April-December 2018. The majority of grievances were raised by men 61% compared to 39% by women. There were no grievances raised by employees from a black and ethnic minority background and three were raised by disabled employees, reasons for these grievances were work relations, health and safety and management of health condition.
- 6.14 0.13% of the workforce made a complaint about bullying or harassment. The number of complaints has increased by 1 from 24 to 25 since the last report in 2017/18. Seven disabled employees made a complaint. Two 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 During April – December 2018 Education Services' workforce has increased by 107 employees to 5,963. This has not caused a major change in the workforce profile when compared to 2017/18. Males make up 21.7% of the workforce, and females 78.3%. Black and ethnic minority employees make up 2.6% of the workforce and 1.3% has a disability.

7.2.2 The gender pay gap is the difference between male and female hourly pay, excluding overtime. Education Services' gender pay gap is 1.93%, in favour of men. This represents a decrease of 0.35 percentage points in favour of men since 2016/17.

7.2.3 Education Services recruited 260 employees. Women continue to have a slightly better chance of receiving an interview and being appointed than men. White candidates have a significantly better chance of receiving an interview and being appointed compared to black and minority ethnic candidates. Non-disabled candidates have a slightly better chance of receiving an interview and a significantly better chance of being appointed from interview. As with the overall Council the workforce make-up in Education Services doesn't represent the make-up of the city, they also receive far less applications from BME and disabled applicants. Education Services are included in the Council wide activity to address this and are also taking service specific action.

7.2.4 During April-December 2018 Education Services approved 80 flexible working applications, the majority (93.8%) were from women. The reasons for requests were work-life balance 45%, parental 43.8% and caring 11.2%. There was one application each from disabled (1.3%) and black and ethnic minority employees (1.3%).

7.2.5 Just 0.19% of the Education Services workforce was subject to disciplinary action. This included four females and seven males, no black and ethnic minority employees and one disabled employee. Only 0.03% of the workforce raised a grievance. This included one female and one male. No black and minority or disabled employees raised a grievance. 361 employees left Education Services,

including 267 women and 194 men, three black and ethnic minority employees, and eight disabled employees

## 7.3 Service Provision

7.3.1 Education Services continue to include as many children and young people as possible in mainstream provision with appropriate support, as set out by the service's Inclusion Policy. In addition, there is specialist provision for children and young people with learning difficulties, physical disabilities, visual impairment and hearing impairment. While this provision is separate from mainstream provision, it is often physically located within the mainstream establishments. There are 80,000 students enrolled in 199 establishments (138 primary schools, 30 secondary schools and 27 Additional Support for Learning schools). Of students enrolled, 2,031 children attending school in Glasgow were assessed and/or declared as having a disability and 10,487 children attending a Glasgow school were identified as having an additional support needs. Further aspects of Glasgow's educational context include;

- Over 14,000 children and young people from minority ethnic backgrounds
- Over 12,000 children and young people who have English as an additional language (EAL); and
- Over 1,500 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 and assessment; quality improvement and leadership; strategic lead for inclusion and raising attainment and achievement, curriculum and employability. The Head of Children Services has responsibility for Inclusion and 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

7.3.4 To ensure that young people who do not have English as their first language can demonstrate their attainment in English at an appropriate level, Education Services support the teaching of SQA qualifications in English for Speakers of Other Languages (ESOL) within secondary schools. ESOL is a qualification that is offered by the Scottish Qualifications Agency (SQA) at a National 3, 4, 5 and Higher and may be used to access further and higher education. Glasgow has

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

7.3.5 In response to the Scottish Governments requirement for all local authorities to formally record and monitor incidents of Bullying within schools, Glasgow Education Services are in phase 2 of the operational roll out and all schools have access and are using the SEEMIS Bullying and Equalities module. Education Services have established a review group and they are in the process of revising the Anti-Bullying Policy for schools and a review group is working closely with Respect me. The review group plan to relaunch the revised policy guidelines in September 2019 and there will be training for staff to ensure consistency of recording particularly in relation to protected characteristics. Schools will also-

- Look for opportunities to explore equality issues within the wider curriculum
- Analyse and use data in relation to race and gender more consistently, so that not only is attainment looked at, but also wider achievement
- Engage parents and carers more in relation to equality issues, and consider whether parent councils represent the pupil demography
- Review the Vision, Values and Aims statement to explicitly reference equalities.

7.3.6 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 including, LGBT Youth Scotland and the University of the West of Scotland. 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 have an LGBT young people's forum that is practitioner lead and members of this group contribute to the development of work across the city including the annual LGBT youth conference, "Pride Lite".

## **7.4 Anti-sectarianism**

7.4.1 Anti-sectarian work in Glasgow schools and several neighbouring authorities continues to grow through the Sense Over Sectarianism program. The program has delivered its 4 key resources across west central Scotland including over 85% of Glasgow Primary and Secondary Schools, in addition, CPD is offered annually to all teaching staff in the city and a series of lectures are delivered to student teachers at Glasgow University.

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' and Communities United bringing denominational and non-denominational schools together to explore their values, attitudes and behaviours in relation to sectarianism.
- S2/3 – The play 'Scarfed for Life' addresses a wide range of issues

experienced by young people in our schools and in the wider community

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

## **7.5 Homophobia and Transgender issues**

- 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 4 Secondary schools who have completed the Chartermark programme from Bronze onwards, and we currently have 14 Secondary establishments who have signed up for the programme and are at various stages of this. We also have one Primary establishment undertaking the Chartermark Programme. Furthermore, we have the Chartermark programme complete with our own Physiological Services and the Chartermark programme is also being launched with Education Services Edis team at headquarters.
- 7.5.2 Education Services will continue to work with LGBT Youth Scotland through directly funding the organisation to deliver the programme to secondary schools not already participating in the Chartermark programme and who want to undertake this. Education services has a commitment to encourage as many schools as possible to engage with the programme.
- 7.5.3 Working closely with our young people's LGBT Youth Group, Education Services held its first ever LGBT Youth Conference, Pride Lite in June 2018. We will be continuing to develop this further and have planned our Pride Lite 2019 event for June 2019. Education Services offered customised support to several secondary schools and young people regarding transgender issues. It is intended this area of work will be further developed with partners through the EEWG

## **7.6 Anti-Racism developments and the Curriculum**

- 7.6.1 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.
- 7.6.2 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 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
- 7.7.2 In January 2019, Education Services joined the phase 2 operational roll out of 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 behaviour
  - Records incidents against persons displaying the behaviour and persons experiencing the behavior
- 7.7.3 Presentations have been made at Head Teacher City Business meetings in January 2019 to reinforce requirements of using SEEMIS module and further guidance is being issued to schools as well as planned staff development training.
- 7.7.4 Education Services' employees are offered a wide range of training and continuous professional development opportunities, including:
- Support for staff and establishments to support children and young people with additional support for learning requirements, including EAL Sensory support services
  - Opportunities to support the range of equality and diversity work in schools, such as anti-sectarianism initiatives, work to combat homophobic bullying, anti-racist work, and work to raise awareness of domestic violence

## PART II

### Progress towards the Equality Outcomes

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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.
- 1.2 This report represents the statutory mid-term report on progress towards the Council Family's Equality Outcomes. In the interest of best practice an annual progress report was presented to [Operational Performance and Delivery Scrutiny Committee](#) on 20 June 2018, in order to highlight any issues at an early stage and to use the identified areas for improvement to inform the work plan of the Officer Equality Working Group for the coming year.

#### 2. Introduction

- 2.1 This report presents progress towards the Equality Outcomes for 2017 – 2021 as of 2019. The outcomes were developed and agreed through evidence review and extended stakeholder engagement with equality groups:
  - Consultation with stakeholders to identify key equality priorities, including elected members and equality organisations in the city (70 respondents);
  - A series of focus groups with members of the public who identify as having a protected characteristic (people with a disability or long-term health condition, people who identify as LGBT, people from Asian, African and Central and Eastern European communities, and young people aged 16 to 24);
  - Updating the Council Family's database of evidence to ensure our baseline of key facts and figures about protected characteristics remains current;
  - A collaborative workshop for employees from across the Council Family to consider consultation findings and produce an initial set of priorities for consideration in outcome development (80 attendees);
  - Continued engagement with equality groups via the Glasgow Equality Forum;
- 2.2 The Public Petitions and General Purposes Committee and the Operational Delivery Scrutiny Committee considered the draft Equality Outcomes in February 2017 and they were approved by Executive Committee on [16 March 2017](#).
- 2.3 Progress towards the Equality Outcomes as of 2019 is presented in the tables on the following pages. The outcomes are structured around four improvement aims, which were developed from the consultation feedback received when developing the outcomes:

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

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

Improvement Aim	Equality Outcome
Improve Economic Outcomes for People with Protected Characteristics	1. An increased proportion of people with protected characteristics are supported to enter employment or training.
	2. Glasgow City Council female employees are supported to overcome any challenges that gender may present.
	3. Glasgow City Council employees who experience mental health issues are supported to help them manage any difficulties they experience or barriers they face.
	4. The Council Family has an improved knowledge about the demographic makeup of its workforce.
Increase People's Knowledge about Equality and Fairness	5. The Council Family has developed and delivered a consistent, and where necessary mandatory, approach to raising awareness about equality and diversity.
	6. Glasgow City Council has developed a more strategic approach to delivering equality and diversity curriculum in schools that has been developed in partnership with the third-sector and achieves external validation where possible.
Improve Access to Council Family Services by People with Protected Characteristics	7. Glasgow's Improvement Challenge (Literacy and Numeracy) has resulted in: <ul style="list-style-type: none"> <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	11. The Council Family has visibly promoted and delivered events that promote and celebrate cultural diversity in Glasgow.

Improvement Aim	Equality Outcome
Equality and Diversity	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.

2.5 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 Integrated Joint Board are required under the Equality Act 2010 to publish its own set of Equality Outcomes. These are available [here](#). 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 Review of Actions and Measures

3.1 As 2019 is the mid-point of the Equality Outcomes 2017 - 2021, the opportunity was taken to review the actions and measures that support the Outcomes. This will ensure the Outcomes will be achieved by 2021 or earlier. This was undertaken as an exercise with officers from across the Council Family, through the Equality Working Group.

3.2 Following this review, the following amendments are proposed:

- Action 2.1 - Develop an Equal Pay statement and Action Plan.  
The new Job Evaluation Scheme will form the next step for equal pay and a new action has been identified at action 2.4 to measure the progress on delivering the scheme.
- Action 3.1 – Support employees who experience mental health issues  
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.
- Action 8.4 – Develop a British Sign Language (BSL) Action Plan  
This action is now complete. The next steps have been identified at action 8.5, to develop a BSL user reference group, with local BSL users and to support the implementation of the local action plan.
- Action 11.1 – URBACT Project  
This programme is now complete. It was noted that this action remains a priority for Glasgow, progress will continue to be measured through Inclusive Cities at action 11.1.
- Action 11.3 – Supporting Integration Networks  
Challenges were highlighted in measuring progress against this action, as detailed in the tables. However, it was noted that 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 specific focus on the BME community and a suit of 4 measures were put in place to measure progress as at action 11.6.

- Action 11.5 – Communicating and Promoting Awareness of Equality and Diversity

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.

- Action 14.2 – Raise Awareness of Hate Crime Reporting

A new measure has been added for the Hate Crime campaign, to raise awareness and encourage reporting of Hate Crime.

- Action 14.4

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.

- Staff Survey

Glasgow City Council carries out regular staff surveys. These surveys allow staff to tell us their views about working for the Council in a completely anonymous and confidential way. The staff survey was identified as a measure for a number of staff focussed actions (2.2, 3.1, 12.1, 12.2, 12.3) when the outcomes were developed in 2017.

During 2018, Glasgow City Council took the opportunity to consider different ways of consulting with staff, carrying out qualitative research among staff through the use of a series of focus groups with an independent facilitator. These focus groups were an opportunity for staff to talk about their experiences of working for the Council, as well as identify issues that are important to them and the impact these have on their day to day working life.





As quantitative measures from the staff survey will not be available to measure progress against the equality actions, these have been removed from the tables at appendix 1 and alternate measures have been identified through evaluation and feedback from individual programmes. This will be reflected in future reporting of these actions.

## **4 Progress as of 2018**





4.2 Based on the feedback we received from stakeholders, where possible, we have tried to make measures more robust and demonstrate impact rather than volume. This is not always possible due to the nature of the work delivered, however it is something we will continue to improve. We are working to improve our performance measures with equality groups as performance monitoring matures.

4.2 For some actions, the most recent data available is for 2017/18 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.

- 4.3 The challenges of reporting before year end information is available has been highlighted by Glasgow and other Local Authorities through the Scottish Council Equality Network (SCEN) and will be considered as part of the review of the Equality Duty.
- 4.4 There are a total of 53 actions divided between the 14 Equality Outcomes.
- 4.5 Each action/output has been assessed as one of the following:

	Progress is as expected. It is estimated that the agreed action will be achieved by 2021 or earlier.
	There are some areas of slippage in targets.
	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

- 4.6 The Council is on track to deliver its Equality Outcomes, with the majority of actions assessed as green (87%) at the mid-point of the plan.
- 4.7 Some actions require further work to achieve the agreed actions by 2021. Where possible, a note on mitigating action to improve performance is included in the tables as “Further Work”. These areas include:
- An increased proportion of people with protected characteristics are supported to enter employment or training. (Outcome 1)
  - The Council Family has developed and delivered a consistent, and where necessary mandatory, approach to raising awareness about equality and diversity. (Outcome 5)
  - Service users with protected characteristics are provided with targeted, improved and more accessible information about the services provided by the Council Family.(Outcome 8)
- 4.8 Summary of progress as of 31 December 2018 is presented below.

<b>Improvement Aim:</b>					Total
1. Improve economic outcomes for people with protected characteristics.	11	3	0	1	15
2. Increase people’s knowledge about equality and fairness.	5	3	0	0	8
3. Improve access to Council Family services by people with protected characteristics.	13	1	0	0	14
4. Promote and support respect for equality and diversity.	16	0	0	0	16
Total =	45	7	0	1	53

## 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.

People with a disability are less likely to be employed. 41% of disabled people in Glasgow are employed, this is very slightly higher than the figure in 2015 (40%). The employment rate in Glasgow remains slightly below the Scottish average and employment rates for disabled people continue to be significantly below the overall population across Scotland.

The percentage of young people (aged 16 to 24) in employment has decreased from 51% in 2015 to 45% in 2017. Glasgow continues to be below the Scottish average of 59%, which has seen a slight increase from 56% in 2015.

It is not possible to measure any improvement in the employment rates of Black and Minority Ethnic people due to a change in geographical reporting to West of Scotland rather than Glasgow. Therefore, this cannot be compared with previous years or with overall employment in Glasgow.

Gender also plays a role in someone's economic outcomes. There continues to be a difference between men and women's pay levels however the gender pay gap in Scotland has decreased from 7.3 % in 2015 to 6.9% in 2017.

Source: [Scottish Government](#)

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

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

Source: [Annual Population Survey](#)

\* New geographic profile - West of Scotland





## 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)	Current Performance (2018/19)	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		Reporting figures for 2018/19 are not available until May 2019.  Currently there are 5 young people registered for the programme and at December 2018 there was 100% sustainment.  Participants are not encouraged to apply for vacancies until March - May to allow time to develop their employability skills.  A review, by external consultants, is currently underway on the Glasgow Guarantee which will consider performance and make recommendations.	
	Number of people moving into employment, education, or training.	4	4			
1.2 The Glasgow Guarantee initiative will continue to assist people into employment, including an increased number of black or minority ethnic people.  <i>Protected Characteristic: Race</i>  <i>Lead: Development and Regeneration Services</i>	Number of positive outcomes.	32 Black and Ethnic Minority people (3.2%)	39 Black and Ethnic Minority people (4.8%)	23 Black and Ethnic Minority people (5%)	The number of positive outcomes is not directly comparable as year end figures for 2018/19 are not yet available. However, there has been a slight increase in the percentage of positive outcomes.	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<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 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)	<p>This service began as a pilot in 2016/17.</p> <p>Although there has been a significant increase in positive outcomes as a result of this programme, it is not currently on track to deliver the target of 137 sustainable outcomes by the end of 2018/19.</p> <p>This pilot programme is due to complete on 30 September 2018.</p> <p>A full performance review has been 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>A</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 Characteristic: Disability</i></p> <p><i>Lead: Development and Regeneration Services and HSCP</i></p>	Number of people supported into employment.	22 people	28 people	30 people (December 18)	These figures represent people into full time employment, over 16 hours/week.	<b>G</b>
<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</p>	Number of Glasgow-based businesses undertaking Value the Difference Training.	Strathclyde University to develop an Implicit Attitude Test (IAT) and test within the workplace	University of Strathclyde research complete.  <b>Training delivered:</b>	This project is complete, no further reporting will be provided.	An evaluation of the training will be carried out with the University of Strathclyde.	<b>G</b>

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>with a disability through a combination of research, training, awareness raising and coaching.</p> <p><i>Protected Characteristic: Disability, Race &amp; Sex</i></p> <p><i>Lead: Development and Regeneration Services</i></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>	<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: 1 workshop, 35 delegates</li> </ul>			
<p>1.6 Business Gateway supports the Women into Business events which are held on a regular basis to showcase new women's led businesses in the city.</p> <p><i>Protected Characteristic: Sex</i></p> <p><i>Lead: Development and Regeneration Services</i></p>	Number of businesses attending events.	217	207	141	<p>Performance is as of 31 December 2018, therefore performance is not directly comparable.</p> <p>Events are seasonal and generally there are more during Q4 so it is anticipated that attendances will be in line with previous years.</p>	
<p>1.7 Ethnic Entrepreneurs is an advisory service provided by Business Gateway for Glaswegians from a black or</p>	Number of community-based events held.	60	60	43	Performance is as of 31 December 2018, therefore performance is not directly comparable.	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>minority ethnic background that provides tailored support and advice and awareness raising events in the community.</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: Development and Regeneration Services</i></p>	Number of tailored one-to-one support sessions undertaken.	361	436	227	<p>Events are seasonal and generally there are more during Q4 so it is anticipated that attendances will be in line with previous years.</p> <p>Although the number of community based events is similar to previous years there has been less people attending these events. This has had a knock on effect on the pool of people that are able to be targeted for one-to-one sessions. This change has only recently become apparent and actions to address this will be developed.</p>	
<p>1.8 City Building will promote opportunities in construction to black and minority ethnic groups through the craft apprenticeship scheme, attending recruitment fairs, offering work experience programmes and organising participation events during National Modern Apprenticeship Week.</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: City Building</i></p>	Percentage of apprentice intake who are from a black and minority ethnic background.	10%	4%	5%	<p>There has been a slight increase in the apprentice intake from black and minority ethnic backgrounds over the last year. However this is still below the baseline figure for 2016/17.</p> <p>City Building continues to engage with a wide range of organisations in order to reach underrepresented groups within the construction industry, including:</p> <ul style="list-style-type: none"> <li>• Operating a Construction for All initiative to target the black and ethnic minority communities within the City.</li> <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>	<b>A</b>
<p>1.9 RSBi will continue to offer employment facilities to 260 employees (over 50% of whom are disabled), including 109 Work Choice</p>	Number of employees, percentage of who have a disability.	53%	53%	53%	Work Choice funding is ceased as of 30 March 2019. Funding will be provided via Access to Work for a period of two years from 1 April 2019 for 109 RSBi employees.	<b>G</b>

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>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 Characteristic: Disability</i></p> <p><i>Lead: City Building</i></p>	<p>Number of Work Choice positions.</p>	<p>109</p>	<p>109</p>	<p>109</p>	<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>	



## 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)	Current Performance (2018/19)	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>	<p>This action was developed prior to our work with trade unions and claimants representatives to resolve outstanding equal pay claims. As a result, the specific action to develop an action plan had been placed on hold.</p> <p>On 7 February 2019, the <a href="#">City Administration Committee</a> approved the Equal Pay settlement proposal and funding strategy.</p> <p>A paper was presented to <a href="#">City Administration Committee</a> on 7 March on the development of the Job Evaluation Structure that will be needed to support the implementation of the SJC Job Evaluation Scheme.</p> <p>The new Job Evaluation Scheme will form the next step for equal pay and a new action has been identified at 2.4 to measure the progress on delivering the scheme.</p>	<b>G</b>
<p>2.2 The Council will continue to develop the Lean In women's peer support network, including service-specific circles.</p> <p><i>Protected Characteristic: Sex</i></p>	Attendance numbers.	<p>205 employees on Lean In membership list.</p> <p>On average 25-30 employees attend events.</p>	<p>223 employees on Lean In membership list.</p> <p>On average 25-30 employees attend events.</p> <p>6 events were held over the year.</p>		<b>G</b>

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<i>Lead: Corporate HR</i>		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.	230 people attended the network's second International Women's Day Event in conjunction with EY and Police Scotland.		
	Staff survey results.	A staff survey has not taken place to be able to include information.	For further information on the staff survey see section 3.2.	A survey of participants was recently completed. The survey will inform the network plan for 2019 activities which is currently under development.	
	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.	Discussions will continue with Unison alongside identification of other opportunities to develop smaller circles in service areas.	
	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 approach to equality and diversity</li> <li>• 72% agreed they were more aware of</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 approach to equality and diversity</li> <li>• 66% agreed they were more aware of gender equality in the workplace.</li> </ul>	The network continues to perform well and increase membership. The survey findings show that there has been a decrease in areas such as the network's ability to increase empowerment, connection with peers and understanding of equality in the organisation. As the network matures and membership is consistent this would be expected.  Network member's satisfaction rates remain high; <ul style="list-style-type: none"> <li>• 84% advised that they would recommend the network to their peers</li> <li>• 80% agree that the network encourage an open exchange of ideas and information around gender equality.</li> <li>• 81% agree that the network provides a broad range of speakers</li> </ul>	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
		gender equality in the workplace. • 62% stated they felt more confident.	<ul style="list-style-type: none"> <li>• 33% stated they felt more confident.</li> </ul> There were 31 responses to the survey, representing a response rate of 13.9%.	The outcomes of the survey are used to determine the approach for the following year.	
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%	City Building employs 22% of all female craft apprentices in Scotland. This is an increase from 20% last year.  All women completing their apprenticeships have been offered posts as tradespersons with City Building, which provides 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 mentoring female apprentice in a construction environment training course which was delivered by Equate.	<b>G</b>
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	A paper was presented to <a href="#">City Administration Committee</a> on 7 March on the development of the Job Evaluation Structure.	New


## 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)	Current Performance (2018/19)	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> </ul>	<p>In May 2018, Glasgow City Council partnered with See Me launched a Mental Health in the Workplace Strategy pilot programme with 500 Neighbourhoods and Sustainability (NS) staff.</p> <p>The programme was delivered by a team comprising of NS Operations &amp; HR, Trade Unions UNITE and GMB, led by Corporate HR and received support, advice and guidance from See Me, the Mental Health Foundation (MHF), Breathing Space and the Samaritans.</p> <p>A soft evaluation was undertaken in October 2018 and was based on the See Me's workplace survey which asks employees questions around the following areas;</p> <ul style="list-style-type: none"> <li>• Recruitment – If someone who had experienced a mental health</li> </ul>	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
	Staff survey results.	A staff survey has not taken place to be able to include information.	<ul style="list-style-type: none"> <li>• Mental health awareness event held on time to talk day in Satinwood Suite with partner organisations.</li> </ul> <p>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.</p> <p>For further information on the staff survey see section 3.2.</p>	<p>problem wanted to apply for a job with your organisation</p> <ul style="list-style-type: none"> <li>• In work - experiencing a mental health problem</li> <li>• Returning to Work - following a period of mental ill-health</li> <li>• Organisational Culture – questions around policy, practice and behaviours.</li> <li>• Training – I have received training on mental health issues</li> </ul> <p>The findings from this evaluation and the pilot were presented to <a href="#">General Purposes City Policy Committee</a> on 22<sup>nd</sup> January 2019. The report included the following recommendations;</p> <ul style="list-style-type: none"> <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 over the term of our current strategic plan to 2022.</li> <li>• Support Neighbourhoods and Sustainability to complete the delivery of the pilot, with formal evaluation by mid-2019.</li> </ul> <p>The actions set out in action 3.1 are included within the overall Mental Wellbeing at Work Strategy. Future progress against this outcome will be</p>	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
				measured as detailed in action 3.2 in line with recommendations.	
3.2 Corporate HR will rollout the Mental Wellbeing at Work Strategy across the Glasgow City Council.	<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>	New	New	New	New


## 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)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>4.1 The Council and Glasgow Life will encourage employees to disclose demographic information by raising awareness of why this information is collected and how it used.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Corporate HR and Glasgow Life</i></p>	Increase in numbers providing information.	<p>Glasgow Life Disclosure rate:</p> <p>Disability: 26.9% Ethnicity: 78.2%</p>	<p>Glasgow Life Disclosure rate:</p> <p>Disability: 34.6% Ethnicity: 82.1% Religion and Belief: 26.8% Sexual Orientation: 27.5%</p> <p>It should be noted that the 2017/18 figures incorporate the assimilation with Glasgow City Marketing Bureau.</p>	<p>Glasgow Life Disclosure rate:</p> <p>Disability: 33.6% Ethnicity: 79.8% Religion and Belief: 26.1% Sexual Orientation: 26.7%</p>	<p>There has been a slight decrease in the staff disclosure rate. This is due to a number of factors including the number of leavers and new starts during the reporting period.</p> <p>A staff campaign ran in January encouraging staff to update their information, it is anticipated that this will be reflected in the next reporting period.</p> <p>In order to encourage employees to update their personal characteristics, Equality Ambassadors have been raising awareness within their teams.</p>	
	Increase in numbers providing information.	<p>Glasgow City Council Disclosure rate (including teachers):</p> <p>Disability: 21.5% Ethnicity: 74.2% Religion and Belief: 15.1% Sexual Orientation: 15.7%</p>	<p>Glasgow City Council Disclosure rate (including teachers):</p> <p>Disability: 26.3% Ethnicity: 74.2% Religion and Belief: 18.7% Sexual Orientation: 19.4%</p>	<p>Glasgow City Council Disclosure rate (including teachers):</p> <p>Disability: 37.6% Ethnicity: 76.7% Religion and Belief: 31% Sexual Orientation: 29.4%</p>	<p>There has been significant improvement in disclosure rate since 2016/17. There has been activity to encourage disclosure across the organisation and at a service level. This activity will continue to further improve disclosure rates.</p>	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>4.2 The Council will review its recruitment practices in relation to unconscious/implicit bias and develop action plan on findings.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Corporate HR</i></p>	<p>Development of action plan.</p>	<p>In the last year a review of unconscious bias research and training has been undertaken. There has also been a review of service recruitment information to identify issues.</p>	<p>The Recruitment Toolkit has been updated taking into account unconscious/implicit bias.</p>	<p>A report on increasing Black and Minority Ethnic BME representation in the organisation has been approved by Corporate Management Team (CMT).</p> <p>Actions from the report will be progressed and include activity to reduce the potential of unconscious/implicit bias in recruitment processes across all protected characteristics.</p>	<p><b>G</b></p>



## 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.

From the [Glasgow Household Survey](#), attitudes towards diversity in Glasgow have remained broadly similar since 2016. In 2018, almost three quarters of respondents, agreed that Glasgow and their local area were places where people from different backgrounds got on well together (73% and 71% respectively). Two-thirds (66%) agreed that people in their neighbourhood welcomed everyone, regardless of the differences such as ethnicity or religion, this is a slight decrease from 69% in 2016. Agreement is higher in Black and Minority Ethnic (BME) respondents than non-BME for all three questions.

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			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](#)



## 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)	Current Performance (2018/19)	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>5.2 Explore options and develop a systematic and integrated approach to enable improved information and best practice sharing of work across the Council Family.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Chief Executive's Department</i></p>	<p>Delivery of a preferred option.</p>	<p>Information is shared across the Council Family through the Equality Working Group, which has officer representation from each service and ALEO.</p>	<p>Glasgow are members of the Scottish Council Equality Network (SCEN). This group has equality officer representation from across Scottish Local Authorities as well as equality officers from COSLA. This group gives opportunity to share best practice, information and resources.</p>	<p>Further work is required to develop a more systematic approach to information sharing and this will be progressed through the Officers Equality Working Group.</p> <p>Consideration will be given to creating a page of guidance papers and frequently asked questions available to staff on Connect.</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	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><i>Lead: Chief Executive's Department</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>The Equality and Diversity courses are under consideration and will be replaced in April 2019.</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>During 2019/20 an implementation plan will be developed to put in place a mandatory equality training standard for the Council Family.</p>	<p style="text-align: center;"><b>A</b></p>
	<p>Materials reviewed, updated/ developed and implemented.</p>	<p>The Equality Awareness course was reviewed and updated in 2016.</p>	<p>The Hate Crime course was launched in November 2017</p>	<p>The Sight Loss and Deaf Awareness course and the Corporate Parenting course were launched during 2018.</p>		
<p>5.4 Glasgow Life will deliver a programme of relevant equality training/staff</p>	<p>Number of Glasgow Life employees</p>	<p>Glasgow Life Learning &amp;</p>	<p>Glasgow Life Learning &amp;</p>	<p>Glasgow Life Learning &amp;</p>	<p>There has been a decrease in training attendances this year, this can be impacted when Managers are unable to</p>	<p style="text-align: center;"><b>A</b></p>

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>briefings in order to build empathy, understanding and confidence within the workforce. This programme will include a particular focus on the training needs of employees who interact with members of the public.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>who have received training as part of this programme.</p>	<p>Development courses uptake:</p> <p><u>Managing Equality at Work</u>: 3 courses; 17 people</p> <p>Glasgow Life GOLD training uptake (individual protected characteristics): <b>57</b></p> <p>GOLD uptake for associated Equalities courses (eg Autism, Dementia, McMillan): <b>50</b></p>	<p>Development courses uptake:</p> <p><u>Managing Equality at Work</u>: 3 courses; 34 people</p> <p><u>Unconscious Bias</u>: 16 courses; 149 people</p> <p>Glasgow Life GOLD training uptake (individual protected characteristics): <b>141</b></p> <p>GOLD uptake for associated Equalities courses (eg Autism, Dementia, McMillan): <b>603</b></p>	<p>Development courses uptake:</p> <p><u>Managing Equality at Work</u>: 2 courses; 15 people</p> <p><u>Unconscious Bias</u>: 5 courses; 49 people</p> <p>Glasgow Life GOLD training uptake (individual protected characteristics): <b>44</b></p> <p>GOLD uptake for associated Equalities courses (eg Autism, Dementia, McMillan): <b>266</b></p>	<p>release staff due to staffing challenges at work locations, which then impacts attendances.</p> <p>In addition, unconscious bias training is only attended once as is Managing Equality at Work (a course for managers) so inevitably the numbers for these courses along with the on-line GOLD courses will decrease each year as employees will have completed the training in previous years. Consideration will be given to changing reporting to a percentage completed or cumulative figure in future years in order to reflect actual performance.</p> <p>There have been a number of programmes undertaken in the last year to build empathy, understanding and confidence within the workforce. Some examples are;</p> <p>LGBTI+ Training held for Gallery of Modern Art Staff prior to Queer Times School programme and exhibition.</p> <p>Critical Whiteness Training was run in Glasgow Museums for approximately 20 staff.</p> <p>Monthly corporate communications briefings have been circulated to staff with a 'CLEAR value of the month'. This has included a briefing on British Sign Language (BSL) Contact Scotland</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
					and instructions on how to add this information to e-mail signature	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>5.5 Equality training is a mandatory part of elected member development so that they are able to act as role models within the communities they serve.</p> <p><i>Protected Characteristic: All</i></p> <p>Lead: Member Services</p>	Percentage of elected members undertaking equality and diversity training within the four-year election period.	84% (71 of 85 Elected Members)	84% (71 of 85 Elected Members)	<p>An alternate source of face to face training is being sourced for Elected Members who have not yet undertaken training.</p> <p>Refresher Equality Impact Assessment (eqia) training, delivered by Council officers is planned for August 2019.</p>	



## OUTCOME 6

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


General Duty: Eliminating discrimination, harassment and victimisation

Strategic Plan Theme: Excellent and Inclusive Education

## HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	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 Have achieved Chartermark status.</p> <p>One primary establishment has begun the LGBT Chartermark programme.</p>	<p>Work will continue to encourage, support and implement the Chartermark Programme across all establishments.</p>	
<p>6.2 Education Services will develop further approaches to delivering anti-racism programmes within the curriculum that is based on</p>	<p>Production of actions with the Equalities in Education Working Group</p>	<p>The Education in Equalities Working Group (EEWG) are working with partners from the Race</p>	<p>The Equalities in Education Working group (EEWG), with partners, are adding resources which can</p>	<p>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</p>	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>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>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>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>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>anti-racist education work in schools with a specific focus on reporting bullying/ harassment and Hate Crime.</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>6.3 Education Services will continue to deliver a programme of anti-sectarian education in all schools that is supported by the development of appropriate curriculum, continuous professional development opportunities for all teachers, and workshops delivered by Sense Over Sectarianism.</p> <p><i>Protected Characteristic: Religion or belief</i></p> <p><i>Lead: Education Services</i></p>	<p>Number and range of programmes being offered across Glasgow schools.</p> <p>Number of participants (children, schools, staff).</p>	<p><b>Establishments Delivering Programmes:</b></p> <p><u>Early Years</u> Rainbow Fish to the Rescue &amp; Pink - 17</p> <p><u>Primary Schools</u> P6/P7 - Divided City &amp; Communities United - 117</p> <p><u>Secondary Schools</u></p> <ul style="list-style-type: none"> <li>• S2/S3 - Scarfed for Life – not available</li> <li>• S5/S6 - Employability and Social Media – not available</li> </ul>	<p><b>Establishments Delivering Programmes:</b></p> <p><u>Early Years</u> Rainbow Fish to the Rescue &amp; Pink - 14</p> <p><u>Primary Schools</u> P6/P7 Divided City &amp; Communities United - 127</p> <p><u>Secondary Schools</u></p> <ul style="list-style-type: none"> <li>• S2/S3 - Scarfed for Life - 27</li> <li>• S5/S6 - Employability and Social Media - 21</li> </ul> <p><b>Continuous Professional Development (CPD):</b></p> <p>Glasgow Teachers – 8 sessions with 115 Teachers Participating.</p> <p>Team teaching 87 Teachers</p>	<p><b>Establishments Delivering Programmes:</b></p> <p><u>Early Years</u> Rainbow Fish to the Rescue &amp; Pink - 17</p> <p><u>Primary Schools</u> P6/P7 Divided City &amp; Communities United - 101</p> <p><u>Secondary Schools</u></p> <ul style="list-style-type: none"> <li>• S2/S3 - Scarfed for Life - 27</li> <li>• S5/S6 - Employability and Social Media - 6</li> </ul> <p><u>University Lectures</u></p> <ul style="list-style-type: none"> <li>• PGDE/MeDUC - 6</li> <li>• CLD Masters - 6</li> <li>• Team teaching - 128 Teachers</li> </ul>		



## 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 has decreased slightly from 68% in 2016 to 65% in 2018.

BME respondents continue to express higher levels of overall satisfaction with services than non-BME respondents (73% versus 64% respectively), echoing findings from previous surveys.

Those with a disability in their household were more likely than those without to disagree that the Council treated everyone equally (25% compared with 15%).

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.

### Percentage of respondents who agree or strongly agree

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

Source: [Glasgow Household Survey](#)

## 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)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>7.1 Glasgow's Improvement Challenge is a city-wide approach to improvement in schools from 2015 to 2020. One of the main aims is to raise attainment in literacy and numeracy through targeted support and 119 primary schools have been selected on the basis of the percentage of children in each school living in the most deprived postcodes. There are over 31,000 children in the selected primary schools of which nearly 21,000 live in the 20% most deprived postcodes.</p> <p><i>Protected Characteristic:</i></p>	<p>Participation and attainment results of pupils with the specified protected characteristics will be recorded and monitored.</p>	<p><u>2016 ACEL Census</u></p> <p><b>% S3 Pupils achieving at third level or above by gender</b></p> <p><u>Reading</u></p> <ul style="list-style-type: none"> <li>• Male: 87.6%</li> <li>• Female: 93.9%</li> <li>• EAL: 86.7%</li> </ul> <p><u>Writing</u></p> <ul style="list-style-type: none"> <li>• Male: 85.7%</li> <li>• Female: 92.9%</li> <li>• EAL: 84.7%</li> </ul> <p><u>Listening &amp; Talking</u></p>	<p><u>2017 ACEL Census</u></p> <p><b>% S3 Pupils achieving at third level or above by gender</b></p> <p><u>Reading</u></p> <ul style="list-style-type: none"> <li>• Male: 82.3%</li> <li>• Female: 91.6%</li> <li>• EAL: 81.1%</li> </ul> <p><u>Writing</u></p> <ul style="list-style-type: none"> <li>• Male: 79.6%</li> <li>• Female: 90.3%</li> <li>• EAL: 78.5%</li> </ul> <p><u>Listening &amp; Talking</u></p>	<p><u>2018 ACEL Census</u></p> <p><b>% S3 Pupils achieving at third level or above by gender and EAL</b></p> <p><u>Reading</u></p> <ul style="list-style-type: none"> <li>• Male: 85.6%</li> <li>• Female: 93.6%</li> <li>• EAL: 84.5%</li> </ul> <p><u>Writing</u></p> <ul style="list-style-type: none"> <li>• Male: 84.4%</li> <li>• Female: 93.6%</li> <li>• EAL: 85.0%</li> </ul> <p><u>Listening &amp; Talking</u></p>	<p>ACEL refers to the Achievement for Curriculum for Excellence Levels census, which is carried out in June each year.</p>	<div style="background-color: green; color: white; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">G</div>

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
Disability, Race, Sex  Lead: Education Services		<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>• 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>• 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>		
	Further annual analysis will assist in considering additional and/or alternative approaches in improving literacy and numeracy for pupils.	<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 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>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 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 Leaders of Early Learning (LELs) team are working in partnership with GDSS, EAL Services, Create Music, Educational Psychology, the Health Improvement Team and the Speech and Language team.</p> <p>There has been professional learning for Lead Practitioners of Attainment to develop early listening, talking and conversational skills of children. This has enabled them to tailor their interventions appropriately to meet all learners' needs.</p> <p>The LELs are working alongside the Health Improvement Team to roll out <i>Gender Friendly Nursery (GfN)</i> training to raise issues of gender stereotyping and the impact this has on young learners. This will initially be rolled out to partner establishments 2018-20 and then local authority 2020-2022. Approximately 30% of managers of partner nurseries will have</p>		

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
				The Phonological Awareness programme has been enhanced by additional music input.	received GfN training by end of 2018-19 session.  A small case study in one school is currently underway, with a group of boys unlocking writing. The results of this will be shared with all challenge leaders of learning.	


## 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)	Current Performance (2018/19)	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>	Production of new brochures, the protected characteristics covered, and any feedback from the process.	<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 '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 Life website <a href="#">here</a>.</p>	<p>A planned disability brochure has not been produced due to financial and staff resources.</p> <p>The 6 community language brochures will also be published on the Glasgow Life website.</p>	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
8.2 Glasgow Life will run information road shows at city and community events to raise awareness about its services, particularly	Number of road shows delivered and to which protected	Glasgow Life held a stall at MELA 2017 information included job and volunteer opportunities and general service provision.	Glasgow Life held a stall at MELA 2018, information included an HR representative talking to visitors about job and	In addition to raising awareness of Glasgow Life services to those with protected characteristics, there has been a number of careers focussed events;	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>those for people with protected characteristics.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>characteristic group.</p>		<p>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>	<ul style="list-style-type: none"> <li>• Attendance at Black and Minority Ethnic (BME) careers fair at Knightswood Community Centre</li> <li>• Attendance at Glasgow City Council Careers Fair with special invitation to BME partners</li> <li>• Gathering feedback at GCC careers fair around viability of work placement for BME people</li> <li>• Promotion of our Gallery Assistant (T-Rex) role at BME specific recruitment event</li> <li>• Meeting and attendance at Radiant and Brighter information open day (BME partner)</li> </ul>	
<p>8.3 The Council will develop and deliver an approach to its communication that meets the principles of Inclusive Communication.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Chief Executive's Department</i></p>	<p>Development and implementation of a systematic policy for communication that sets out the Council's approach to meeting the principles of Inclusive Communication.</p>	<p>This action will be progressed during 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 Policy Committee</a> on 17 April 2018.</p>	<p>A modern communications strategy is currently under development and will be presented to the General Purposes Policy Committee in due course.</p>		G
<p>8.4 With the involvement of deaf and hearing-impaired people, the Council will develop a local delivery plan that supports the British Sign Language (Scotland) Act 2015.</p>	<p>Involvement of local deaf and hearing impaired people in the development of plan; and</p>	<p>A programme of consultation with the BSL community is underway to develop the Glasgow Council Family BSL Action Plan.</p>	<p>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</p>	<p>This action is now complete,</p> <p>The next step is to implement the action plan with support of local BSL users as set out in new action 8.5.</p>	G

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p><i>Protected Characteristic: Disability</i></p> <p><i>Lead: Chief Executive's Department</i></p>	<p>Elected member agreement of a local plan.</p>		<p>was developed in conjunction with a number of deaf 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><i>Protected Characteristic: Disability</i></p> <p><i>Lead: Chief Executive's Department</i></p>	<p>Formation of group.</p> <p>Identification of local priorities from 6 year plan.</p>	<p>New</p>	<p>New</p>	<p>New</p>	<p>New</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*

## HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>9.1 Glasgow Life will introduce technological and adaptive tools designed to assist customers in accessing services.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	Range of technology introduced to assist service access.	The Resource Unit for Visually Impaired People (RUVI) with a range of access technologies is based in the Mitchell Library.	<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>Kiosk capabilities include:</p> <ul style="list-style-type: none"> <li>• Access to a range of languages</li> <li>• Instructions in a graphic format allowing customers to follow them easily regardless of their knowledge of English or their literacy levels</li> <li>• Designed to accommodate customers who use a wheelchair.</li> <li>• Font size can be changed to assist those with a visual impairment.</li> </ul>	<b>G</b>
<p>9.2 Glasgow Life will work to improve venue access, both through physical adaptations and cultural ones.</p> <p><i>Protected Characteristic: All</i></p> <p><i>Lead: Glasgow Life</i></p>	Number and type of adaptations/improvements made.	Glasgow Museums staff have been trained and accredited to offer British Sign Language (BSL) guided tours. 4 X BSL Level 1 1 X BSL Level 6	<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> </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>In addition to physical adaptations there have been a number of cultural adaptations in the last year, including:</p> <ul style="list-style-type: none"> <li>• 6 Autism friendly quiet times and workshops held at; Gallery of Modern Art, St. Mungo's museum, Scotland Street museum and Riverside museum.</li> </ul>	<b>G</b>



Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
		<p>Changing Places toilets are available at Kelvinhall and Kelvingrove Bows</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>	<ul style="list-style-type: none"> <li>• Power assistance added to main entrance doors in Shettleston Library.</li> <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 those identifying as non-binary.</li> </ul>	<ul style="list-style-type: none"> <li>• Gender Neutral toilet pilot was undertaken at Tramway, the results of this are currently being analysed and a report is to be finalised.</li> </ul>	<ul style="list-style-type: none"> <li>• The Riverside museum, St. Mungo's museum and Gallery of Modern Art all now have: <ul style="list-style-type: none"> <li>○ Trained autism champions to raise staff awareness</li> <li>○ Visual Storyboards /pre visit information for planning visits</li> <li>○ Sensory kits to borrow from reception</li> </ul> </li> <li>• 3 Dementia friendly performances were held at Glasgow Royal Concert Hall</li> </ul>	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
9.3 Glasgow Life will continue to deliver programmes of sport	Number of programmes	Adult and Children's programmes same for 2016/17 and 2017/18.		Following user consultation and engagement a revised pilot programme of sports	

Output / Action	Measure(s)	Year 1 (2017/18)		Current Performance (2018/19)	Further Work and Comments	RAG
<p>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>	and range offered.	<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>• <u>Scotstoun:</u> Multi-sports (1) and Football (10yrs+) (1)</li> <li>• <u>Holyrood:</u> Multi-sports(1)</li> <li>• <u>Donald Dewar:</u> Basketball (1)</li> <li>• <u>Swimming (multiple sessions in 3hr period):</u> Whitehill, Bellahouston, Gorbals and Scotstoun</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>	sessions for disabled people is underway, future programming will be adapted based on the results.	<b>G</b>
	Number of attendees.	<p><b>Disability programmes:</b></p> <ul style="list-style-type: none"> <li>• Children: 4132</li> <li>• Adult: 3281</li> <li>• ASN: 5440</li> <li>• Holiday programme: 726</li> </ul> <p><b>Total: 13579</b></p>	<p><b>Disability programmes:</b></p> <ul style="list-style-type: none"> <li>• Children: 4111</li> <li>• Adult: 3760</li> <li>• ASN: 5273</li> <li>• Holiday Programme: 553</li> </ul> <p><b>Total: 13697</b></p>	<p><b>Disability programmes:</b></p> <ul style="list-style-type: none"> <li>• Children: 3407</li> <li>• Adult: 3547</li> <li>• ASN: 4218</li> <li>• Holiday Programme: 421</li> </ul> <p><b>Total: 11593</b></p>		


## 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

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	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</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>Future programmes will be adapted accordingly, following feedback from participants in the pilot.</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
			<p>contemporary community collection around migration.</p> <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>			

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>10.2 Glasgow Life will form a developmental group of employees who work with older people to facilitate the sharing of good practice, exploit cross marketing potential and develop best practice.</p> <p><i>Protected</i> <i>Characteristic: Age</i></p> <p><i>Lead: Glasgow Life</i></p>	<p>Formation of group.</p> <p>Examples of influence on service delivery.</p>	<p>Two cross service meetings were held to share information across service areas. The meetings identified the following barriers to effective service delivery:</p> <ul style="list-style-type: none"> <li>• understanding audiences</li> <li>• communication (internal)</li> <li>• communication (external)</li> </ul> <p>Too early in the process to be able to report on examples.</p>	<p>Meetings were held in June 18 and January 19.</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 with marketing and communications colleagues to discuss abilities to develop a clear older people's offer.</p>	The group have formalised their meetings to every 3 months.	<b>G</b>

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<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> <p><i>Lead: Neighbourhoods and Sustainability</i></p>	<p>Reduction in number of complaints received.</p>	<p>12 Footway/ footpath access complaints</p> <p>120 Total complaints relating to footways</p>	<p>7 Footway/ footpath access complaints</p> <p>64 Total complaints relating to footways</p>	<p>6 Footway/ footpath access complaints</p> <p>82 Total complaints relating to footways</p>	<p>The installation of dropped kerbs, repair of tactile paving and damaged kerbs was included in the 2018/19 Roads Investment Strategy. This will continue with future Roads Investment Strategies.</p> <p>Public consultation and engagement is a key element in the roads and lighting investment strategies, ensuring a significant proportion of the investment is informed by local communities and a variety of stakeholders. Staff with responsibility for roads and lighting attend Annual Area Partnership Meetings chaired by Elected Members and attended by representatives from local communities including;</p> <ul style="list-style-type: none"> <li>• Community Councils;</li> <li>• Resident Associations;</li> <li>• Housing Associations;</li> <li>• Public Transport Operators;</li> <li>• Police Scotland;</li> <li>• Scottish Fire and Rescue</li> </ul> <p>Customers can engage and report defects through a number of processes including;</p> <ul style="list-style-type: none"> <li>• Roads and Lighting Fault Hotline</li> <li>• Glasgow City Council Webpage</li> <li>• My Glasgow App</li> <li>• Councillor Mail Enquiries</li> <li>• Customer Mail Enquiries</li> </ul> <p>In addition to public consultation, a variety of data sources are used when developing programmes, including;</p>	<div style="background-color: green; color: white; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">G</div>

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
					<ul style="list-style-type: none"> <li>• Pothole reports,</li> <li>• Lighting faults</li> <li>• Public liability claims</li> <li>• Bus &amp; taxi surveys</li> <li>• Glasgow Household Survey</li> <li>• Reports of other defects on the road network.</li> </ul>	
<p>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.</p> <p><i>Protected Characteristic: Age &amp; Disability</i></p> <p><i>Lead: Neighbourhoods and Sustainability</i></p>	Number of enforcement notices issued	102	9	27	There were some issues with enforcement notices due to responsibility being moved internally. This has been identified and resolved.	
<p>10.5 Glasgow’s Road Safety Partnership has identified older (60 years and older) pedestrians as a key priority. The partnership will continue to deliver an enforcement, education and publicity campaign to reduce the number of older pedestrians killed or seriously injured on Glasgow’s roads. The campaign will generally include: a programme of</p>	<p>Number of annual visits/ presentations undertaken by the NS Road Safety Unit.</p> <p>Reduction in the number of older pedestrians killed or seriously injured.</p>	<p>16 premises visited 581 pedestrians targeted</p> <p>1 fatal 16 seriously injured Total killed or seriously injured: 17</p>	<p>27 premises visited 2046 pedestrians targeted.</p> <p>3 fatal 14 seriously injured Total killed or seriously injured: 17</p>	<p></p> <p>3 fatal 9 seriously injured Total killed or seriously injured: 12</p>	<p>2017/18 figure is the most recent data available.</p> <p>Engagement with older pedestrians is carried out throughout the year, with the majority taking place (October – December) for Winter.</p> <p>Staff attend the Senior citizen’s Christmas Lunch, held at the City Chambers over the course of a week and distributed 1000 elderly pedestrian packs with information.</p> <p>In early October, staff visit shopping centres in local communities with the help of Junior Road</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>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>					<p>Safety Officers from local primary schools and give out older pedestrian packs targeting around 1000 older people throughout the week.</p>	

## 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 110 incidents of domestic abuse recorded by the police per 10,000 population in Scotland during 2017/18. This figure has been consistent since 2015/16.

Where gender information was recorded, around four out of five incidents of domestic abuse 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 2017/18 there were 59,541 incidents of domestic abuse recorded by the police in Scotland, an increase of 1% on the previous 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.

	2015/16	2017/18
Racially aggravated crime	964	930
Religiously aggravated crime	173	188
Disability aggravated crime	40	55
Sexual orientation aggravated crime	333	270
Transgender identity aggravated crime	6	14




## 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)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>11.1 The Council will continue to support and work with the Roma community to improve the socio-economic conditions of the 3,500 plus Roma who have settled in Glasgow from Central, Southern and Eastern Europe.</p> <p><i>Protected Characteristic: Race</i></p> <p><i>Lead: Development and Regeneration Services</i></p>	<p>URBACT is an urban development programme that facilitates cities working together to address common urban issues. Development and Regeneration Services are leading an URBACT inclusion project, focused on the Govanhill area, that will focus on neighbourhood deprivation and finding new ways of resourcing and community involvement. The project is still in an early phase; plans and appropriate measures are being developed.</p>	<p>The URBACT Project is at mid-point and an implementation plan has been developed with a series of actions to support people in Govanhill area. A wider approach has been adopted to support the whole diverse community rather than particular groups.</p>	<p>The 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 project is complete.</p> <p>It was noted that this action remains a priority for Glasgow, progress will continue to be measured through Inclusive Cities as per below.</p> <p>Inclusive Cities supports 5 UK cities, including Glasgow, to achieve a step-change in their approach towards integration of newcomers in the city. Drawing on ideas and experience from within Europe and innovative approaches from cities in the United States,</p>	
	<p>Continue to work with Inclusive Cities to further develop Glasgow's welcoming approach to newcomers in the city and ensure our migrant</p>	New	New	New	New

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
	community contribute to and benefit from inclusive economic growth.				

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>11.2 Glasgow Life will deliver events and initiatives that celebrate and promote equality and diversity, for example the MELA (a celebratory event of South Asian culture).</p> <p><i>Protected</i> <i>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>Many of the events have approximate figures as they are free for all to access/unticketed.</p> <p>In advance of the Queer Times School exhibition, workshops were held in July and facilitated by LGBTPQIA academics, organisations and artists. This included; 27 Speakers, 10 core participants (including the artist Jason E Bowman) and 3 volunteers from the University of Leicester.</p>	<b>G</b>
<p>11.3 The Council Family will continue to support the Integration Networks via Grant Funding and development support.</p> <p><i>Protected</i> <i>Characteristic: Race</i></p>	<p>Number of local cultural events held per year.</p>	<p>114 events across 9 networks.</p> <p>These events enable community</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</p>	<p>See 11.6</p>	<p>As part of the review of actions supporting Glasgow's Equality Outcomes difficulties were highlighted with monitoring the progress of this action.</p> <p>Measuring the feeling of safety among BME communities has</p>	<p>See 11.6</p>

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<i>Lead: Community Empowerment Services</i>		integration and celebrate the many cultures of different ethnic groups in Glasgow. They range from local galas and community fun days to community food events.	regular groups and classes which are not 'events' but provide regular cultural activities and opportunities for community integration		proved challenging due survey not continuing this year and at this point, there is no regular data collection regarding safety concerns specific to the BME community.  Grant Funding is primarily delivered through the Integrated Grant Fund (IGF) A new fund is being developed to replace the IGF, in partnership with the Third Sector Forum, community groups and other stakeholders.	
		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.	 See note	As part of the ongoing review, all existing funded organisations, as well as those not funded by the current programme, will have an opportunity to shape, and apply to, the new fund. Review to conclude with new fund in place as of 1st April 2020.	
		Increase in feeling of safety among BME communities.	Survey response to 'Feelings of Safety':  "I feel safe using public transport in this local area"  89% of Black and Minority Ethnic people agreed  "I feel safe walking alone around this local area even after dark".	 See note	It was noted that the action itself remained a priority for Glasgow, particularly with the BME community, including refugee and asylum seekers. Therefore the action has been amended with a specific focus on the BME community and a suit of 4 measures were put in place to measure progress as at action 11.6.	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
			67% of Black and Minority Ethnic people agreed <i>Source: The 2016 Black and Minority Ethnic Health and Wellbeing Study by NHS Greater Glasgow and Clyde (NHSGGC).</i>			

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
11.4 Glasgow Life will continue to deliver the <i>Glasgow: A Sectarian City?</i> programme in museums to educate young people about sectarianism. [Dependent on the continuation of the Class Connections transport scheme for schools and on the educational priorities of each school.]  <i>Protected Characteristic: Religion or belief</i>  <i>Lead: Glasgow Life</i>	Number of attendances.	20 workshops 464 students (458 primary and 6 secondary)	27 workshops 590 students (543 primary and 47 secondary)	15 workshops 401 students (371 primary and 30 secondary)	It should be noted that performance is not directly comparable as 2018/19 is as of 31 December 2018.  It is anticipated that performance will be in line with previous years. Comparable attendance for quarter 3 2017/18 were 12 workshops held with 205 primary pupils attending.	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
11.5 The Council will review its approach to communicating and promoting awareness about equality and diversity  <i>Protected Characteristic: All</i>  <i>Lead: Chief Executive's Department</i>	Review conducted and recommendations made.	There is a variety of information to promote equality to staff on Connect, as detailed under Outcome 12.  There is also a wide range of training opportunities available to staff on GOLD, as detailed under Outcome 5.	See outcome 12 and action 5.2	As part of the review of the actions that support the equality outcomes 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.  Progress against this action will not be included in future reporting.	See 12 and 5.2

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
11.6 The Council Family will continue to support BME organisations and Integration Networks via Grant Funding and development support.  <i>Protected Characteristic: Race</i>  <i>Lead: Community Empowerment Services</i>	Number of local cultural events held per year.	114 events across 9 networks.	110 events across 8 networks	156 events across 7 networks	This work will continue to be supported through improved partnership working at the Glasgow Integration Forum. The Forum plans to deliver events and groups that will support the wider strategic aims of the city in terms of integration and inclusion.  A new BME task group has been developed and is chaired by the Elected Member for Equalities and Human Rights. The group has identified two key workstreams to focus on: employability and democratic engagement.	<b>G</b>
	Number of ESOL classes	New	New	2656 across the city		New
	Number of individuals supported through case work/signposting services	New	New	2,127 individuals supported		New
	Number of programmes directed at supporting Glasgow's BME community.	New	New	125 programmes		New

## 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)	Current Performance (2018/19)	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> <i>Protected Characteristic: Disability, Gender reassignment, Race. Sex &amp; Sexual orientation</i>  <i>Lead: Corporate HR</i>	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.	Work is underway with employee assistance provider and employee networks to launch remaining lines.  As lines are newly opened it is too early to report on number of calls received. This will be reported in future years.	G
	Staff survey results.	A staff survey has not taken place to be able to include information.	For further information on the staff survey see section 3.2.	Feedback on headline reason for call and number of calls is received from the employee assistance provider.	
12.2 The Council will develop employee peer support networks for employees with the following protected characteristics: <ul style="list-style-type: none"> <li>• Disability</li> <li>• LGBT</li> </ul>	Development of networks. Number of attendances.	The Women's, LGBT, BME and Carers networks have been established.  There are 423 members across networks.  BME – 36 (just launched)	All the peer support networks are now established, launched and a leadership sponsor identified, they are: <ul style="list-style-type: none"> <li>• Black &amp; Minority Ethnic Peer Support Network</li> </ul>	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	G

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<ul style="list-style-type: none"> <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>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>	<ul style="list-style-type: none"> <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>networks to assist foster good relations across protected characteristics.</p>	
	Staff Survey results.	A staff survey has not taken place to be able to include information.	For further information on the staff survey see section 3.2.	Future evaluation and feedback will be monitored through the Lean In, Prism and Carers Network Surveys, which have recently been undertaken. The BME survey is scheduled for next year.	
<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.	Service HR leads will manage the Champions process within each service to meet the activities in the equality and diversity plans for 2019.	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<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> <p><i>Lead: Corporate HR</i></p>	<p>Accreditation achieved and level awarded.</p>	<p>All accreditations maintained.</p>	<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>Working with the Carer's Employee Peer Support Network, the highest level of accreditation in the Carer's Scotland accreditation programme has been achieved. This stands Glasgow City Council out as an exemplar for other organisations in relation to how we support our employees with caring responsibilities.</p> <p>A commitment has been made to the Scottish Government Equally Safe Employer's accreditation programme to prevent and eradicate violence against women and girls.</p>	
<p>12.5 Research employees' views after returning from maternity or adoption leave to ensure the Council is meeting its aim of supporting pregnant women, adopters and working parents.</p> <p><i>Protected Characteristic: Pregnancy &amp; maternity</i></p> <p><i>Lead: Corporate HR</i></p>	<p>Research completed and findings.</p>	<p>Research planned to be carried out during 2018.</p>	<p>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>	<p>An employee survey of staff returning from maternity and adoption leave will be launched in 2019. This 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.</p>	





## OUTCOME 13

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

*General Duty: Eliminating discrimination, harassment and victimisation*



*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)	Current Performance (2018/19)	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.	Completed 2017.	A Working Group was established to take forward recommendations from the strategic assessment and to incorporate the priorities from Equally Safe.	
	Development of strategic plan and action plan.	The draft strategic plan is in production to be presented to the Glasgow Violence Against Women Partnership (GVAWP) in August 2018.	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 draft plan will be presented to the GVAWP in May with an opportunity for wider consultation.  It is anticipated that the city wide plan will be available by August 2019.	
13.2 The Glasgow Violence Against Women Partnership will continue to deliver school-based activity that will raise awareness of gender inequality and its	Percentage of children/young people who are able to identify domestic	During 2018:  'Crush' drama (targeted at 3 <sup>rd</sup> year pupils) – Delivered across 27 Secondary Schools and	During 2019:  'Crush' drama (targeted at 3 <sup>rd</sup> year pupils) – Delivered across 26 Secondary Schools.	A mechanism has been developed in order to capture better quality evaluations of Crush Drama from: pupils; teachers and the drama company. This will allow measurement of: <ul style="list-style-type: none"> <li>Level of understanding of young people</li> </ul>	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>impact on teenagers' relationships.</p> <p><i>Protected Characteristic: Sex</i></p> <p><i>Lead: Neighbourhoods and Sustainability</i></p>	<p>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>watched by 3,269 pupils.</p> <p>Originally Gold Stars and Dragon Marks and now Keeping Mum (targeted at P6 and P7) – Delivered across 24 Primary Schools and watched by 1,975 pupils.</p>	<p>Gold Stars and Dragon Marks (targeted at P6 and P7) – Delivered across 49 Primary.</p>	<ul style="list-style-type: none"> <li>Impact of drama</li> <li>Raise awareness of both pupils and teachers of where to go for help</li> </ul> <p>The number of pupils attending will be available in May 2019.</p>	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	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>	<p>Number of victims referred to MARAC.</p>	<p>574</p>	<p>378</p>	<p>727 (April 18 – March 19)</p>	<p>Glasgow continues to work towards the delivery of a robust and effective MARAC for high risk victims of domestic abuse including the development of a common shared Operating Protocol.</p> <p>Further work is planned to improve delivery, this includes:</p> <ul style="list-style-type: none"> <li>Delivering a programme of workshops across the city to raise the profile of MARAC and to increase accessibility to vulnerable victims furthest away from early interventions.</li> <li>Further developing core membership of MARAC.</li> </ul>	<p><b>G</b></p>

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
					<ul style="list-style-type: none"> <li>Working towards a common shared risk assessment for high risk victims of domestic abuse.</li> <li>Developing staff skills and confidence in operating risk assessments.</li> </ul>	
<p>13.4 The Council Family will continue to facilitate and support appropriate services to those experiencing gender-based violence, for example a specialist domestic abuse advocacy and support service (ASSIST), a service for women over 18 years trafficked for Commercial Sexual Exploitation (TARA), and Routes out of Prostitution.</p> <p><i>Protected Characteristic: Sex</i></p> <p><i>Lead: Neighbourhoods and Sustainability</i></p>	<p>ASSIST—</p> <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>		<p>95%</p> <p>96%</p>	<p></p> <p>85% (April 18 – Jan 19)</p>	<p>An annual Client Satisfaction Survey is carried out independently of ASSIST. This work is undertaken between March and April and will be available by end of April 2019.</p>	
	<p>Routes Out—</p> <ul style="list-style-type: none"> <li>Number of positive outcomes achieved for women.</li> </ul>	551	591	625 (April 18 – Feb 19)	The single biggest increase in positive outcomes relates to financial outcome, such as access to benefits.	
	<p>TARA—</p> <ul style="list-style-type: none"> <li>Number of referrals to TARA Service;</li> </ul>	69 72	56 68	64 78	A formal accessible service user consultation is scheduled for April 2019.	

Output / Action	Measure(s)	Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
	<ul style="list-style-type: none"> <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>	2 Service User Group forums hosted on the draft Scottish Government Trafficking and Exploitation Strategy and Public Awareness campaign	<p>8 women individually completed detailed surveys on the type and quality of support provided by TARA throughout the year.</p> <p>A weekly ESOL/Arts group was attended by between 5 and 8 women and ad hoc feedback on various issues was provided by this group.</p>	<p>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.</p> <p>Regular Exit Surveys are completed when women exit the service.</p>		


## OUTCOME 14

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

*General Duty: Eliminating discrimination, harassment and victimisation*

*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)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>14.1 Review the existing practice across the Council Family. Develop and agree a consistent standard process for supporting customers who have been a victim of a hate crime or incident. The Council Family should promote awareness of the approach through posters and other publicity in front-facing offices and the Council's website. Consider the scope for further Council Family organisations and offices to join the third-party reporting network.</p> <p><i>Protected Characteristic: Disability, Gender reassignment, Race, Religion or belief, Sex &amp; Sexual orientation</i></p>	<p>All Council Family organisations are signed up to Glasgow's Hate Crime Pledge.</p>	<p>Council Family Organisations signed up to the pledge:</p> <ul style="list-style-type: none"> <li>• Community Safety Glasgow</li> <li>• Glasgow City Council</li> <li>• Glasgow Life</li> </ul>	<p>Pledges maintained for 2018/19.</p>	<p>Glasgow Hate Crime Working Group has developed thematic action plans which are aligned to the Strategic Priorities of:</p> <ul style="list-style-type: none"> <li>• Prevent hate crime</li> <li>• Report hate crime</li> <li>• Respond to hate crime.</li> </ul> <p>These Action Plans cover the period 2018-2021 and will deliver on the short term outcomes identified in Glasgow's hate crime strategic assessment.</p> <p>The Hate Crime Working Group will put in place an evaluation framework over the period 2019 – 2021.</p>	

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<i>Lead: Neighbourhoods and Sustainability</i>					
<p>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).</p> <p><i>Protected Characteristic: Disability, Gender reassignment, Race, Religion or belief, Sex and Sexual orientation</i></p> <p><i>Lead: Neighbourhoods and Sustainability</i></p>	<p>Increase in number of third-party reporting centres.</p> <p>Recorded hate crime by protected characteristic; recorded incidences should reflect an increase all protected characteristics (data supplied by Police Scotland).</p>	<p>66</p> <p>Analytical Reports are produced 4 weekly by CSG and presented at Multi Agency Tasking and Coordinating meeting (CSG, SFR &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>57</p> <p>Regular analytical reporting continues as at 2017/18.</p> <p>The most recently available report covers the period 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>Collected from Police Scotland</p> <p>Work to support reporting includes delivering an annual public education campaign to raise awareness and encourage reporting of Hate Crime.</p> <p>A new measure for this area of work has been added below and will be included in future reporting.</p>	<p style="text-align: center;"><b>G</b></p>

Output / Action	Measure(s)	Year 1 (2017/18)		Current Performance (2018/19)	Further Work and Comments	RAG
		Baseline (2016/17)	Year 1 (2017/18)	Current Performance (2018/19)		
	Proportion of reported graffiti incidents that are offensive.	21% (465/2188)	21% (445/2130)	18% (298/1633) (April–December)	Offensive graffiti is categorised as an aggregate of Homophobic, Racist, Sectarian and Obscene graffiti.	
	Reach of Hate Crime Awareness Week Campaign	610, 548	3,254,339	2,294,749	<p>This has been added as a new measure for the campaign to raise awareness and encourage reporting of Hate Crime.</p> <p>Numbers reflect estimated exposure to campaign messages through a combination of main stream and social media advertising, social media messaging, print media and radio coverage.</p> <p>The Hate Crime Working Group are refreshing the campaign for 2019 focussing on raising awareness of Third Party Reporting.</p>	New
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	<p>Monitoring and reporting on specific incidences of LGBTI+ bullying in schools distinct to the overall regular monitoring of incidents of bullying.</p> <p>Education strategic equality group will analyse reported</p>	Education Services are developing monitoring arrangements to ensure a regular termly update of the number of reported incidences of bullying with a breakdown by protected characteristic where appropriate.	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.	<p>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.</p> <p>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.</p>	<p>In January 2019, Education Services joined the phase 2 operational roll out of the SEEMIS Bullying and Equalities module.</p> <p>This on-line recording system-</p> <ul style="list-style-type: none"> <li>• Allows more in-depth interrogation of data</li> <li>• Complies with the Equality Act 2010</li> <li>• Records different types of discriminatory behaviour</li> <li>• Records incidents against persons displaying the behaviour and persons experiencing the behavior</li> </ul>	<b>G</b>

Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<p>and transphobic bullying in all of Glasgow's schools is effectively tackled and that Glasgow's classrooms actively promote equality and inclusivity for young people of LGBTI+ identities</p> <p><i>Protected Characteristic: Gender reassignment &amp; Sexual Orientation</i></p> <p><i>Lead: Education Services</i></p>	<p>incidences of LGBTI+ bullying on a term basis.</p> <p>Support and guidance provided to establishments where analysis determines patterns of negative behaviour.</p>		<p>A range of guidance is available for staff and establishments to support children 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>Presentations have been made at Head Teacher City Business meetings in January 2019 to reinforce requirements of using SEEMIS module and further guidance is being issued to schools as well as planned staff development training.</p>	
<p>14.4 Education Services will continue to deliver and expand the current cohort of schools undertaking the LGBT Schools Charter Mark with LGBT Youth Scotland. Have Your Say workshops for young people will continue to be delivered. Education Services will continue to refer people/victims who have been affected by hate crime to appropriate support agencies, including the LGBT Youth Scotland counselling services.</p> <p><i>Protected Characteristic: Gender reassignment &amp; Sexual Orientation</i></p>	<p>An increase in the number of schools participating in the Charter Mark scheme.</p> <p>The percentage of young people and staff participating in Have Your Say workshops.</p> <p>Percentage of young people who feel able to report hate crime and who do so.</p> <p>The percentage of young people who take up counselling support.</p>	<p>Examples of practice undertaken include;</p> <ul style="list-style-type: none"> <li>• Shawlands Academy were awarded funding to enable members of the LGBT 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 included a statement from a teacher who chose to apply to work at the school because she could feel that they were LGBT+ inclusive.</li> <li>• Pupil-led equalities group had a stall at the school's parents night and freshers fair to raise awareness of</li> </ul>	<p>See 6.1 and 14.3</p>	<p>As part of the review of the actions that support the equality outcomes 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 trans bullying will be reported at 14.3 above.</p> <p>This action will not be reported against in future reporting.</p>	<p>See 6.1 and 14.3</p>



Output / Action	Measure(s)	Year 1 (2017/18)	Current Performance (2018/19)	Further Work and Comments	RAG
<i>Lead: Education Services</i>		LGBT issues and LGBT inclusion work. <ul style="list-style-type: none"> <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>			

## 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 2018.

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

Grade	White Employees		BME Employees		Non Disclosed		Total Workforce
	Number	%	Number	%	Number	%	
Grade 1 - 4 Total	9,605	77.8%	219	1.8%	2,525	20.4%	12349
Grade 5 - 7 Total	5,147	78.3%	203	3.1%	1,225	18.6%	6575
Grade 8 Total	571	89.2%	13	2.0%	56	8.8%	640
Grade 9 - 15 Total	251	90.6%			24	8.7%	277
Other Non Pay & Grading Structure	116	77.3%			26	17.3%	150
Teaching	3,602	60.4%	158	2.6%	2,203	36.9%	5963
<b>Total Workforce</b>	<b>19,292</b>	<b>74.3%</b>	<b>603</b>	<b>2.3%</b>	<b>6,059</b>	<b>23.3%</b>	<b>25954</b>
<b>Total Full Time Workforce</b>	11,646	75.4%	321	2.1%	3,480	22.5%	15447
<b>Total Part Time Workforce</b>	7,646	72.8%	282	2.7%	2,579	24.5%	10507

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 2018.

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

Grade	Disabled		Non Disabled		Non Disclosed		Total Workforce
	Number	%	Number	%	Number	%	
Grade 1 - 4 Total	301	2.4%	5,043	40.8%	7,005	56.7%	12349
Grade 5 - 7 Total	201	3.1%	1,761	26.8%	4,613	70.2%	6575
Grade 8 Total	20	3.1%	187	29.2%	433	67.7%	640
Grade 9 - 15 Total			93	33.6%	176	63.5%	277
Other Non Pay & Grading Structure			110	73.3%	37	24.7%	150
Teaching	75	1.3%	1,944	32.6%	3,944	66.1%	5963
<b>Total Workforce</b>	<b>608</b>	<b>2.3%</b>	<b>9,138</b>	<b>35.2%</b>	<b>16,208</b>	<b>62.4%</b>	<b>25954</b>
<b>Total Full Time Workforce</b>	402	2.6%	4,963	32.1%	10,082	65.3%	15447
<b>Total Part Time Workforce</b>	206	2.0%	4,175	39.7%	6,126	58.3%	10507

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 2018.

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

Grade	Male		Female		Non Disclosed		Total Workforce
	Number	%	Number	%	Number	%	
Grade 1 - 4 Total	3,394	27.5%	8,955	72.5%	0	0.0%	12349
Grade 5 - 7 Total	1,739	26.4%	4,836	73.6%	0	0.0%	6575
Grade 8 Total	250	39.1%	390	60.9%	0	0.0%	640
Grade 9 - 15 Total	140	50.5%	137	49.5%	0	0.0%	277
Other Non Pay & Grading Structure	72	48.0%	78	52.0%	0	0.0%	150
Teaching	1,291	21.7%	4,672	78.3%	0	0.0%	5963
<b>Total Workforce</b>	<b>6,886</b>	<b>26.5%</b>	<b>19,068</b>	<b>73.5%</b>	<b>0</b>	<b>0.0%</b>	<b>25954</b>
<b>Total Full Time Workforce</b>	5,828	37.7%	9,619	62.3%	0	0.0%	15447
<b>Total Part Time Workforce</b>	1,058	10.1%	9,449	89.9%	0	0.0%	10507

## 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 2018.

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

Grade	Bi-Sexual		Heterosexual		Lesbian / Gay		Other		Not Disclosed		Total Workforce
	Number	%	Number	%	Number	%	Number	%	Number	%	
Grade 1 - 4 Total	17	0.1%	4,308	34.9%	24	0.2%	10	0.1%	7,990	64.7%	12349
Grade 5 - 7 Total		0.1%	1,578	24.0%	40	0.6%		0.0%	4,951	75.3%	6575
Grade 8 Total		0.3%	158	24.7%		0.6%		0.0%	476	74.4%	640
Grade 9 - 15 Total		0.4%	83	30.0%		1.4%		0.0%	189	68.2%	277
Other Non Pay & Grading Structure		2.7%	108	72.0%		0.7%		0.7%	36	24.0%	150
Teaching	11	0.2%	1,234	20.7%	37	0.6%		0.0%	4,680	78.5%	5963
<b>Total Workforce</b>	<b>41</b>	<b>0.2%</b>	<b>7,469</b>	<b>28.8%</b>	<b>110</b>	<b>0.4%</b>	<b>12</b>	<b>0.0%</b>	<b>18,322</b>	<b>84.2%</b>	<b>25954</b>
<b>Total Full Time Workforce</b>	29	0.2%	4,043	26.2%	90	0.6%	10	0.1%	11,275	73.0%	15447
<b>Total Part Time Workforce</b>	12	0.1%	3,426	32.6%	20	0.2%		0.0%	7,047	86.5%	10507

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

## Appendix 5: Workforce Profile by Religion or Belief

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

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

Grade	Buddhist		Church of Scotland		Hindu		Jewish		Muslim		Other Christian		Roman Catholic		Sikh		Another Religion		None		Not Disclosed		Total Workforce
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
Grade 1 - 4 Total	10	0.1%	311	2.5%		0.0%		0.0%	39	0.3%	1125	9.1%	1515	12.3%	29	0.2%	44	0.4%	1718	13.9%	7554	61.2%	12349
Grade 5 - 7 Total		0.1%	267	4.1%	10	0.2%		0.0%	54	0.8%	141	2.1%	464	7.1%		0.1%	31	0.5%	676	10.3%	4920	74.8%	6575
Grade 8 Total		0.2%	42	6.6%		0.0%		0.0%	0	0.0%		0.9%	47	7.3%	0	0.0%		0.5%	64	10.0%	477	74.5%	640
Grade 9 - 15 Total	0	0.0%	21	7.6%		0.0%		0.0%	0	0.0%		2.9%	23	8.3%		0.4%		0.7%	28	10.1%	194	70.0%	277
Other Non Pay & Grading Structure	0	0.0%		5.3%		0.0%		0.0%		2.7%		4.7%	24	16.0%		0.7%		1.3%	61	40.7%	43	28.7%	150
Teaching		0.0%	200	3.4%		0.1%		0.0%	22	0.4%	76	1.3%	490	8.2%		0.1%	24	0.4%	417	7.0%	4719	79.1%	5963
<b>Total Workforce</b>	<b>19</b>	<b>0.1%</b>	<b>849</b>	<b>3.3%</b>	<b>17</b>	<b>0.1%</b>		<b>0.0%</b>	<b>119</b>	<b>0.5%</b>	<b>1,363</b>	<b>5.3%</b>	<b>2,563</b>	<b>9.9%</b>	<b>44</b>	<b>0.2%</b>	<b>106</b>	<b>0.4%</b>	<b>2,964</b>	<b>11.4%</b>	<b>17,907</b>	<b>69.0%</b>	<b>25954</b>
<b>Total Full Time Workforce</b>		0.1%	619	4.0%		0.0%		0.0%	49	0.3%	489	3.2%	1,280	8.3%	17	0.1%	73	0.5%	1,566	10.1%	11,337	73.4%	15447
<b>Total Part Time Workforce</b>	11	0.1%	230	2.2%	10	0.1%		0.0%	70	0.7%	874	8.3%	1,283	12.2%	27	0.3%	33	0.3%	1,398	13.3%	6,570	62.5%	10507

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

## Appendix 6 Equality Impact Assessments 2017/18 and Planned for 2018/19

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. All completed EQIAs are also published on the Council's [website](#). The list below includes all the areas that have been considered for an EQIA during 2017/18 and 2018/19.

2017/18	
Equality Impact Assessments/Screenings	
<a href="#">(Cleland Street)(Traffic Regulation) Order</a>	<a href="#">Glasgow Housing Strategy 2017 to 2021</a>
<a href="#">City Centre Commercial Waste Pilot Project</a>	<a href="#">City Centre Enabling Infrastructure Integrated Public Realm – Sauchiehall Street Avenue</a>
<a href="#">Glasgow Community Plan</a>	<a href="#">Community Asset Transfer</a>
<a href="#">(City Centre)(Traffic Management) Order 2010 (Variation No20)(Candleriggs) Order</a>	<a href="#">Glasgow Community Justice Transition Project</a>
<a href="#">Glasgow City Development Plan</a>	<a href="#">Energy &amp; Carbon Masterplan review 2015</a>
<a href="#">RUGGEDISED</a>	<a href="#">Glasgow Local Biodiversity Action Plan</a>
<a href="#">(Burleigh Street Langlands Road) (Traffic Regulation) Order</a>	<a href="#">The Environmental Health Annual Report 2017-2018</a>
<a href="#">Smokefree Legislation Enforcement</a>	<a href="#">Planning Enforcement Charter 2018</a>
<a href="#">MGSDP Cardowan SWMP Greater Easterhouse Integrated Green Infrastructure Phase 1</a>	<a href="#">Arrangements for Dealing With Participation Requests as Part of the Community Empowerment (Scotland) Act 2015</a>
<a href="#">South City Way</a>	<a href="#">Low Emission Zone</a>
<a href="#">The banning of mass releases of balloons and sky lanterns from Council land</a>	<a href="#">The Report on the Glasgow Airport Consultation 2018</a>
<a href="#">Food Waste</a>	<a href="#">Sports Pricing</a>
<a href="#">Household Food Waste Collections</a>	<a href="#">20mph Calton and Barras</a>
<a href="#">Muirhead Road Bridge Replacement</a>	<a href="#">Bin Replacement Programme</a>
<a href="#">Greater Easterhouse Integrated Green Infrastructure Phase 1</a>	<a href="#">Business Continuity Policy Equality Impact Ass Feb 2017</a>
<a href="#">CSG – Health and Safety Equality Impact Ass March 2017</a>	<a href="#">Housekeeping Standards Policy Impact Ass March 2017</a>
<a href="#">CSG – Housekeeping Standards Policy Impact Ass March 2017</a>	<a href="#">Eastgate Security Policy Equality Impact Ass Jan 2017</a>
<a href="#">Planning Enforcement Charter 2018</a>	<a href="#">Bin Replacement Programme</a>

**2018/19**

**Equality Impact Assessments/Screenings**

<a href="#">Integrated Grants Fund</a>	<a href="#">RUGGEDISED</a>
<a href="#">Increased Early years Income Linked to Service Expansion</a>	<a href="#">(Woodside) (Mandatory 20mph Speed Limit Zone) Order 201</a>
<a href="#">Banking Services Tender</a>	<a href="#">Greendyke Street Traffic Calming</a>
<a href="#">Glasgow Recycling and Renewable Energy Centre (GRREC)</a>	<a href="#">Woodside Mandatory 20mph Speed Limit Zone</a>
<a href="#">On-Street Secure Cycle Parking</a>	<a href="#">Kelvin Active Travel Route</a>
<a href="#">Tidal Weir North Gate Upgrade Refurbishment</a>	<a href="#">Transfer of ownership of Community Central Halls</a>
<a href="#">Travel Management Services</a>	<a href="#">Income Management</a>
<a href="#">Winter Maintenance Plan (WMP) 2018-19</a>	<a href="#">Play Area Safer Surfacing</a>
<a href="#">Water Row Masterplan</a>	<a href="#">Occupational Health Services</a>
<a href="#">Glasgow Recycling and Renewable Energy Centre (GRREC)</a>	<a href="#">Vehicle and Plant Equipment Recovery Services</a>
<a href="#">Tidal Weir</a>	<a href="#">Joint Health Protection Plan</a>
<a href="#">Road Safety Inspection and Repair Policy</a>	<a href="#">Environmental Health Update</a>
<a href="#">CSG Transfer to GCC</a>	<a href="#">Cordia Transfer to GCC</a>
<a href="#">Pensioner Poverty</a>	<a href="#">Energy Carbon Masterplan (ECMP)</a>
<a href="#">Sports Pricing EQIA – Final</a>	<a href="#">Revised Opening Hours Sports Centres</a>
<a href="#">Invest to Improve – Financial and Digital Inclusion</a>	<a href="#">CSG – Submission to GCC April 2018 – Updated Feb 2019</a>
<a href="#">Adults at risk of harm EIA 2018</a>	<a href="#">Electric Vehicle Policy</a>
<a href="#">Aye Write Book Festival 2019</a>	<a href="#">Station Road, Millerston TRO</a>
<a href="#">City Deal Clyde Waterfront and West End Innovation Quarter – Govan Partick Bridge</a>	<a href="#">Roads Infrastructure Status and Options Report</a>
<a href="#">Good Growing - Allotments and Greenspaces</a>	

**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](#).*

**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