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| **Outcome 1** |
| **An increased proportion of women, black and minority ethnic people, younger people, disabled people and LGBTI+ are supported to enter employment or training.** |
| *General Duty: Advancing equality of opportunity* | *Strategic Plan Theme: A Thriving Economy* |

| **How We Will Measure this Outcome** |
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Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

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| **National Outcome Indicators** |
| **Indicator** | **Data Source** |
| Employment Rates of People of Working Age (16 to 64 years)* Employment Rate (16 – 64 years)
* Black and Ethnic Minority
* Disabled People
* Young people (16 to 24 years)
* Women
 | *[Annual Population Survey](https://www.gov.scot/publications/regional-employment-patterns-scotland-statistics-annual-population-survey-2017/pages/5/) (2019)* |
| Gender Pay Gap in Scotland | [*Office of National Statistics*](https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/bulletins/genderpaygapintheuk/2020) |
| Unemployment rate of LGBTI+ people in Scotland | *LGBT Youth Scotland -* [*Life in Scotland*](https://www.lgbtyouth.org.uk/media/1354/life-in-scotland-for-lgbt-young-people.pdf) |

| **Glasgow Council Family Outcome Indicators** |
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| **Indicator** | **Lead Service/ALEO** |
| * Number of *Women into Business* events held
* Number of businesses attending *Women into Business* events
* Number of *Ethnic Entrepreneur*s community based events held
* Number of tailored one to one *Ethnic Entrepreneurs* support sessions undertaken
* Number of businesses supported by the Community Business Boost programme
 | Chief Executive’s Department (Economic Development) |
| A new monitoring dashboard for the No One Left Behind (NOLB) approach is under development and appropriate measures will be added to the Equality Outcomes Action Plan, when available. | Chief Executive’s Department (Economic Development) |
| Percentage of apprentice intake to City Building who are from a black and minority ethnic background. | City Building |
| Percentage RSBi employees who have a disability. | City Building |
| Number of TESC funded positions within RSBi | City Building |
| Number of Coach Core apprentices and demographic data. | Glasgow Life |
| Number of Kickstart students and post programme outcomes | Glasgow Life |
| Number of Volunteers and equality demographic data | Glasgow Life |
| Number of courses, participants and equality data for learning programmes | Glasgow Life |

| **How We Will Deliver this Outcome** |
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Activity to support this outcome will also be included in a number of targeted projects:

| **Project** | **Overview of Project or relevant actions** |
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| **Chief Executive’s Department** |
| Economic Development: |
| Both Economic Development’s core employability funding, the European Social Fund grant, and Scottish Government Employability Funding are all targeted at supporting those Glasgow residents that face barriers to entering volunteering, training, FE/HE or employment.Economic Development manage the design, commissioning and monitoring of these funds and a breakdown of current funding streams and projects is listed below.  Note that there will be a change in reporting as of 2023 with a move away from separate funds which will ensure clearer outcomes.  The actions will be updated from 2023 to reflect this. |
| Glasgow Guarantee Employability and Recruitment Portal | Supports unemployed Glasgow Residents age 16 to 64 years to access employment and Modern Apprentice Opportunities via a wage incentive to employers |
| European Social Fund  | Targets those with multiple barriers to employment including women, black and minority ethnic people, disabled people and LGBTI+. Part funds specific specialist support for lone parents delivered by One Parent Families Scotland, BAME by Bridges Programmes and Health conditions/disability by Enable. There is also internal GCC services for young people with autism and learning disability. |
| No One Left Behind | Scottish Government Annual Grant Offer - targets those with multiple barriers to employment including women, black and minority ethnic people, younger people, disabled people and LGBTI+. Provides match funding to ESF programme to March 2023. |
| Parental Employability Support Fund  | Scottish Government Annual Grant to end of March 2022. Funding support to lone parents, disabled parents and parents of disabled children, BAME parents, young parents under 25. |
| Young Person’s Guarantee (YPG) Scottish Government Annual Grant | Target group 16 – 24 years including black and minority ethnic, disabled, LGBTi and Care Experienced needing support to access and/or sustain volunteering, training, FE/HH, employment and MA opportunities* + **Developing the Young Workforce** – Key workers in all education establishments targeting those young people with multiple barriers who may not make a positive transition from school including Care experienced, Disabled, Black and Minority Ethnic
	+ **Towards Better Futures and On Route** – Post school service targeting those that either require support to engage with employability service or need support to transition into FE/HE, Employment or MA.
	+ **Volunteering Project** – supports those young people who have significant barriers to employment via a supported volunteering placement in the 3rd Sector
	+ **Step Up Glasgow** – 6 month job placement targeted at school leavers with barriers to employment that need pre work experience to transition into employment.
	+ **Employability Key Workers based in Health & Social Care Partnership** – provides employability support to those young people accessing social care and primary health services including Family Nurse, Mental Health Services, Addictions and Homelessness
	+ **Transition to MA Project** – targets young people with Autism Spectrum Disorder through sector profiling, job placement in Council family and job coach
 |
| Financial Inclusion |
| Disabled People Employment ILM | The project seeks to deliver intensive personal development training, digital skills and a level 2 VQ qualification and employment opportunities specifically tailored to the individual needs of disabled people. Through this more disabled people will be ready for employment and have employment experience to increase their chances of employment. |
| Glasgow Helps Single Parents (OPFS) | To support lone parents (of which the majority are women in the city) with the following; * Support into employment or training
* Access to welfare rights advice
* Support with digital connectivity
* Support for access to food
* Support and access to energy/fuel advice support
* Emotional support
 |
| Employability Support Fund Application for Universal Credit Hubs  | The objective is to provide ongoing support for our most vulnerable citizens to claim benefits that they are entitled to as well as access other support such as employability. The hubs contain in-house accredited digital skills training to enhance employability and provide resources such as access to computers with screen readers for those that suffer from visual impairments. |
| Clyde Gateway- Supporting Families into Employment | The project will: * Support wellbeing and resilience across all areas; financial, emotional and physical, recognising that family wellbeing is directly influenced by socio-economic factors that interact and impact across a family’s home, neighbourhood, learning and work environments.
* Support families to develop skills by identifying training, learning and work opportunities that will enhance their employability and life chances for the future.
 |
| Terrence Higgins Trust Partnership  | In partnership with the Terrence Higgins Trust, the project aims to help those people in Glasgow who are have blood borne viruses. It will work to help provide Financial Inclusion and employability support to those who use the services. The people that use the service are amongst the most marginalised in the city, often with the intersectionality of protected characteristics, thus by offering these services, they provide a chance for the individuals to improve their lives.  |
| **Glasgow Life** |
| Coach Core  | Sports Modern Apprenticeship Scheme run in partnership with the Training Academy assists young people in developing skills, in confidence building and supporting employability for young people who are not attending school. The scheme is inclusive of those of BAME backgrounds, and supportive of disabled young people.  |
| KickStart employability programme | For young people in conjunction with Museums, Galleries Scotland (MSG) and for some posts, Our Shared Cultural Heritage project  |
| School pupil work experience placements | Some of which will support pupils from ASN schools |
| Volunteering | Opportunities across libraries, arts and music, museums, sports and events |
| Learning programmes | The following which would assist people in gaining employment; Digital Skills learning programmes, Adult literacy and numeracy classes and ESOL classes  |
| **Community Justice** |
| Tomorrow’s Women Glasgow | Women in the justice system are supported to access education, volunteering, and employment opportunities. Outcomes are monitored through the use of Outcome Star.  |
| **City Building** |
| Promote opportunities in construction to black and minority ethnic groups | City Building will promote opportunities in construction to black and minority ethnic groups through the craft apprenticeship scheme, attending recruitment fairs, offering work experience programmes and organising participation events during National Modern Apprenticeship Week. |
| RSBi | RSBi will continue to offer employment facilities to 260 employees (over 50% of whom are disabled), including 109 Work Choice positions. Work Choice is a DWP supported employment programme designed specifically for people who, due to their disability may find it difficult to find or sustain employment. |
| **Training** |
| Training | By training council staff in the following areas, council staff could be more likely to be aware of other people’s needs and to reach out to these communities to improve their services, including; Autism Spectrum Condition Basic Awareness, Deaf Awareness, Deafblind Awareness, Dementia Basic Awareness, Sight Loss Awareness, Supporting Employees Who Are Carers, Equality and Diversity – Race and Age |
| **Future activity:** |
| Transport Strategy | Year 2 activity will include developing actions, in consultation with stakeholders, to support the outcome: ‘Transport responds and contributes to continued and inclusive economic success and a dynamic, world class city.’ |
| Digital Glasgow Strategy | Work towards our goals for the Digital Economy:We want to tackle digital exclusion and improve digital participation as a matter of social inclusion. |

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| **Outcome 2** |
| **Disabled people, black and minority ethnic people and older people have an improved experience in accessing services that meet their needs through more regular and systematic involvement in design of service delivery across the Council Family.** |
| *General Duty: Fostering good relations and Advancing equality of opportunity* | *Strategic Plan Theme: Resilient and Empowered Neighborhoods and* *A Well Governed City That Listens and Responds* |

| **How We Will Measure this Outcome** |
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Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

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| **National Outcome Indicators** |
| **Indicator** | **Data Source** |
| Overall satisfaction with Council Family services* Overall
* BME
* Disability in the household
 | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |
| The Council provides high quality services * Overall
* Age (older People 60 – 74 years)
 | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |

| **Glasgow Council Family Outcome Indicators** |
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| **Indicator** | **Data Source / Lead Service/ALEO** |
| The council rarely takes residents’ views into account when making decisions that affect them* Overall
* Race
* Disability
* Age (Younger People 16 – 34 years)
 | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |
| Would like to be more involved in decisions that affect their area* Overall
* Race
* Age
* Disability
 | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |
| The council designs its services around the needs of the people who use them* Overall
* Race
* Sex
* Disability
 | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |
| Children’s Disability Sports Programme - number of meetings and outcomes agreed for delivery | Glasgow Life |
| Sports/exercise activity for BAME communities- number of meetings and outcomes agreed for delivery | Glasgow Life |
| Glasgow Life Access Panels - number of access panel meetings per annum and service/exhibition design implications | Glasgow Life |

| **How We Will Deliver this Outcome** |
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Activity to support this outcome will also be included in a number of targeted projects:

| **Project** | **Overview of Project or relevant actions** |
| --- | --- |
| Chief Executive’s Department |
| contactSCOTLAND Training | Promote the uptake of contactSCOTLAND training across the Council Family, focussing on front facing services. contactSCOTLAND-BSL is a Scottish Government service that connects deaf BSL users throughout Scotland through an online BSL interpreting video relay service (VRS) with all of Scotland’s public authorities and voluntary organisations |
| Accessible consultation guidance | Develop guidelines for supporting and promoting accessible consultation as part of the corporate consultation guidance. |
| Employability Services | The Scottish Approach to Service Design is being used to co-design and co-produce the range of employability services that Economic Development Manage.  |
| Financial Inclusion |
| Financial Inclusion Support in Secondary Schools (FISO) | The project aims to create a programme where one on one support can be offered by a Financial Inclusion Support Officer to establish entitlement to benefits, perform a financial health check and assist with debt management. Through such initiatives, it aims to reduce inequality and poverty which in turn can help citizens flourish. In particular it aims to focus on providing these services to Black and Minority Ethnic families. |
| Financial Inclusion Support in ASN Schools | The objective is to provide support to young people and parents of disabled children within ASN schools to raise awareness of how they can maximise their income. The service has been customized by using a person centered approach which takes into consideration the needs of the individual who has Additional Support Needs and providing them with the most suitable support that they require. |
| Community Empowerment Services |
| Locality and community Programmes | A new city-wide community engagement group was been created in Dec 2021 and includes representatives of different equalities groups, to ensure that diverse representation is central to future community engagement activity.  |
| Locality and community Programmes | A range of local structures/models that approaches to joint working between Residents and Public, Third Sector Agencies via Thriving Places, Area Partnerships and other locality planning structures such as the Thriving Places neighbourhoods and G53 Together, where focus is on co-production of localised services. Community membership of these will target diverse communities and increase representation.  |
| Citizen Panel pilots | A pilot of three Citizens Panels attached to the Area Partnerships in 2022. Targeted work to include people with protected characteristics will be part of the process. |
| Community Councils | A renewed look at a project to engage with equalities groups to join community councils, now that many are operating fully post-pandemic.  |
| Community Plan | The Community Plan for Glasgow is currently being renewed to include actions from the Social Recovery workstreams. Community engagement on the plan will target equalities communities |
| Community Engagement Group | A new city-wide community engagement group was been created in Dec 2021 and includes representatives of different equalities groups, to ensure that diverse representation is central to future community engagement activity.  |
| **Neighbourhoods, Regeneration and Sustainability** |
| Accessibility of City Centre | Scope options for an accessibility audit of the City Centre. |
| Road Safety | The Scottish Government has set new targets to reduce the number of people aged 70 and over killed or seriously injured by 20% by 2030. Glasgow’s new Road Safety Plan to 2030 identifies older pedestrians as Vulnerable Road Users (VRU’s) under the new Safe Systems approach to road safety. The Safe Systems approach takes into consideration that older road users will make mistakes and therefore NRS and its partners need to ensure that sufficient measures are put in place to minimise the risk of a collision occurring and, when it does occur, minimise the severity of the collision through such measures as speed reduction.NRS Road Safety and partners will continue to engage directly with this road user group through inter-generational education (Time Traveller resource), publicity and community engagement. |
| **Glasgow Life** |
| Children’s Disability Sports Programme | Parents of disabled children meet in a forum with Glasgow Life staff to assist in programme selection and planning for the Children’s Disability Sports Programme. |
| Sports/exercise activity for BAME communities | A group for BAME service users will be set up to help plan sports/exercise activity for BAME communities |
| Access Panels | Access Panels at Museums feed in experiences of all protected characteristic groups and help the Museum plan services |
| **Training** |
| Training | By training council staff in the following areas, council staff could be more likely to be aware of other people’s needs and to reach out to these communities to improve their services, including; * Autism Spectrum Condition Basic Awareness
* Deaf Awareness
* Deafblind Awareness
* Dementia Basic Awareness
* Sight Loss Awareness
* Supporting Employees Who Are Carers
* Equality and Diversity – Race and Age
 |
| **Future Activity** |
| Transport Strategy | Year 2 activity will include developing actions, in consultation with stakeholders, to support the outcome: ‘Transport has a positive role in tackling poverty, improving health and reducing inequalities’ and ‘Places are created where we can all thrive, regardless of mobility or income, through liveable neighbourhoods and an inclusive City Centre. |
| Digital Glasgow Strategy | Work towards the Digital Community Engagement and Empowerment goals;* We will work with communities to design a new digital service that will provide communities with better access to information about their area.
* We will involve communities in the design of our services, particularly where we are re-designing services using digital technology, and supporting involvement in public service evaluation and planning through a variety of means.

Work towards the Digital Public Services goals;* We want to embrace the potential that digital technology provides to redesign our services around the citizen, enabling services to become more integrated, more proactive, and more personalised.

We want to empower communities through better access to information and using digital technology to increase civic participation. |

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| **Outcome 3** |
| **Service users are provided with information accessible to them on services provided by the Council Family particularly, those who face barriers through disability, language and digital exclusion.** |
| *General Duty: Advancing equality of opportunity* | *Strategic Plan Theme: A Well Governed City That Listens and Responds* |

| **How We Will Measure this Outcome** |
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Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

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| **National Outcome Indicators** |
| **Indicator** | **Data Source** |
| Percentage of respondents who agree or strongly agree:The council is good at letting residents know about the services it provides | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |

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| **Glasgow Council Family Outcome Indicators** |
| **Indicator** | **Data Source** |
| Respondents using any of the Council’s online services (website, App or Social Media).* Overall
* Age
* Race
 | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |
| Residents who have access to the internet for personal use. | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |

| **How We Will Deliver this Outcome** |
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Activity to support this outcome will also be included in a number of targeted projects:

| **Project** | **Overview of Project or relevant actions** |
| --- | --- |
| **Chief Executive’s Department** |
| Available of alternative formats | Explore opportunities to promote availability of alternative formats and languages to support access to information in the way that best suits the service user. |
| Improved knowledge of responding to access requests | Support staff to understand how to respond to an access request by creating a resource of ‘How to’s’ including booking interpreters, requesting translations, alternative formats etc. |
| Support with ‘Contact Us’ | Explore opportunities to include ContactScotland icon and link where a telephone contact number is available, in order to support Deaf BSL users with contacting Council services |
| Elected Member Equality Training | Equality training is a mandatory part of elected member development so that they are able to act as role models within the communities they serve.The action will be measured by the types of training offered and the percentage participation |
| Equality Training | The Council will consider options to implement a revised mandatory equality training standard for the Council Family at all levels of the organisation. The core of the training will be e-learning, supported by toolbox talks and face-to-face training that meets the needs of public-facing employees. Core elements will include general equality awareness, raising awareness of hate crime, violence against women. |
| Financial Inclusion |
| Pensioner Poverty Project  | The main aim of the project is to reduce pensioner poverty within the city in line with the objectives of the People Make Glasgow Fairer Strategy.As many pensioners are digitally excluded, the project aims to provide citizens with accessible information which can help to enrich their lives. |
| Employability Support Fund Application for Universal Credit Hubs | The objective is to provide ongoing support for our most vulnerable citizens to claim benefits that they are entitled to as well as access other support such as employability.The hubs contain in-house accredited digital skills training to enhance employability and provide resources such as access to computers with screen readers for those that suffer from visual impairments. |
| Addressing Digital Inclusion for Disabled People  | The project seeks to engage with disabled people identifying as wanting digital support, assessing their needs and providing support in the best way. The goal is to assist disabled people to have the skills and confidence to use digital technology in everyday life and access employability services and seek employment where possible and practicable.The service users will have access to information/training and devices specifically designed for their needs and provided by a specialist organization in the form of the Glasgow Disability Alliance.  |
| Community Empowerment Services |
| Local planning structures  | Local planning structures use a range of methodology to ensure information is accessible to all local residents and are encouraged to participate in local groups, activities in consultation with key stakeholders and that meetings are accessible to all. |
| Community Council support.  | The ongoing Community Council Briefings can cascade any and all information relating to equalities to all CCs across the City with the CCs themselves taking responsibility/initiative for cascading further. Community Council events will strive to improved accessibility for all members. Community Council information will be available in a variety of languages and formats as required. |
| **Glasgow Life** |
| Accessibility audit | Annual audit across all of our main websites |
| Glasgow Life Website | A project to upgrade Glasgow Life websites from a legacy Customer Management System (CMS) to a modern platform, which incorporates all of the latest accessibility standards. This will include;* training of content creators in the requirements for accessible content, including text descriptions of any images for blind or partially-sighted users.
* Plugins such as BrowseAloud and ReachDeck which provide additional website features for users with various sight and cognitive impairments.
* Direct links from our venue pages to the relevant pages of AccessAble and Euan’s Guide, which provide further details of physical access support and facilities at our venues.
* Adherence to a style guide to ensure consistent communications in terms of plain English and typefaces.
* Design work follows accessibility guidelines in terms of colour contrast, shapes and layout etc.
* Use of a refreshed image library to depict all of the communities with whom we work and customers/visitors who use our venues and services.
 |
| Digital translation | Translation of communications into community languages and, where printed material is being used e.g. leaflets we can get translation done on a request basis.  |
| **Training** |
| Training | By training council staff in these areas, they are better equipped to provide information in an accessible format, including:* Autism Spectrum Condition Awareness
* Deaf Awareness
* Deafblind Awareness
* Dementia Awareness
* Sight Loss Awareness
 |
| **Future Activity** |
| Digital Glasgow Strategy | Work towards the Digital Inclusion and Participation outcomes;* Everybody in Glasgow who needs it has supported access to digital technology and skills development opportunities
* Access and support services are designed to include everybody

Including specific actions:* We will establish a coherent city-wide catalogue of digital inclusion and participation training in partnership with all sectors in the city.
* We will deliver the Digital Inclusion and Participation work within Glasgow’s Community Learning and Development Plan 2018 – 2020.
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| **Outcome 4** |
| **Glasgow’s work to end violence against women and girls results in:** * **women and girls can access the right services based on identified need and are protected from further harm;**
* **experiences of women and girls inform the planning and activity to eradicate gender-based violence; and**
* **prevention approaches support tackling the root causes of violence against women and girls**
 |
| *General Duty: Eliminating discrimination, harassment and victimisation* | *Strategic Plan Theme: A Well Governed City That Listens and Responds* |

| **How We Will Measure this Outcome** |
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Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

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| **National Outcome Indicators** |
| **Indicator** | **Data Source** |
| Recorded crimes of coercive control* Overall
* Percentage of female victims
* Percentage of male victims
 | [*Scottish Government*](https://www.gov.scot/publications/recorded-crime-scotland-2019-2020/) |
| Proportion of the population who have been subject to domestic abuse.* Incidents in Scotland per 10,000
* Incidents in Glasgow City per 10,000
 | [*Scottish Government*](https://www.gov.scot/publications/domestic-abuse-recorded-police-scotland-2017-18/) |
| Number of recorded incidents of domestic abuse in Scotland.* Overall
* Proportion of incidents with female victim and male accused
* Proportion of incidents with male victim and female accused
 | [*Scottish Government*](https://www.gov.scot/publications/domestic-abuse-scotland-2018-2019-statistics/pages/4/) |
| Percentage of crimes recorded in Scotland that are sexual crimes. | [*Scottish Government*](https://www.gov.scot/publications/recorded-crime-scotland-2019-2020/) |

| **Glasgow Council Family Outcome Indicators** |
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| **Indicator** | **Lead Service/ALEO** |
| MARAC* Number of victims referred to MARAC.
 | Neighbourhoods, Regeneration and Sustainability |
| ASSIST* Percentage of clients rating the ASSIST service as good or very good.
 | Neighbourhoods, Regeneration and Sustainability |
| Routes Out* Number of positive outcomes achieved for women.
 | Neighbourhoods, Regeneration and Sustainability |
| TARA* Number of referrals to TARA Service;
* Number of women accessing the support of TARA
 | Neighbourhoods, Regeneration and Sustainability |

| **How We Will Deliver this Outcome** |
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Activity to support this outcome will drawn from the delivery of the Glasgow Violence Against Women Partnership Strategic Delivery Plan.

| **Priority** | **Actions** |
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| **Neighbourhoods, Regeneration and Sustainability** |
| Communities in Glasgow embrace equality and mutual respect and reject all forms of violence against women and girls. | * Annually coordinate and deliver a programme of activity to raise awareness of harm caused by violence against women and girls by participation in local, national and international VAW Campaigns.
* Proactively engage with communities to raise awareness of the harm caused by VAW&G creating greater understanding of the causes and consequences and the role they can play in tackling it
* Deliver high quality age and stage appropriate activity which challenges gender stereotyping and promotes healthy positive relationships in primary and secondary schools across the city.
* Develop a specific strategy to address the commercial sexual exploitation of women and girls in Glasgow
* Coordinate and deliver a basic awareness training programme on violence against women
* Coordinate and deliver specialist training events and workshops in line with identified need
* Work in partnership with local Universities and Colleges to support the integration of Equally Safe in Colleges and Universities (ESCU) and the implementation of the ESHE Toolkit.
* Work with partners and youth providers in the city to deliver interventions to raise young people’s understanding and awareness of VAWG and the importance of healthy, respectful relationships.
* Make available clear up to date and accessible online guidance about the services available to support affected women, girls and families. To ensure that information is well promoted.
 |
| Women and girls thrive as equal citizens: socially, culturally, economically and politically | * Ensure that the GVAWP strategic plan is integrated with other key city partnerships and plans. Including ADP; Community Planning; Health & Social Care IJB; Community Justice; Equality Groups; Public Protection Committees
* To increase the priority that violence against women has in key city wide planning documents.
* To embed an effective multi- agency financial inclusion plan for women and girls affected by male violence against women
* Establish a specific working group to address the needs of women affected by immigration including Asylum Seeking and EU settlement (Brexit)
* To engage with local equality groups to ensure that they are aware of the VAW&G agenda and understand the inequalities that underpin it.
* Work with GCC to engage with Close the Gap Equally Safe at Work pilot as a shadow authority
 |
| Interventions are early and effective, preventing violence and maximising the safety and wellbeing of women, children and young people. | * Operationally and strategically support and oversee the delivery of an effective multi-agency MARAC response to high risk victims of domestic abuse in the city
* Identify funding to support the development of a dedicated MARAC support team
* Ensure that all specialist VAW&G services are underpinned by a gender analysis of VAW&G; are shaped and promote the views of women, children and young people affected; adopt a rights based, person centred, needs led approach.
* Work towards ensuring the provision of high quality interventions to engage women and children affected by VAW&G.
* Convene a short life working group to consider the development of a local measurement framework. To identify and agree common data points all partners will collect to harmonise the approach to collation of equalities data in line with Equally Safe
* Work with partners to ensure that violence against women services are accessible for women from diversity of communities in the city Black and ethnic minority, LGBT and disability communities
* Support Public Sector partners to create a workforce that is competent, confident and proficient in identifying and responding to all forms of violence against women
* To produce accessible multi-agency information including pathways for women and girls who are or are at risk of being subjected to forced marriage; trafficking;
* Engage and consult with women and girls affected by gender based violence on our plans to develop services
 |
| Men desist from all forms of violence against women and girls and perpetrators of such violence receive and robust and effective response | * To introduce locally a challenging demand approach to tackle those who seek to buy sex in Glasgow.
* To raise awareness of the multi-agency responsibilities in relation to the introduction of the Domestic Abuse (Scotland) Act 2017
* To be involved in the delivery of the Caledonian Programme in Glasgow to tackle male perpetrators of domestic abuse
* To inform and contribute to GCC Licensing Services on the introduction of Sexual Entertainment Venue licensing
* To work with partners to extend the learning and good practice developed by projects such as Support to Report
* To ensure that criminal justice partners are aware of the experiences of women and girls accessing justice
 |
| **Additional related actions** |
| Glasgow Life |
| White Ribbon Campaign | Glasgow Life will continue to support the white ribbon campaign by distributing ribbons to libraries and, by curating a series of relevant literature that would be made available on our e-reading platform during the annual 16 days of action |
| Glasgow Life Youth club | Programmes cover violence against women in girls (these are only delivered where this is relevant to the group as each group has different needs)  |
| HSCP |
| Caledonian Project | This project works with men who have offences relating to domestic abuse. Monitor the activity of the team and the outcomes recorded for men who engage with this project |
| **Training** |
| Training | Encourage staff to complete the GOLD training, Domestic Abuse Awareness Raising Tool (DAART) |

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| **Outcome 5** |
| **LGBTI+, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime through our work with partners to;*** + **prevent hate crime before it happens**
	+ **encourage people to report hate crime when it happens**
	+ **improve service responses to victims**
 |
| *General Duty: Eliminating discrimination, harassment and victimisation* | *Strategic Plan Theme: A Well Governed City That Listens and Responds* |

| **How We Will Measure this Outcome** |
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Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

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| **National Outcome Indicators** |
| **Indicator** | **Data Source** |
| Hate Crime: Number of Charges Reported in Glasgow:* Racially aggravated crime
* Religiously aggravated crime
* Disability aggravated crime
* Sexual orientation aggravated crime
* Transgender identity aggravated crime
 | [*Crown Office and Procurator Fiscal Service*](http://www.copfs.gov.uk/publications/equality-and-diversity) |
| Percentage of respondents who were aware that they could report to the police about being insulted, pestered or intimidated through….* The Police Scotland website
* A Third Party Reporting Centre
 | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |
| Glasgow Household Survey respondents who were worried about being insulted, pestered or intimidated based on their protected characteristics.* Overall
* Religion
* Race
* Disability
* Sex
* Age
* Sexual Orientation
* Trans status
 | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |
| Respondents who had experienced hate crime or harassment but had not reported the most recent incident. | [*Glasgow Household Survey*](https://www.glasgow.gov.uk/article/17712/Glasgow-Household-Survey-GHS) |

| **Glasgow Council Family Outcome Indicators** |
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| **Indicator** | **Lead Service/ALEO** |
| **Prevention - We will work together to stop hate crime before it happens*** Increased general public awareness of hate crime.
 | Neighbourhoods, Regeneration and Sustainability |
| Proportion of reported graffiti incidents that are offensive.(Offensive graffiti is categorised as an aggregate of Homophobic, Racist, Sectarian and Obscene graffiti.) | Neighbourhoods, Regeneration and Sustainability |
| Reach of Hate Crime Awareness Week Campaign | Neighbourhoods, Regeneration and Sustainability |
| **Reporting - We will work together to encourage people to report hate crime when it happens*** Number of views of relevant posts
* Increased % of people are aware that they can report a hate crime through Police Scotland website
 | Neighbourhoods, Regeneration and Sustainability |
| **Responding - We will work together to improve Glasgow's service responses to victims** * Staff report increased understanding of hate crime, and the support and resources available to individuals.
* Victims say that services offer appropriate support.
 |  |

| **How We Will Deliver this Outcome** |
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Activity to support this outcome will also be included in a number of targeted projects:

| **Project Activity** |
| --- |
| **Project** | **Overview of Project or relevant actions** | **Lead Service/ ALEO** |
| Develop New Hate Crime Action Plan | A new Hate Crime Action Plan is under development during 2021 and 2022 to support the Glasgow Hate Crime Strategy 2018 - 2028.The action plan will be developed in partnership through the Hate Crime Working Group and cut across the three themes of:* + Prevention - We will work together to stop hate crime before it happens
	+ Reporting - We will work together to encourage people to report hate crime when it happens
	+ Responding - We will work together to improve Glasgow's service responses to victims
 | Hate Crime Officer - Neighbourhoods, Regeneration and Sustainability |
| *Existing actions expected to continue beyond 2021* |
| **Prevention**Coordinate an annual Hate Crime Public Education Campaign | * Identify target audiences
* Define key messages for the year
* Plan annual programme of activities
* Link with national HCAW activities
* Agree Partnership Coms plan
* Monitor annual trends via Household Survey
 | Neighbourhoods, Regeneration and Sustainability |
| **Prevention**Deliver multi stage intervention programmes in schools, targeted in areas recognised as having issues with sectarian hate crime.  | * Review hate crime profiles
* Identify target schools
* Make proactive approaches to schools
* Promote an evidence-led targeted approach
* Deliver Sense over Sectarianism programme with community partners
 | Education Services |
| **Prevention**Explore how best to promote and support community cohesion at local level. | * Identify any promising practice in promoting community cohesion in cities of comparable size to Glasgow. Sources - desktop research; knowledge of working group members; knowledge of local community workers and activists.
* Deliver a programme of community development activities that promote community cohesion, aligned to Thriving Places and HCWG priority neighbourhoods.
 | CED (Community Empowerment) |
| **Responding**Roll out of GCC Hate Crime awareness GOLD module to wider GCC family | * Promote the module
* Establish the baselines –
* Monitor viewing/uptake figures
 | Neighbourhoods, Regeneration and Sustainability |
| **Responding**Develop a Hate Crime Ambassadors Programme within services | * Community Planning Partners to identify Corporate Sponsors for the Hate Crime Ambassadors Programme
* All Community Planning Partners sign up to Glasgow’s Hate Crime Pledge
* Develop a programme for each Community Planning Partner
* Produce a hate crime tool kit for frontline staff
* Cohort of Hate Crime Ambassadors trained in Glasgow City Council services
 | Neighbourhoods, Regeneration and Sustainability |
| **Responding**Undertake mapping of relevant support services | * Develop a brief for service mapping
* Identify resource
* Commission external consultant to undertake service mapping
* Compile and publish results
 |  |
| Associated Actions: |
| Awareness Campaign | Glasgow Life can support the annual Hate Crime Awareness campaign by distributing posters, leaflets etc. to libraries. | Glasgow Life |
| Community Planning locality structures | Via Local Community Safety & Environmental Groups that promotes joint working with key stakeholders -  opportunities for Third Party reporting via Third Sector Agencies and LHO’s, as well as utilising a range of methodology that includes information cards, local newsletter, social media to highlight range of reporting methods aimed towards increasing awareness of various ways of reporting, relationships building between Police Scotland and Residents via community breakfasts and other localised activities, events  | Community Empowerment Services. |
| Training | Encourage staff to complete the GOLD training, Hate Crime Awareness | All |

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| **Outcome 6** |
| **The importance of tackling social isolation and loneliness is recognised and prioritised through our work with partners** |
| *General Duty: Fostering good relations* | *Strategic Plan Theme: A Healthier City* |

| **How We Will Measure this Outcome** |
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Progress towards achieving this outcome will be measured through national and Glasgow Council Family indicators.

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| **National Outcome Indicators** |
| **Indicator** | **Data Source** |
| * Percentage of adults have contact with family, friends or neighbours less than once or twice a week
* Respondents that feel that they don’t have a strong sense of belonging to their local community
 | [*Scottish Household Survey*](https://www.gov.scot/%20binaries/content/documents/govscot/publications/%20statistics-publication/2018/09/scotlands-people-annual-report-results-2017-scottish-household-survey/documents/scotlands-people-annual-report-2017/scotlands-people-annual-report-2017/%20govscot%3Adocument) |
| Percentage of adults in Scotland that often feel lonely and feel lonely sometimes | [*The Mental Health Foundation (2010).*](https://www.mentalhealth.org.uk/sites/default/files/the_lonely_society_report.%20pdf) |
| * Percentage of working-age adults who were disabled or off work for long periods due to illness were “frequently lonely”
* Percentage of men and women living in deprived areas that reported “frequent loneliness”
 | [Loneliness in Glasgow’s Deprived Communities. GoWell](http://www.gowellonline.com/assets/0000/3722/GoWell_%20Briefing_Paper_BP_22_Loneliness.pdf) |

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

| **How We Will Deliver this Outcome** |
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Activity to support this outcome will also be included in a number of targeted projects:

| **Project** | **Overview of Project or relevant actions** |
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| **Chief Executive’s Department** |
| Financial Inclusion |
| Pensioner Poverty Project | The main aim of the project is to reduce pensioner poverty within the city in line with the objectives of the People Make Glasgow Fairer Strategy. Part of the project aims to work with other projects such as the Glasgow Helps hub who can refer the citizen onto organisations who can help with loneliness/social isolation |
| Glasgow Helps | Helping our citizens of Glasgow, connect with the right support networks at the right time to enrich their lives – achieved by creating a joint understanding of their needs, securing and managing agreed support pathways to help build citizen resilience and enable participation in the life of the city.The Project has referral pathways to health and wellbeing service providers within the city which will help those who suffer from loneliness and social isolation.  |
| Clyde Gateway- Supporting Families into Employment | The project will: * Support wellbeing and resilience across all areas; financial, emotional and physical, recognising that family wellbeing is directly influenced by socio-economic factors that interact and impact across a family’s home, neighbourhood, learning and work environments.
* By trying to increase social connections of the service users as well as providing emotional support, it aims to reduce the levels of social isolation and help build resilience.
 |
| Community Empowerment Services |
| Locality programmes | via Thriving Places structures and other local Networks established to promote joint working in developing services/activities that tackle isolation/loneliness and some of the services/activities developed that includes; community breakfast/meals, local activity groups as well as community walks. These will be targeted at various communities who are more marginalised e,g, older people, LGBT, disabled people.  |
| ADP recovery Communities | There is a community in each of the 3 sectors in the city and contact was maintained with people during the pandemic. This programme provides opportunities for people in recovery to socialise free of alcohol and drugs. |
| **Glasgow Health and Social Care Partnership** |
| Socially Connected Glasgow Strategy | Develop Strategy |
| **Glasgow Life** |
| Community Referral project | Support individuals who are referred to the project due to their experience of social isolation or loneliness. |
| **Future Activity:** |
| Glasgow Life Mission Statement | Tackling Social Isolation and Loneliness has been written into the Glasgow Life Mission Statement. Relevant actions will be added to report progress of how this is being achieved. |
| Glasgow Digital Strategy | Work towards the Digital Inclusion and Participation Outcomes; Everybody in Glasgow has the opportunity to learn how to use digital to participate in the city’s social life. |
| Transport Strategy | Year 2 activity will include developing actions, in consultation with stakeholders, to support the outcome: ‘Transport has a positive role in tackling poverty, improving health and reducing inequalities’ and ‘Places are created where we can all thrive, regardless of mobility or income, through liveable neighbourhoods and an inclusive City Centre’ |