



Equality Progress Report 2015

**Mainstreaming Equality in Service Delivery
and
Progress towards the Equality Outcomes**

April 2015

Glasgow City Council Equality Progress Report 2015

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PART I

Mainstreaming Equality in Service Delivery

1. Introduction

- 1.1 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 (to a limited extent) marriage and civil partnership.
- 1.2 This is the second published report on Glasgow City Council Family Group's mainstreaming of equality into service delivery, and describes what steps have been taken to integrate equality into day-to-day activities. The Council Family Group 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 Group.
- 1.3 The report explains the overall approach to equality and provides specific examples of good practice. It also reflects activity undertaken by the Glasgow Licensing Board and the Education Authority (Glasgow City Council's Education Services). The approach adopted by Education Services is described separately in [section 8](#), as required.

Diagram 1: The Glasgow City Council Family Group



1.4 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. 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 Group 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 Group has built its equality agenda to 2017. [Part II](#) of this report presents the first statutory update on progress towards the Equality Outcomes, which the Council is required to publish no later than 30 April 2015.

2. Statement of Intent for Equality

2.1 Glasgow is Scotland's largest and most diverse city with a population of 596,550 (General Registrar of Scotland Mid-Year Estimate 2013). The city is home to a significant and growing black and ethnic minority population, currently estimated to be around 12% of the total population. Almost one in five (19%) school children is from a black and ethnic minority group. Twenty-four percent of working age Glaswegians have a long-term illness or disability, compared to a Scottish figure of 17%. There are over 82,000 people living in Glasgow who are over the traditional retirement age of 65 years.

2.2 Although outcomes are generally improving for residents, they are not improving fast enough for the poorest and most disadvantaged people in the city, nor 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 Group has agreed the following Statement of Intent for Equality that sets out its policy approach.

2.3 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. The Council will do this by delivering its Equality Outcomes and by a commitment to the following two themes that underpin the Outcomes:

- Promoting behaviour change to reduce and eradicate prejudice, hate crime and gender-based violence; and
- Reducing prejudice of all kinds through a focus on prevention and raising awareness.

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. 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 is:

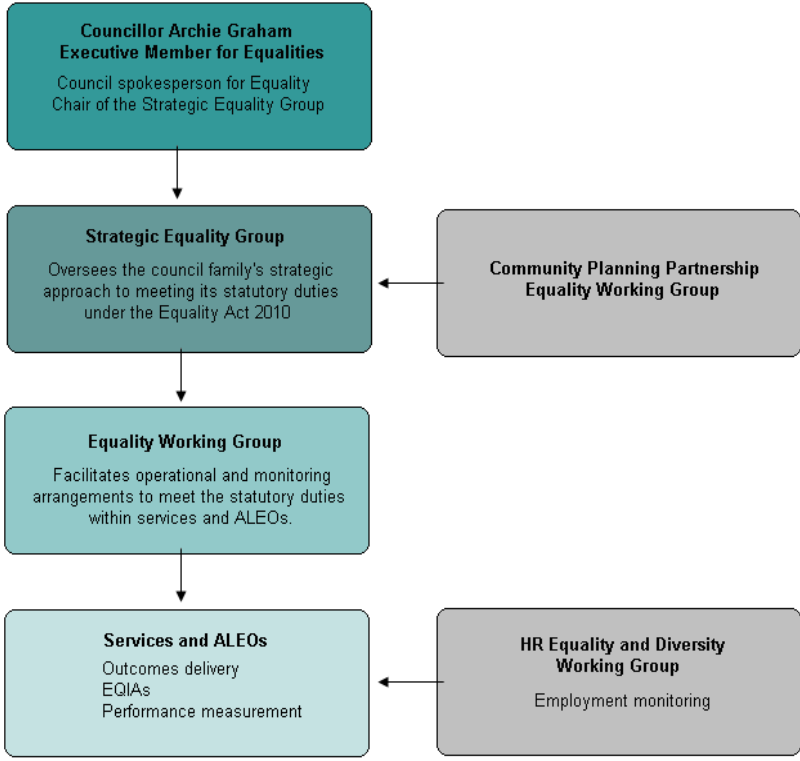
- Mainstreaming equality in all aspects of policy development and decision making, thereby demonstrating leadership
- Embedding equality impact assessments into policy, service planning and decision making
- Contributing to the development and use of a robust evidence base, which identifies the underlying 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 and in working with our Community Planning Partners

3. Leadership

3.1 Governance and Management

3.1.1 Activities set out in the remainder of the report actively support and promote the principles set out in the Council’s Statement of Intent. The Council Family Group mainstreams equality in all aspects of policy development and decision making, demonstrating leadership. To govern equality in service delivery, executive and scrutiny decision-making arrangements are in place. All scrutiny and policy development committees have embedded equality in their remits. Reports to committee regularly highlight equality issues through the inclusion of an equality check on all committee report templates. This check is linked to the Equality Impact Assessment process (see [5.1](#)) and must be signed off by a Head of Service.

Diagram 2: Equality Governance



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

3.2 Equality Outcomes

3.2.1 The Equality Act 2010 contained a new stipulation that public authorities must publish a set of Equality Outcomes. The ten Equality Outcomes 2013 to 2017 form the basis of equality work by the Council Family Group 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 Group's progress towards delivering the Equality Outcomes is included in [part II](#) of this report.

3.2.2 The Equality Outcomes cover the following areas:

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

3.3 Training

3.3.1 During 2014/15, 12,235 employees attended a formal training course. The breakdown of these across equality categories is consistent with the workforce profile. In addition, just over 5% of employees have completed the online equality and diversity training module.

3.3.2 During the past two years, efforts have been made to ensure elected members 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 2014/15, 38 elected members have attended.

3.3.3 The Council has an agreed core standard for equality training and plans to augment this training with briefings and awareness sessions on specific topics. Training courses for employees are provided online through the e-learning platform or, where appropriate, delivered through classroom based training. All services have a

commitment to development of training on equality and will supplement the core standard as relevant for different staff roles, for example, the Glasgow Centre for Independent Living delivered disability etiquette awareness sessions for staff in Social Work Services.

3.4 Implementation and Monitoring

- 3.4.1 The Governance and Management section above outlines how progress towards mainstreaming equality and the delivery of the Outcomes is coordinated and monitored. To implement the council family approach to meeting the Public Sector Equality Duty, each council service and ALEOs has a lead officer for equality. The Public Petitions and General Purposes Policy Development Committee considers equality policy issues and the Operational Delivery Scrutiny Committee considers equality performance issues.
- 3.4.2 To comply with statutory duty, this report will be published on the Council's website by 30 April 2015. The Council will publish its next report on mainstreaming equality in service delivery and progress towards the Equality Outcomes no later than 30 April 2017. By 30 April 2017, the Council will also review and prepare a revised set of Equality Outcomes. The Council is bound by the public sector duty of the Equality Act 2010, and the entire Council Family Group, 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 Group 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. Section [5.3](#) provides examples of how this information is used.

4. Evidence and Information

4.1 Consultation and Research

- 4.1.1 The Council contributes to the development and promotes the use of a robust evidence base, which identifies the underlying causes of inequality and supports the activity by which these are addressed. The Council regularly updates and publishes population estimates to reflect the changes in the city's demographic profile. This demographic information is used corporately and at service and ALEO level to support and inform planning and policy development.
- 4.1.2 As standard practice, a comprehensive list of demographic questions are asked in every consultation or survey carried out by Glasgow City Council. The [consultation statement](#) sets out the commitment to ensuring that all relevant groups and communities with an interest or who are likely to be affected by an issue will have the chance to participate in a consultation. The Council makes materials available in different formats if needed, for example using a large print or another language. The

Council also uses alternative methods of consultation, such as focus groups, to ensure that a wide range of views are represented.

- 4.1.3 The Glasgow Household Survey (GHS) is used by the Council Family Group to measure and track residents' use of and satisfaction with key services provided by the Council and its partner organisations. The survey is carried out annually and consists of 1,000 interviews across the city. A fresh demographically representative sample is used for every survey. Each respondent is asked a comprehensive set of demographic questions.
- 4.1.4 The information that is collected through surveys is analysed by age, disability, gender, race, religion or belief and sexual orientation and is routinely done so to assess if there are differential results reported by different groups. For example, from this analysis the Council knows that residents with a disability do not have as high satisfaction levels with council services (67%) as those people without a disability (75%). In addition, every two years, the GHS includes an additional booster sample of interviews carried out among residents from black and ethnic minority groups. The results and analysis are reported across the Council, to elected members and the GHS reports are published on the Council's website.
- 4.1.5 As part of the on-going work of the Poverty Leadership Panel, the Council (in partnership with the Wheatley Group and the Glasgow Centre for Population Health) carried out a survey of employee attitudes towards poverty, equality, and child rights. Findings from this survey are reported under [Outcome 10](#).

4.2 Engagement

- 4.2.1 The Council actively engages with communities in order to understand their perspectives, concerns and priorities. An example is the Glasgow Equality Forum, which brings together representatives from the voluntary sector, equality networks, and other organisations, who meet with community planning partners to discuss areas of mutual interest and help to shape and inform strategy and policy development. To ensure that community planning structures can engage with, involve, and reflect the interests and concerns of equality groups in the city, the support arrangements for the Glasgow Equality Forum have been reviewed. Funding has been identified from the Integrated Grant Fund and Glasgow Community Health Partnership to support future arrangements.
- 4.2.2 Membership of the Forum is structured to provide knowledge and experience of the issues and experiences of people across the range of protected groups. Many of the networks and organisations have broad membership bases, which inform their contribution. The current membership of the Forum includes:
- Age Scotland
 - Glasgow Disability Alliance
 - Faith in Community Scotland
 - Glasgow Women's Voluntary Sector Network
 - Black and Ethnic Minority Voluntary Sector Network
 - West of Scotland LGBT Forum
 - LGBT Youth Scotland
 - Scottish Refugee Council
- 4.2.3 To underpin this approach, the Council jointly supports the online [Equality Bulletin](#) (along with Glasgow Council for the Voluntary Sector). The Bulletin consists of a number of weekly e-bulletins and a web presence designed to raise awareness of

and promote equality issues in Glasgow. Information is shared in relation to jobs, sources of funding, events and research. The Bulletin has a wide reach; currently more than 1,000 individuals or organisations subscribe.

- 4.2.4 Through the Integrated Grant Fund, the Council supports a range of third sector organisations that work to tackle discrimination and inequality and promote good relations. This includes funding for equality networks and organisations, work on integration, and funding of services that complement and enhance Council Family Group services.
- 4.2.5 There are a number of other networks or groupings at council service level that reflect this networking approach. These may be brought together for a specific time limited purpose or may meet on an on-going basis. For example, as part of the development of the City Centre Traffic Management Strategy, Land and Environmental Services sought the views (through consultation and engagement) of disabled people in the prioritisation and design of city-centre traffic management arrangements. Cognisance has been given to the requirement to ensure appropriate footway surface standards are used in the design process.
- 4.2.6 In 2013, Glasgow City Council became a Child Rights Partner with UNICEF UK as part of a three-year programme that aims to put child rights at the heart of public services. Along with five other local authorities, the Council is committed to exploring new and innovative ways of embedding a child rights approach within service design and delivery. Child rights training is now part of the mandatory training framework for elected members. This year, the Council will pilot, test and evaluate the approach within two discrete areas: early years and leaving care services. The aim is to build evidence that using a child rights approach can improve outcomes for the most vulnerable children in the city.
- 4.2.7 The Council's approach to supporting older people is based on the principles of equality and inclusion. The Council aims to ensure older citizens are able to participate fully in all aspects of life. Glasgow City Council has been accepted as a member of the World Health Organisation Global Network of Age-friendly Cities and Communities. Participation and inclusion in this network signals the Council's commitment to listening to the needs of older people and working collaboratively with older people to create accessible physical environments, inclusive social environments, and an enabling service infrastructure. Engagement with older people took place before a draft strategy was developed and further public consultation on Age Friendly Glasgow and its associated priority actions is planned for spring 2015.
- 4.2.8 Glasgow Life conducted a review of its equality and diversity practice, in service delivery and as an employer. The company concluded the review in November 2014, and a report proposing six areas of engagement and improvement work will be approved by the Glasgow Life Board in spring 2015. The six proposed areas are:
- Building empathy and understanding
 - Partnerships with communities and organisations
 - Tackling under-representation in employees
 - Tackling under-representation in service users
 - Improving data monitoring
 - Marketing and communication

5. Service Provision

5.1 Equality Impact Assessments

- 5.1.1 The Council has embedded equality into policy, service planning and decision making through the application of an Equality Impact Assessment (EQIA) approach, ensuring that equality is considered at the start of a policy or service development. The EQIA considers whether there is a range of services and resources to support people with different needs and that equality monitoring has been used to understand how people use services.
- 5.1.2 The Equality Impact Assessment documentation and process are used by the whole Council Family Group. All services and ALEOs are asked to report on completed EQIAs and note those planned for the upcoming financial year. Services comply with this by including the information as part of the Annual Service Performance and Improvement Report (ASPIR), which are published annually. All completed EQIAs are published on the Council's [website](#) and a list of the areas considered for an EQIA is provided in [appendix 4](#).
- 5.1.3 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. For 2013/15 and 2015/16, these were summarised within the [Budget Report](#).
- 5.1.4 The EQIA process was recently revised to take into account the feedback from users that the process needed to be better embedded into day to day policy development and decision making. A streamlined version will be launched in April 2015 and training will be carried out to complement the launch.

5.2 Accessible Services

- 5.2.1 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 detail on some of the specific approaches the Council Family Group delivers to address barriers to access.
- 5.2.2 The Council's asset management approach has significantly improved the proportion of public service buildings that are suitable for and accessible to disabled people. The most recent recorded figure is 60% (2012/13) compared to 38% in 2008/09. [Disabled Go](#) provides an online access guide to buildings and venues in Glasgow.
- 5.2.3 Cordia Linguistics provides face to face interpreting, telephone interpreting and translation for citizens accessing council services. The service currently supports over 86 languages used across the city. An additional six languages were added in 2014/15. These are: Amharic, Bulgarian, Hungarian, Nepalese, Marathi, Saho, Tigre and Vietnamese. The Council continues to fund independent advocacy services to support citizens who are users of health and social care services.
- 5.2.4 The Centre for Sensory Impaired, supported by the Council in partnership with the Royal National Institute for the Blind (RNIB), provides a range of services for people with sensory impairments. This includes the provision of materials in different formats and specific support through the Sign Language Interpreting Service. The Council provides some information about its services in British Sign Language on its website and will further develop this approach as part of the delivery of Equality Outcome [10](#).

- 5.2.5 A range of English for Speakers of Other Languages (ESOL) learning opportunities is provided across the city. The Council works in partnership with colleges to improve consistency of provision and better match need to demand for ESOL. The Community Planning Partnership commissioned a review of ESOL services that, when published, will identify gaps and assist in the future provision of ESOL services. Glasgow Life provides some of the ESOL learning courses, and 1,236 learners participated last year.
- 5.2.6 The Service Desk at John Street brought together 19 separate customer service points together into one customer-focussed service. Equality considerations were included in the design from the beginning of the process. Staff received in-depth equality training and an access audit was undertaken of the remodelled premises to ensure accessibility.
- 5.2.7 Jobs and Business Glasgow provides an employability service specifically for the Roma community. This service, based in the Gorbals, provides eligible clients with a range of advocacy support to allow them to gain access to services that will stabilise their lifestyles. The service improves their ability to capitalise on training and employment opportunities and supports them in entering the labour market. Since the service began in 2013, 120 clients have achieved a qualification, 114 have secured employment and 67 have entered education.

5.3 Equality Monitoring

- 5.3.1 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. Section [3.4](#) of this report set out the performance management framework for equality work. The following examples illustrate how the Council collects and uses equality monitoring information to deliver services.
- 5.3.2 Development and Regeneration Services 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.
- 5.3.3 Land and Environmental Services 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.
- 5.3.4 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 they 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

6. Equality in Employment

- 6.1 As an employer, the Council aims to achieve equality and diversity in its workforce. The Council wants to be a sensitive and understanding employer, creating a workplace where everyone is respected. The Council monitors its workforce profile by gender, ethnicity, disability and salary. Tables presenting this information for 2014/15 (nine-month period, 1 April 2014 to 31 December 2014) are included in this report as appendices. Detailed monitoring information is also published on the Council's [website](#). The information will be updated for the full financial year 2014/15 when it is available. Information on the workforce of Education Services (the Education Authority) is provided in [section 8](#) (the Council is required to publish this separately).
- 6.2 There is a high non-disclosure rate across all the protected characteristics, affecting the Council's ability to effectively analyse its employment data. During 2015, an awareness campaign will aim to improve the disclosure rate by explaining to employees how this information is used, the importance of having accurate data and asking them to update personal information.
- 6.3 Men make up 35% of the workforce (4,639) and the number of women has increased slightly to 65% (8,791). The proportion of employees who are black and ethnic minority remains 1.8%. The proportion of employees who are disabled remains 2.5%. Overall, the workforce has reduced by 73 to 13,430, excluding teachers. In total, 544 employees left the Council, including 238 men, 306 women, 14 black and ethnic minority background and 14 employees who have a disability.
- 6.4 The number of women who are among the highest paid in the Council has continued to increase. The Council is now the second best performing authority in Scotland, only Aberdeen City has a higher percentage (61.8%). The average in Scotland is 50%.

	2011/12	2012/13	2014/15
Top 5% of earners who are female	52.1%	55.3%	60.2%

- 6.5 The gender pay gap is the percentage difference between male and female hourly pay, excluding overtime. Glasgow City Council's gender pay gap (excluding teachers) is: -2.54% and is therefore in favour of women. In 2012/13 this figure was -0.53%.
- 6.6 In terms of applicants for posts, the Council received more applications from candidates from a black and ethnic minority background, those who are disabled, and who are male, and fewer from women applicants. The chance of being invited to interview is now roughly the same whether an applicant is a man or a woman. Although the pattern varies, non-disabled applicants appear to have a slightly better chance of interview, as do white applicants when compared to candidates from a black and ethnic minority background.
- 6.7 Following interview, the chance of appointment is the same whether an applicant is a man or a woman. Non-disabled candidates appear to have a slightly better chance of being appointed when compared to applicants with a disability. White candidates and candidates who are black and ethnic minority have the same chance of being appointed. The Council received five recruitment complaints, three from men and two from women. Three were from white applicants however, due to non-disclosure, the ethnicity or disability of all applicants is unknown.
- 6.8 The Council approved 96% of applications for flexible working, which is an increase on last year's figure of 74%. Most of these applications were from women. The

reasons for requests were: work life balance 49%, parental responsibility 40%, and caring responsibility 11%. The chance of having an application approved is the same across all protected characteristics.

- 6.9 As was the case in previous years, men are more likely to be subject to a disciplinary hearing with 63% of cases compared to women, who made up 37% of disciplinary cases. Two percent of overall disciplinary action was against black and ethnic minority employees and 2% was against disabled employees. Just 0.3% of the workforce raised a grievance during 2014/15. The majority of grievances were raised by men (66%) compared to 35% by women. There were two grievances raised by employees from a black and ethnic minority background and three were raised by disabled employees.
- 6.10 Only 0.18% of the workforce made a complaint about bullying or harassment. The number of complaints decreased by 41 to 25 since the last report in 2012/13. No disabled employees and one black and ethnic minority employee made a complaint. The complaints are in line with the workforce profile, with more women than men, more white employees than black and ethnic minority employees, and more non-disabled employees than disabled employees making complaints.
- 6.11 The Council conducts the Staff Survey every three years. The last survey was carried out in 2012, and one is currently underway. This survey includes questions about age, disability, gender, race, religion or belief and sexual orientation. Responses will be analysed by these factors. In response to feedback in the last Staff Survey, the Council reviewed practices relating to the handling of reported instances of bullying and harassment. This involved reviewing the policy, introducing a dedicated employee assistance line, and harassment contacts who are available to listen and support employees through the bullying and harassment procedures.

7. Mainstreaming Equality in Education

7.1 Overall Approach

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

7.2 Employment Monitoring

- 7.2.1 In 2014/15 (nine months, 1 April to 31 December 2014), Education Services' workforce has reduced by 0.54% to 5,473. This has not caused a change in the workforce profile when compared to 2013/14. Males make up 22% of the workforce, and females 78%. Black and ethnic minority employees make up 2% of the workforce and 1.5% 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 1.39%, in favour of men. This represents an increase of 1.34 percentage points in favour of men since 2013/14.
- 7.2.3 Education Services recruited 323 employees. Women have a better chance of receiving an interview and being appointed than men. White applicants have a better

chance of receiving an interview than black and ethnic minority applicants, however when invited to interview black and ethnic minority candidates are more likely to be appointed. Disabled and non-disabled applicants have the same chance of receiving an interview, but non-disabled applicants have a slightly better chance of appointment from interview.

- 7.2.4 Education Services approved 92% of flexible working applications, the majority of which were from women. The reasons for requests were work-life balance 50%, parental 42% and caring 8%. No applications from disabled or black and ethnic minority employees were refused.
- 7.2.5 Just 0.16% of the Education Services workforce was subject to disciplinary action. This included seven women and two men, no black and ethnic minority employees and one disabled employee. Only 0.07% of the workforce raised a grievance. This included three women and one man, one disabled employee and one black and ethnic minority employee. 331 employees left Education Services, including 244 women and 87 men, five black and ethnic minority employees, and five disabled employees.

7.3 Service Provision

- 7.3.1 Education Services continue to include as many children and young people as possible in mainstream provision with appropriate support, as set out by the service's Inclusion Policy. 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 65,516 students enrolled in 199 establishments (138 primary schools, 30 secondary schools and 31 Additional Support for Learning schools). There are 2,438 pupils assessed as or declared disabled (4%) and 21,004 pupils recorded as requiring Additional Support Needs (32%).
- 7.3.2 An integrated English as an Additional Language (EAL) Service is delivered in schools across the city. Staff are deployed according to need and work with children and young people who are learning English as an additional language, including those who are new migrants to Glasgow and those who are part of the settled community. The focus of the EAL Service is to help these children and young people achieve their potential and to overcome any barriers to learning caused by learning in an additional language. The EAL Service provides direct support to children and young people with EAL and builds capacity with schools and teachers. The EAL Service links with other agencies that work with this group and also develops links with parents.
- 7.3.3 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.
- 7.3.4 In 2014, Education Services conducted a review of twelve establishments based on three of the protected characteristics (ethnicity, gender and sexual orientation) that covered the following areas: curriculum, data, inclusion, legislation, needs, pupil

voice, vision, and wider achievement. The review utilised questions from the Education Scotland inspection process in facilitated focus groups with staff, children and young people and parents/carers. The resulting report concluded that schools and nurseries were harmonious places where employees are committed to the principles of inclusion. Recommendations from the review include:

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

7.4 Anti-sectarianism

7.4.1 Anti-sectarian work in Glasgow schools continues to grow through the Sense over Sectarianism initiative. The Sense over Sectarianism initiative was delivered in 83 primary schools and 15 secondary schools. In addition, new curriculum resources were developed for S2/S3 pupils and piloted in four secondary schools.

7.4.2 Schools have developed opportunities for pupils to develop an understanding of sectarianism, how it impacts on their communities, and explore their own values and attitudes in relation to sectarianism. Projects have included twinning of primary schools, music and drama activities, and peer education projects. One such project was S5 and S6 pupils developing and delivering workshops to P7 pupils in schools in their local areas. Sense over Sectarianism supported 15 community-based projects working alongside individuals and organisations in their local areas to create opportunities to engage the wider community in understanding and challenging sectarianism in the city.

7.5 Tackling Homophobia and Transgender issues

7.5.1 Education Services worked closely with partner organisations to deliver initiatives to raise awareness about diversity and tackle homophobia. LGBT Youth Scotland concluded a project with ten secondary and Assisted Learning schools, as part of the national study on "Combating Homophobic Bullying". Two schools, Bellahouston and Hollybrook, achieved Charter Mark following this project. LGBT Youth Scotland also delivered professional development opportunities to a large number of teachers. LGBT Youth Scotland's evaluation was positive and indicated that a number of teachers and young people intended to continue the work. Education Services are currently working with Stonewall Scotland with a view to designing a training and information package for teaching staff.

7.5.2 Education Services offered customised support to several secondary schools and young people regarding transgender issues. It is intended this area of work will be further developed with partners.

7.6 Anti-Racism and the Curriculum

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

7.7 Bullying and Harassment

- 7.7.1 Education Services have an anti-bullying policy, which incorporates an anti-discriminatory component. All educational establishments are required to keep records of any bullying incidents. Data from recording of incidents in schools is monitored on a monthly basis and shared with the Hate Crime unit within Community Safety Glasgow.
- 7.7.2 Having noticed a downward trend in the recording of racist incidents in schools over the last five years, Education Services and Community Safety Glasgow embarked on a series of consultative surveys to determine the reasons for this trend. The results of this research will be published by Community Safety Glasgow later in 2015.
- 7.7.3 To date each establishment maintains its own information on bullying incidents. However, in 2015 the service launched a centralised recording system that:
- Allows more in-depth interrogation of data
 - Complies with the Equality Act 2010
 - Records different types of discriminatory behaviour
 - Records incidents against persons displaying the behaviour and persons experiencing the behaviour
- 7.7.4 Education Services’ employees are offered a wide range of training and continuous professional development opportunities, including:
- Support for staff and establishments to support children and young people with additional support for learning requirements, including EAL Sensory support services
 - Opportunities to support the range of equality and diversity work in schools, such as anti-sectarianism initiatives, work to combat homophobic bullying, anti-racist work, and work to raise awareness of domestic violence

PART II

Progress towards the Equality Outcomes

1. Introduction

1.1 Progress towards the Council Family Group's Equality Outcomes for 2013 – 2017 as of 2015 is presented in the tables on the following pages. The Outcomes are divided under three sections aligned to the three parts of the General Duty:

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

1.2 Each outcome has one section presenting context and long-term measures, and another section that sets out the delivery actions, baseline information (where available) and current progress.




1.3 The Council Family Group's Equality Outcomes for 2013 to 2017 are:

1. Lesbian, gay, bisexual and transgender, disabled, religious, faith, and black and ethnic minority communities have increased confidence to report hate crime and it is dealt with appropriately.
2. Survivors of, and those at risk of, gender-based violence or other targeted abuse are well-supported.
3. Sectarian-based prejudice is reduced through continued efforts to change young people's attitudes.
4. An increased proportion of people with protected characteristics enter supported employment, education or training.
5. An increased number of apprentices/work placement recipients with protected characteristics secure sustained employment outcomes.
6. The Council has promoted diversity in the local economy.
7. People who are most vulnerable have support and information to help them access the benefits to which they are entitled.
8. Disabled people have increased physical activity.
9. Disabled people are supported to live independently in the community.
10. Employees feel they are able to respond confidently and appropriately to all colleagues and citizens.

2. Progress as of 2015

2.1 There are total of 46 actions divided between the ten Equality Outcomes. Due to the statutory timescales for publishing this information (30 April 2015), the most current performance details for many measures is that for 2013/14. Information for 2014/15 will be available following the end of the financial year (usually in June).

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

	Progress is as expected. It is estimated that the agreed action will be achieved by 2017 or earlier.
	There are some areas of slippage in targets and/or timescales or there is currently limited information available by which to monitor progress.
	Progress does not appear to be as originally agreed in the action or there are circumstances that have prevented delivery of the action




2.3 The Council is on track to deliver its Equality Outcomes, with the majority of actions assessed as green (85%) half way through the lifetime of the plan. The Council Family Group has made good progress in many areas of action, particularly in actions under the more economic-based Outcomes such as:

- Enabling an increased proportion of people with protected characteristics enter supported employment, education or training (Outcome 4)
- Promoting diversity in the local economy (Outcome 6)
- Ensuring the people who are most vulnerable have support and information to help them access the benefits to which they are entitled (Outcome 7)

2.4 Some actions require more coordinated and consistent effort before 2017, in particular those actions for which information is limited or where it is challenging to measure the impact of the work being done. The Council Family Group will ensure improvements are made prior to 2017. Where possible, a note on mitigating action to improve performance is included in the tables as “Further Work”. These areas include:

- Lesbian, gay, bisexual and transgender, disabled, religious, faith, and black and ethnic minority communities have increased confidence to report hate crime and it is dealt with appropriately (Outcome 1)
- An increased number of apprentices/work placement recipients with protected characteristics secure sustained employment outcomes (Outcome 5)
- Disabled people are supported to live independently in the community (Outcome 9)

2.5 Summary of progress as of April 2015 is presented below.

Part of the General Duty:				Total
1. Eliminating Discrimination, Harassment and Victimisation	9	1	0	10
2. Advancing Equality of Opportunity	23	3	1	27
3. Fostering Good Relations	7	2	0	9
	Total =			
	39	6	1	46

3. Eliminating Discrimination, Harassment and Victimisation

OUTCOME 1

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

Council Strategic Plan theme:
A world-class city

Protected Characteristics:
Lesbian, gay, bisexual, transgender, ethnicity, disability, religion or belief

LONG-TERM MEASURE

Recorded incidences of hate crime.

Recording the reporting of hate crime is a key measure when challenging offensive and violent behaviour towards particular communities, alongside any improvements in facilitating people and communities to report these crimes. The Scottish Government (2012) present a range of statistics regarding hate crime, in which:


- 138 charges reported with an aggravation of prejudice relating to disability in 2012/13, more than double than the previous year.
- 65% of these resulted in court proceedings.
- No action was taken against 12%, due to lack of evidence



Nationally, there is an upward trend in recorded Hate Crime. This could be for a number of reasons, including that vulnerable communities are more willing to report these incidences. The statistics from the Crown Office and Procurator Fiscal's office for 2013/14 indicate that there were:

- A total 4,148 charges relating to race crime. This is an increase of 3% compared to 2012/13. However this is second lowest annual figure since 2003/04 when 3,322 charges were reported.
- There were 587 charges with a religious aggravation reported, 15% fewer than in 2012/13.
- 154 charges were reported with an aggravation of prejudice relating to disability, 12% more than in 2012/13
- 890 charges were reported with an aggravation of prejudice relating to sexual orientation, 22% more than in 2012/13.
- 25 charges were reported with an aggravation of prejudice relating to transgender identity, the highest number since the legislation introducing this aggravation came into force.

Figures for the number of hate crimes recorded are not available for Glasgow at this time. These figures are provided by Police Scotland. The Council continues to support the Hate Crime Policy Officer, who coordinates efforts across the city to raise awareness of hate crime, and increase the reporting of this crime. Efforts to raise awareness also continue within schools, particularly in the areas of anti-racism and awareness of lesbian, gay, bisexual and transgender issues.

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Current Performance (2013/14)	Further Work	RAG
<p>1.1</p> <p>Work with community planning partners to resolve hate crime. The Hate Crime Policy Officer will coordinate and support activity, including the maintenance of a multi-agency hate crime database.</p> <p>Lead: Community Safety Glasgow</p>	<p>The number of hate incidents recorded.</p>	<p>Data on the number of recorded hate crime incidents is not yet available at a Glasgow level (individual local authority) from Police Scotland. This action will be amber rated until the information is available.</p>	<p>New multi-agency structures have been established within the Glasgow Community Planning Partnership Safe Glasgow Group to lead hate crime prevention work. Three strategic priorities for hate crime have been agreed:</p> <ul style="list-style-type: none"> • Raise awareness of and prevent hate crime • Increase hate crime reporting and reduce hate crime under-reporting by raising awareness among victims and witnesses • Ensure the criminal justice operational response to hate crime is efficient, effective and victim centred <p>Community Safety Glasgow's Hate Crime Policy Officer continues to deliver training to third party reporting organisations and work with employees and volunteers across public and third sector agencies in the city to raise awareness about reporting hate crime.</p>	<p></p>

Output / Action	Measure(s)	Current Performance (2013/14)	Further Work	RAG
<p>1.2 Continue to deliver the Council's anti-racist curriculum and conduct research to improve the understanding of the prevalence of racist bullying in schools.</p> <p>Lead: Education [EA]¹</p>	<p>The number of schools delivering the anti-racism curriculum.</p> <p>Assessing available qualitative information on the impacts of programmes.</p>	<p>Racism awareness is taught as part of the social studies programme, which is part of the mandatory curriculum taught at all schools in Glasgow.</p>	<p>In 2014, Education Services conducted a review of 12 establishments using three of the protected characteristics (ethnicity, gender and sexual orientation). The review utilised questions from the HMIE inspection process in facilitated focus groups with staff, children and young people and parents/carers. For more information and the resulting recommendations, see paragraph 7.3.4 in part I of this report. Education Services will consider the findings as part of an overall assessment of the impact of equality programmes in schools.</p>	
<p>1.3 Continue to raise awareness about the issues facing lesbian, gay, bisexual and transgender young people by working with LGBT Youth Scotland to deliver workshops for secondary school pupils and continuous professional development opportunities for teachers.</p> <p>Lead: Education [EA]</p>	<p>The number of pupils participating in workshops and the number of teachers accessing continuous professional development opportunities.</p>	<p>LGBT Youth Scotland worked with ten schools during 2013/14 to deliver the Combating Homophobia Together programme. Evaluation was positive, and two of the schools received charter mark status from LGBT Youth Scotland. Stonewall Scotland distributed posters and teaching resources highlighting a diverse approach to defining what is meant by the word "family" to all non-denominational secondary schools that had not been directly involved in the programme.</p>	<p>Further training on homophobia and transgender issues is planned during 2015, with input from LGBT Youth Scotland. A workshop session for all secondary schools has been arranged with Stonewall Scotland in April 2015. Education Services now collect data about incidences of homophobic bullying from all schools. The anti-bullying policy is being updated to reflect the Equalities Act 2010 and specifically references homophobic bullying.</p>	

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

OUTCOME 2

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

Council Strategic Plan theme:
A world-class city

Protected Characteristic:
Gender

LONG-TERM MEASURES

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

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

Number of recorded incidents of domestic abuse.

Gender-based violence is a major public health, equality and human rights issue that cuts across the whole of society. It blights lives and restricts opportunity; it perpetuates inequality and prevents the achievement of potential. The White Ribbon in Scotland campaign is part of the global effort led by men to ensure men take more responsibility for reducing violence against women and working to end this violence. Wearing the white ribbon signifies a pledge to “never to commit, condone or remain silent about violence against women.” The Glasgow Violence against Women Partnership coordinates the city’s partnership work to reduce violence against women and leads the city’s work to become a White Ribbon City. This year, as part of the campaign, Knightswood Secondary will become the first school in Scotland to support the campaign as part of its 16 Days of Action in November.

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

There were 223 incidents of sexual domestic abuse in Scotland during 2011/12. Available data suggests that domestic abuse will affect one in four women and one in six men during a lifetime. In 2012/13, 1,372 rapes and 90 attempted rapes were reported to the police in Scotland. In the same period, 7,693 sexual offences were reported. In 2010/11, 3% of adults had experienced at least one form of serious sexual assault since the age of sixteen.

Source: Statistical Bulletin, Home Office

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

1,319 per 100,000 population incidents of domestic abuse were recorded by the police in 2011/12 (Strathclyde), this was the highest per population in Scotland and above the overall Scottish rate of 1,139 per 100,000 population.




Source: Scottish Government

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

Incidents of domestic abuse recorded by Police Scotland increased from 55,698 in 2010/11 to 59,847 in 2011/12, an increase of 7% and continuing the generally upward trend. Women were the victims in 85% of the reported incidents of domestic abuse in Scotland in 2007/08.

Source: Scottish Government

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
<p>2.1 Provide a specialist domestic abuse advocacy and support service (ASSIST) to all those involved in the Specialist Domestic Abuse Court as having experienced domestic abuse, whether adults or children.</p> <p>Lead: Community Safety Glasgow</p>	<p>The number of people receiving a service from the ASSIST service provided by Community Safety Glasgow</p>	<p>3,070 referrals:</p> <p>2,948 women 122 men</p>	<p>2,811 referrals:</p> <p>2,709 women 102 men</p>	<p>The 8% reduction in referrals between 2012/13 and 2013/14 is due to a change in the recording system used by Police Scotland. Community Safety Glasgow has implemented a new case management system that allows improved tracking of outcomes for ASSIST clients. Clients at very high risk of further harm report a 90% reduction in physical abuse following intervention by ASSIST; a 95% reduction in sexual abuse and a 61% reduction in jealous and controlling behaviour.</p>	
<p>2.2 Review the domestic abuse awareness training delivered throughout the Council Family Group, with specific priority being that provided to front-line employees in Social Work Services who may have more contact with people are subjected to domestic abuse.</p> <p>Lead: Social Work Services</p>	<p>Number of employees trained</p>	<p>Training introduced.</p>	<p>965 employees trained.</p>	<p>A review of the training on domestic abuse across the Council Family Group will be considered by Organisational Development.</p>	
<p>2.3 Review the guidance produced by Cordia for managers on how they may support employees who may be subjected to domestic abuse.</p> <p>Lead: Cordia</p>	<p>Cordia will produce new guidance for its employees. The impact of the wider review and any resulting actions will be reported.</p>	<p>Cordia introduced guidance for managers on Supporting Staff Subject to Domestic Abuse in November 2012.</p>	<p>Cordia aim to review the guidance every two years, gauging how it supports managers within the workplace.</p>	<p>In addition to Cordia producing updated guidance, Corporate HR conducted a review of the Council's guidance for managers on dealing with employees who are subjected to domestic abuse. This updated guidance has been issued to managers and is available on the Council's intranet. It will be shared with the ALEOs to adopt.</p>	

OUTCOME 3

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

Council Strategic Plan theme: A world-class city
Protected Characteristic: Religion or belief

LONG-TERM MEASURE

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

Sectarianism is often used in Scotland in association with divisions within a religion, particularly in reference to Christianity and the division that can exist between Catholic and Protestant people. However, sectarianism can also be found within other religions. As society becomes increasingly secular, the term is also often used to describe a type of social identity that is about things other than a particular set of religious beliefs.²

Glasgow City Council commissioned research in 2003 into the attitudes relating to sectarian based prejudice in Glasgow. The resulting report highlighted the key role that football had in Glasgow in providing a focus for sectarian behaviour, but also highlighted a relatively low level of reported incidents in comparison with other reported abusive or violent behaviour.



The Offensive Behaviour at Football and Threatening Communications (Scotland) Act 2012 came into force on 1 March 2012. During the first year, there were 267 charges reported, and in 2013/14 this number fell to 203.



The Council's efforts to reduce sectarianism in the city focus primarily on programmes delivered to young people in schools. The Sense over Sectarianism curriculum contains various packs for both primary and secondary level teachers. Glasgow Life also delivers programmes such as the Bigot Busters programme at St Mungo's Museum of Religious Life.

As an employer, the Council has introduced religion and belief as part of its employment monitoring so that any adverse trends connected to the protected characteristics may be identified and rectified.

² Nil by Mouth website (<http://nilbymouth.org/resources/history/>), March 2015.

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Current Performance (2013/14)	Further Work	RAG
<p>3.1 Deliver anti-sectarian education programmes in all Glasgow schools; supported through the development of appropriate curriculum, continuous professional development opportunities for teachers and workshops delivered by Sense Over Sectarianism.</p> <p>Lead: Education Services [EA]</p>	<p>The number of schools participating.</p> <p>Assessing available qualitative information on the impacts of programmes.</p>	<p>The Sense over Sectarianism initiative was delivered directly in 83 primary schools and 15 secondary schools. In addition, new curriculum resources were developed for S2/S3 pupils and piloted in four secondary schools.</p>	<p>Further work to allow the assessment of the impacts of such programmes is still to be considered.</p>	
<p>3.2 Deliver education about the Holocaust in schools, with a supporting programme of annual city-wide events to commemorate the Holocaust.</p> <p>Lead: Education Services [EA]</p>	<p>The number of schools involved in the Holocaust education programme and the number of people participating in the city-wide events.</p> <p>Assessing available qualitative information on the impacts of programmes.</p>	<p>Forty-nine schools actively engaged in Holocaust Education; the centrally run programme supported the learning and teaching within schools.</p>	<p>Further work to allow the assessment of the impacts of such programmes is still to be considered.</p>	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
3.3 Review the guidance produced by the Council Family Group on managing diversity with specific regards to religion or belief. Lead: Corporate HR	The impact of this review and any resulting actions will be reported.	Summary guidance available on Connect.	The guidance was reviewed; more detailed guidance is now available on the Council's intranet.	In addition to developing more in-depth guidance, an updated e-learning course was launched. The numbers accessing the guidance and course will be monitored and included in future reports. The Council worked with trade unions and employees to set up multi-faith rooms in the main council buildings. These rooms may be used by employees to practice their religion or beliefs. The Council has started capturing information on employees' religion or beliefs to better understand the diversity of the workforce.	
	Monitoring completion of e-learning (new measure).	0.1% of workforce completed the religion and belief e-learning course.	0.5% of workforce completed the religion and belief e-learning course.		
3.4 Deliver museum and sport-based programmes, e.g. Bigot Busters. Lead: Glasgow Life	The number of young people participating in the Bigot Busters programme.	771	953	Glasgow Life delivers the Bigot Busters anti-sectarian workshops to young people as part of the programme at St Mungo's Museum of Religious Life. In addition to these workshops, sectarianism is also addressed during museum tours and other school workshops, such as Culturally Curious and World Religions. The Positive Coaching initiative works with young people who are struggling to secure a place in further education, training or the workplace. The scheme offers coaching qualifications in several sports. The coaching element of the football programme is delivered by the Scottish Football Association and includes a section on sectarianism.	
	The number of people participating in the football coaching course that incorporates anti-sectarian training (part of the Positive Coaching initiative).	204	350		

4. Advancing Equality of Opportunity

OUTCOME 4

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

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

Council Strategic Plan theme:
Economic Growth

Protected Characteristic:
Disability, ethnicity

LONG-TERM MEASURE

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

Twelve percent of Glasgow’s population is from a black and ethnic minority background. Black and ethnic minority communities are nearly twice as likely to live in poverty as the white population. These disproportionate levels significantly increase the risk of child poverty. In 2013, 48% of Glasgow’s black and ethnic minority population was employed. This is less than the Scottish average for the black and ethnic minority population (56%), and less than the average employment rate of 63% for the overall population in Glasgow.

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

	Glasgow	Scotland
Employment rate (16 – 64 years)	64%	71% (2013)
Black and ethnic minority	48%	56% (2013)
Disabled	34%	46% (2012)



Source: Annual Population Survey




The Council Family Group is committed to providing equal access to employment opportunities. For people with mental health problems or difficulties, employment is often linked to recovery in several ways. For example, the processes that people engage in are often recovery processes, like building self-esteem, self-understanding and motivation. Twenty-four percent of Glasgow’s working age population has a long term activity-limiting health problem or disability (Census 2011). Lower levels of educational attainment are one of the main barriers to disabled people meeting their employment aspirations with formal qualifications below the UK average. In 2012, the Department of Work and Pensions found that:


- 19% of working age disabled people did not hold any formal qualifications compared to 7% of working age non-disabled people
- 15% of working age disabled people hold degree level qualifications compared to 28% of working age non-disabled people

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
<p>4.1 Take steps to promote Article 19 of the European Public Sector Procurement Directive, which allows public sector bodies to reserve contracts for organisations that provide supported employment opportunities to disabled people.</p> <p>Lead: City Building</p>	<p>RSBi will continue to offer employment facilities to 250 employees (50% disabled), including 104 Work Choice positions.</p>	<p>270 employees: 149 have a disability 109 Work Choice positions</p>	<p>270 employees: 162 have a disability 109 Work Choice positions</p>	<p>Work Choice is a Government supported employment programme designed specifically for people who, due to their disability may find it difficult to find or keep a job. RSBi continue to offer supported employment facilities to employees with disabilities, including 109 Work Choice positions. The figure for 2014/15 is 168 employees and City Building intends to maintain this figure in 2015/16.</p>	<p>✔</p>
<p>4.2 Refer Social Work service users to Jobs and Business Glasgow's employability support service</p> <p>Lead: Social Work Services / Jobs and Business Glasgow</p>	<p>The number of referrals to Jobs and Business Glasgow's employability support service for Social Work Services clients monitored by:</p>			<p>Jobs and Business Glasgow (JBG) provides a bridging employability service for clients referred by the NHS and Social Work Services. JBG regularly hold training and open events to raise awareness of the service among staff in these organisations.</p> <p>Further work to present a more comprehensive picture of the employment support provided to people with disabilities (and mental health problems, see 4.3 below) will be undertaken before 2016/17.</p>	<p>✔</p>
	Physical disability	7	8		
	Learning disability	14	10		

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG		
4.3 Work with the NHS Greater Glasgow and Clyde, the Scottish Association for Mental Health and the Glasgow Association for Mental Health to deliver a number of priorities, one of which is to ensure that there are employment opportunities. Lead: Social Work Services / Jobs and Business Glasgow	The number of referrals to Jobs and Business Glasgow's employability support service for Social Work Services' mental health service users	112	138	See 4.2 above for additional information regarding Jobs and Business Glasgow's employability support service. Historically the recording of the employment status of Social Work mental health service users has been inconsistent, preventing an accurate assessment of the employment status of service users. As a first step, the service aims to capture the employment status of all service users; although the number has increased, there is still a significant number to capture. Of the 50% with a recorded employment status in 2013/14, 80% were recorded as inactive, 19% were in employment, education, or engaged in training or voluntary work, and 1% had retired.			
	Percentage of Mental Health service users who have a recorded employment status	40%	50%				
4.4 Provide business development support to those with protected characteristics. Lead: Development and Regeneration Services	The level of support provided to those with protected characteristics, where recorded, compared to the total level of support provided.	Total business development support	937	Total business development support	721	Business Gateway monitors the business development support it provides to young people, clients from black and ethnic minority communities, disabled clients and female clients. There has been an increase in the proportion of business development support provided to women and to young people, however the amount of support provided to people with a disability remains very low.	
		Women	335 (36%)	Women	311 (43%)		
		Young people	253 (27%)	Young people	231 (32%)		
		BME	190 (20%)	BME	147 (20%)		
		Disabled	5 (<1%)	Disabled	12 (<1%)		

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
<p>4.5 Continue the commitment to roll out personalisation of social care, empowering individuals to direct their own care and support to best meet their needs and aspirations.</p> <p>Lead: Social Work Services</p>	<p>The percentage of adult service users who are satisfied with opportunities for development (education, training and employment).</p>	84%	83%	<p>The annual target is currently 60%. A review of all targets and measures used to monitor personalisation is planned during 2015 as part of the Integration of Health and Social Care processes by the NHS and the Council.</p>	
<p>4.6 Provide young asylum seekers with accommodation, access to education and health services.</p> <p>Lead: Social Work Services</p>	<p>The number of young asylum seekers provided with supported services by Social Work Services.</p>	26	21	<p>There have been no referrals so far in 2014/15. A target is not set for this indicator as it is dependent on how many children or young people arrive alone in Glasgow seeking asylum.</p>	
<p>4.7 Support and encourage young people leaving care to access education, training or employment in order to improve their life choices.</p> <p>Lead: Social Work Services</p>	<p>The percentage of young people leaving care who are in employment, education or training.</p>	51%	64%	<p>The percentage of care leavers moving into positive destinations has been improving each year. In 2013/14, 64% moved onto positive destinations compared to 51% in 2012. The Council aims to improve this further by supporting at least 75% of young care leavers into employment, training, or further education. This is compared to a figure of 89% for all young Glaswegians.</p>	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
<p>4.8 Through Helping Heroes, provide employment opportunities for ex-veterans who have been medically discharged (including for mental health reasons such as post-traumatic stress disorder).</p> <p>Lead: Financial Services / City Building</p>	<p>Number of positions secured through the Glasgow Veterans Employment Programme (GVEP)</p>	<p>17</p>	<p>42</p>	<p>Glasgow Veterans Employment Programme (GVEP) is part of the Glasgow's Helping Heroes campaign, and helps veterans to gain permanent employment at the Glasgow Living Wage. Glasgow's Helping Heroes (GHH) campaign has assisted 1,274 veterans with 3,920 issues. This has resulted in 613 veterans being housed, 605 being supported into employment and 345 being assisted to gain access to health care. Financial gains for veterans stand at just over £1 million.</p>	
	<p>City Building positions held by ex-veterans</p>	<p>3</p>	<p>7</p>	<p>City Building increased the number of posts held by ex-veterans from three to seven. This figure has been maintained in 2014/15. Although City Building intends to maintain this number in 2015/16, any increase will depend on new business opportunities.</p>	

OUTCOME 5

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

*Council Strategic Plan theme:
Economic Growth*

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

LONG-TERM MEASURE

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

The lack of opportunity for employment, and to move on to better jobs when in employment, is closely linked to poverty and low incomes among those with protected characteristics. The Equality and Human Rights Commission states that less than 0.5% of all modern apprenticeships are occupied by persons with declared disabilities, despite accounting for 8% of the target population (16-24 year olds). Women and black and ethnic minority groups are also under-represented and comparatively underpaid across a range of sectors.



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

Glasgow	89.7% (2013/14)
Scotland	92.3% (2013/14)

Source: GCC Education Services

Currently, the overall employment rate in Scotland is 71% and 64% in Glasgow. There was a reported increase of 28,000 in the number of young people (16-24 years) employed in the last year. Youth unemployment, at 14.5%, is at its lowest level for five years. Greater participation and representation of equality groups will be one of the key areas of work for the Community Planning Partnership's new Youth Employability Board, which launches in April 2015.

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG																																
<p>5.1</p> <p>Increase the number of apprenticeships delivered by the Council under the Glasgow Guarantee scheme that are offered to people who identify as a protected characteristic.</p> <p>Lead: Development and Regeneration Services</p>	<p>A 10% increase in apprenticeships offered every year from 2013.</p> <p>Monitor the proportion of intake who identify as a protected characteristic and the proportion who move into sustained employment.</p>	<table border="1"> <tr><td>Men</td><td>159</td></tr> <tr><td>Women</td><td>86</td></tr> <tr><td>Disabled</td><td>1</td></tr> <tr><td>Non-disabled</td><td>18</td></tr> <tr><td>Non-disclosed</td><td>226</td></tr> <tr><td>BEM</td><td>1</td></tr> <tr><td>White</td><td>47</td></tr> <tr><td>Non-disclosed</td><td>197</td></tr> </table>	Men	159	Women	86	Disabled	1	Non-disabled	18	Non-disclosed	226	BEM	1	White	47	Non-disclosed	197	<table border="1"> <tr><td>Men</td><td>103</td></tr> <tr><td>Women</td><td>73</td></tr> <tr><td>Disabled</td><td>5</td></tr> <tr><td>Non-disabled</td><td>67</td></tr> <tr><td>Non-disclosed</td><td>103</td></tr> <tr><td>BEM</td><td>5</td></tr> <tr><td>White</td><td>110</td></tr> <tr><td>Non-disclosed</td><td>61</td></tr> </table>	Men	103	Women	73	Disabled	5	Non-disabled	67	Non-disclosed	103	BEM	5	White	110	Non-disclosed	61	<p>This action is amber rated as the Council's Modern Apprentice team is working to improve the information recorded about Modern Apprentices and ensure that in future equality information is coordinated and reported consistently.</p>	
Men	159																																				
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<p>5.2</p> <p>Develop and implement an agreed council-wide strategy for work placements, to improve the progression rate into more secure employment.</p> <p>Lead: Corporate HR</p>	<p>A council-wide policy will be in place by the end of March 2015.</p>	<p>The Council agreed in 2014/15 that each service will employ (at least) one person from the Social Work Services Supported Employment Programme. This is in addition to work placements.</p> <p>This action is amber rated as the Council is still to develop a council-wide policy for work placements.</p> <p>Future reports will include this monitoring.</p>	<p>Since this agreement, one person from the Supported Employment Programme has been employed by Land and Environment Services and another position is in the interview stages within Social Work Services. As well as this employment agreement, the Council continues to work with Scottish Association for Mental Health, Dyslexia Scotland, National Autistic Society Scotland and Remploy to provide specific work placements for people who may not be able to access work placements through other channels. For example, Customer and Business Services provided five placements through the Moving Forward Project run by the National Autistic Society Scotland. One person has since secured employment from this programme.</p>																																		

OUTCOME 6

The Council has promoted diversity in the local economy.

Council Strategic Plan theme:
Economic Growth

Protected Characteristic:
All

LONG-TERM MEASURES

Employment rate

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

Gender pay gap

A diverse workforce is one that combines employees from different backgrounds and experiences, creating one that is more creative, innovative and productive. A more inclusive economy is more resilient. Diversifying a workforce helps businesses increase their market share. Drawing from the largest and most diverse pool of employees ensures that the best and brightest employees make businesses more competitive. Businesses that value diversity and foster inclusiveness are more likely to retain qualified employees – reducing turnover and increasing productivity.

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

	2012	2013
Glasgow	59.7%	63.6%
Scotland	70.6%	70.8%

Source: Scottish Neighbourhood Statistics

- **Ratio of employment rate for disabled people to the rate for non-disabled people (moving three-year average):**

	2010 (2009 – 2011)	2011 (2010 – 2012)
Glasgow	45.30%	63.6%
Scotland	59.40%	70.8%



Source: Scottish Neighbourhood Statistics





- **Gender pay gap (moving three-year average)**

	2010 (2009 – 2011)	2011 (2010 – 2012)
Glasgow	10.6	10.1
Scotland	9.3	7.2

Source: Scottish Neighbourhood Statistics

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
<p>6.1 Promote opportunities in construction to females and black and ethnic minority groups through the Determined to Build programme in schools.</p> <p>Lead: Education Services [EA] / City Building</p>	Percentage of the apprentice intake who are female or from a black and ethnic minority background	<p>Percentage of total who are women 14% (12)</p> <p>Percentage of total who are black and ethnic minority 2% (2)</p>	<p>Percentage of total who are women 11% (16)</p> <p>Percentage of total who are black and ethnic minority 2% (3)</p>	City Building employs 33% of all women construction apprentices in Scotland and will continue to promote opportunities in construction to women and black and ethnic minority groups. The figures for 2014/15 are 14% female and 4% black and ethnic minority.	
<p>6.1 Ensure access to childcare so that parents are encouraged to enter or return to work.</p> <p>Lead: Education Services [EA] / Corporate HR</p>	<p>The number of employees participating in the Kiddivouchers scheme.</p> <p>Provide 15 hours of free childcare for Glasgow children at the start of the term when they are 3 years old.</p>	<p>896 employees (4.7% of workforce)</p> <p>In line with national legislation, the Council now offers 16 hours per week / 600 hours per year to all three and four-year olds and also to eligible two-year olds. The two-year olds who met the eligibility criteria are those who live within out-of-work households and whose parent(s) are in receipt of benefits.</p>	<p>1,011 employees (5.3% of workforce)</p>	The Council offers a childcare voucher scheme, which is publicised across the workforce. Childcare voucher schemes are created by HMRC and provided where employers choose to do so. There has been a slight increase in uptake of the scheme since 2012/13.	

Output / Action	Measure(s)	Current Performance (2013/14)	Further Work	RAG
<p>6.2 Develop governance arrangements for the Council's pay and grading structure to ensure that it is free from gender bias.</p> <p>Lead: Corporate HR</p>	Governance arrangements are implemented.	Governance arrangements have been implemented.	Governance arrangements have been introduced to reduce any potential gender bias in employee roles. Service workforce planning boards review new posts, which are then allocated a role profile. Guidance materials have been created and launched as part of the training.	
<p>6.3 Use a community benefits approach to procurement, incorporating guarantees for employment and training for local people in major contracts commissioned by the Council.</p> <p>Lead: Corporate Services (Procurement)</p>	The use of a community benefits approach to procurement	The Council now includes a community benefit clause in procurement procedures to achieve sustainability in public contracts. This may include targeted recruitment and training, small business and social enterprise development and community engagement (linked to 4.1 above).	Community benefits clauses were successfully implemented in Commonwealth Games' contracts, resulting in work for local businesses, social enterprises and businesses employing people with disabilities. Following the Commonwealth Games, the community benefits approach has been widened to assess performance of contracts in workforce matters such as the Living Wage.	
<p>6.4 Implement agreed redeployment process that will be used to reduce occupational segregation where possible.</p> <p>Lead: Corporate HR</p>	A longitudinal and latitudinal comparison of gender split in occupations.	The redeployment process has been designed and launched. It will be reviewed to ensure it remains fit for purpose. The Council published high-level occupational segregation information in 2013, in line with the statutory duty.	A more detailed analysis of the gender split in occupations will be published in 2015, identifying areas where the Council could develop initiatives to redress the gender balance where possible (dependent on recruitment restrictions).	
<p>6.5 Future Glasgow Life capital projects will include consideration of an equalities consultation checklist.</p> <p>Lead: Glasgow Life</p>	An equalities consultation checklist will be developed and used for all future capital projects.	A checklist was developed by Glasgow Life in 2013 and has since been used in the redevelopment of the Royal Concert Hall, Kelvin Hall and the proposals for redevelopment of the Burrell Collection.	The Council is considering widening the use of the checklist for all capital projects.	

OUTCOME 7

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

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

*Protected Characteristic:
All*

LONG-TERM MEASURE

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

Disabled people in Scotland face a disproportionate loss of income due to the welfare reforms introduced since 2010. Recent research, commissioned by the Equality and Human Rights Commission, concludes that impacts on household income are more negative for families containing at least one disabled person, particularly a disabled child, and that these negative impacts are particularly strong for low income families.



NHS Scotland (2012) examined the impact of welfare reforms amongst those vulnerable people suffering long term health and disability problems. Within this, the Department of Work and Pensions anticipate 330,000 of the 560,000 Disability Living Allowance claimants will be reassessed, resulting in either a reduction or complete loss of benefits. Issues include the bedroom tax, re-assessment, reduction in benefits and the accompanying physiological and physical impact upon claimants could have a detrimental effect upon this already marginalised section of society. Glasgow has the highest level of income deprivation in Scotland at 21.5% of the population, almost 4% higher than Dundee which has the next highest level of deprivation


- **Percentage of the population who are income deprived:**

Glasgow	21% (2011)
Scotland	13% (2011)

Source: Scottish Neighbourhood Statistics

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
<p>7.1 National welfare reforms significantly affect some of Glasgow's citizens. The Council established a citywide Welfare Reform Group to make sure that the new benefits regime is delivered and to mitigate, where possible, the negative impact.</p> <p>Lead: Financial Services / Glasgow Life</p>	Total amount administered through the Scottish Welfare Fund	Fund was introduced in 2013.	£7.7m allocated in crisis grants and community care grants since 2013.	<p>Removal of the spare room subsidy (or "bedroom tax") affects Registered Social Landlord tenants, by restricting the size of accommodation Housing Benefit is received for, based on the number of people in the household. It disproportionately affects people with disabilities and carers. The majority of successful claims have been awarded to people who need an additional bedroom to accommodate an overnight carer or for a child who is unable to share a bedroom due to a disability.</p> <p>Glasgow Life has established a support service to help people prepare for the introduction of Universal Credit and the requirement to conduct benefit claims online. Specially trained library employees, volunteers, and expert money advice workers are available to support people to use the library computers to make benefit claims and access computer literacy training.</p>	
	Removal of the Spare Room Subsidy: number of housing benefit claims affected and number of claims where additional bedrooms have been successfully awarded	Removal of the Spare Room Subsidy not yet introduced.	16,804 Housing Benefit claims affected 2,326 successful claims for additional bedrooms awarded		
	Take up of Glasgow Life's Online Digital Support service	94	649		
<p>7.2 The Council's Financial Inclusion Strategy sets out how it will make sure the city's most vulnerable citizens can access advice and information to prevent then being financially excluded.</p> <p>Lead: Financial Services</p>	Total number of clients who receive a service from the Glasgow Advice and Information Network (GAIN)	34,982	35,797	<p>The Financial Inclusion Strategy 2015 to 2018 will be delivered under a new partnership arrangement: the Financial Inclusion Partnership. The new partnership takes account of the new financial inclusion issues which have emerged since 2011, including areas such as focused efforts on black and ethnic minority people and tackling domestic violence.</p>	
	Total number of issues dealt with by GAIN	93,291 Average = almost 3 issues per client	117,943 Average = more than 3 issues per client		
	Total financial gains for clients	£57.7 million	£67.6 million		

Output / Action	Measure(s)	Current Performance (2013/14)	Further Work	RAG
<p>7.3 Deliver a strategic approach to addressing poverty and deprivation in the city with our community planning partners.</p> <p>Lead: Financial Services</p>	<p>An overcoming poverty strategy group will be co-chaired by the Leader of the Council.</p>	<p>To coordinate efforts to overcome poverty in the city, the Leader of the Council now co-chairs the Poverty Leadership Panel, which includes people who have experienced poverty first-hand. The Panel aims to deliver a citywide anti-poverty strategy, targeting the impact of welfare reform, reducing child poverty, work and worth, credit and debt, and challenging the negative attitudes about people and poverty. The Panel has since:</p> <ul style="list-style-type: none"> • Produced a Benefits Appeals information pack, which is being distributed through libraries in the city • Held a summit on fuel poverty with energy companies • Started operating the Cost of the School Day Programme • Begun developing derelict land in Parkhead • Conducted a staff survey of public sector staff in Glasgow 	<p>In 2015, the Council, in partnership with the Wheatley Group and NHS Greater Glasgow and Clyde, will launch an awareness campaign to counter negative attitudes about people and poverty.</p>	<p style="text-align: center;"></p>

OUTCOME 8

Disabled people have increased physical activity.

Council Strategic Plan theme: *A world-class city* Protected Characteristic: *Disability*

LONG-TERM MEASURE

Percentage of adults in Scotland meeting recommended levels of physical activity

According to the Census 2011, 23% of the population in Glasgow have a long-term health problem or disability. The Scottish Health Survey (2011) found a strong relationship between disability and physical activity as respondents with a long-term limiting condition were substantially less likely to meet physical activity recommendations. Only 26% of respondents with a limiting long-term condition met the physical activity recommendations compared to 41% with a non-limiting condition and 44% of those without a condition. Furthermore, only a third (36%) participated in sport compared to more than half (54%) of those without a condition.

In 2011, new medical guidelines came into effect recommending 150 minutes of moderate activity or 75 minutes of vigorous activity (or a combination) a week. This can be achieved in bouts of ten minutes.

A study in England found that four out of five disabled people are currently not active, but seven in ten want to increase the amount of physical activity in which they participate—suggesting a demand for more opportunities and ways to enjoy being active.



Disabled people should have every opportunity to be as active as non-disabled people. Physical activity can make a fundamental difference to disabled people's quality of life, it can increase independence, benefiting the economy and yet disabled people's activity levels remain low.



- **Percentage of adults in Scotland meeting recommended levels of physical activity (2011 guidelines):**

	2012	2013
Greater Glasgow and Clyde	62%	66%
Scotland	62%	64%

Source: Scottish Health Survey

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
<p>8.1 Continue the commitment to provide discounted access to sports facilities for people with a disability.</p> <p>Lead: Glasgow Life</p>	<p>Improve monitoring of numbers of disabled people participating across Glasgow Life managed facilities by the introduction of a single-user data account.</p>	<p>New monitoring introduced.</p>	<p>12.3% of all new Glasgow Life members who are entitled to a concession are disabled. This figure will be used as a baseline for future monitoring and reporting.</p>	<p>Glasgow Life offers a concessionary discount for people with a disability. As of April 2014, it is now possible to measure the percentage of people who receive a concessionary discounted membership to the Glasgow Club due to a disability.</p>	
<p>8.2 Increase the uptake of the bike-ability scheme by Additional Support for Learning (ASL) schools.</p> <p>Lead: Education Services [EA] / Land and Environment Services</p>	<p>The number of ASL schools participating.</p>	<p>1</p>	<p>0</p>	<p>This action is amber rated as no schools requested uptake in 2013/14. Adapted Bike-ability training is provided by Land and Environment Services (LES), depending on individual ASL school needs. Training was delivered to Hampden school in 2013, and while there Land and Environment Services also arranged for the charitable organisation, Dr Bike, to check the school's tricycles used by the children. Online resources are made available to all schools. It is proposed that cycle training that has been adapted with designated ASL teaching staff will be made available. LES are also able to provide playground marking and will consider increased tricycle availability, where schools request these services.</p>	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
<p>8.3 Deliver specifically targeted programmes of sport for disabled people.</p> <p>Lead: Glasgow Life</p>	The number of people participating.	10,100	17,584	The target for 2014/15 is 20,000 attendances for the disability sport programme.	
<p>8.4 Continue to deliver specifically designed programmes of sport for Additional Support for Learning schools.</p> <p>Lead: Education Services [EA]</p>	The number of ASL pupils participating in programmes.	Number of ASL pupils participating 936	Number of ASL pupils participating 979	Activities include athletics, badminton, basketball, boccia, cycling, dance, fitness, football, judo, karate, rugby union, table tennis, tennis, walking, outdoor activities, and disability specific activities.	
		Percentage of ASL pupils participating 59%	Percentage of ASL pupils participating 62%		

OUTCOME 9

Disabled people are supported to live independently in the community.

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

*Protected Characteristic:
Disability*

LONG-TERM MEASURE

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

Twenty-three percent of Glasgow's population have a limiting long-term condition or disability (Census 2011). The Glasgow Disability Alliance and Glasgow Centre for Independent Living, in partnership with Glasgow City Council, finalised an Independent Living Strategy in 2014. The detailed strategy was informed by the Glasgow Disability Alliance's 15 Rights for Independent Living. The Glasgow Disability Alliance states that independent living means:

Disabled people of all ages having the same freedom, choice, dignity and control as other citizens across the whole range of life opportunities. It means having rights to practical assistance and support to participate fully in society and live an ordinary life.



There has been a significant shift in the balance of care within Social Care is a model of Self-Directed Support, enabling people with disability to live independently in the community. This allows many people with disability to choose the type of care they receive, and tailor services to their individual need.



Glasgow has been at the forefront in Scotland investing in the Self-Directed Support Model, and almost a third (32%) of all adults requiring social care, including those with physical disabilities, now have the choice of how their care is delivered, as compared to an average of 6% for the rest of Scotland.

Maintaining an independent life in the community presents some significant attitudinal challenges in communities as well as practical challenges for people with disabilities. The Leonard Cheshire Disability Organisation's report, Rights and Reality (2010), highlighted the difficulty disabled people have in accessing goods and services, alongside a limited understanding of their rights:

- 23% felt they had been discriminated against whilst accessing goods and services
- 40% had experienced difficulty of goods and services
- 70% did not of, or knew very little of these two fundamental pieces of legislation designed to ensure equality

HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Current Performance (2013/14)	Further Work	RAG
<p>9.1</p> <p>Develop an Independent Living Strategy with the Glasgow Disability Alliance. Produce a statement of intent on behalf of the Glasgow family group to support this strategy.</p> <p>Lead: Social Work Services</p>	<p>A project plan for community planning partners will be in place by the end of March 2014. Performance measures will be developed as part of the implementation.</p>	<p>Social Work Services co-produced an Independent Living Strategy (ILS) framework with disabled people and key third sector organisations in 2014. A governance group was established under the One Glasgow service reform programme. Membership includes Glasgow City Council, Glasgow Disability Alliance, Glasgow Centre for Inclusive Living, the Community Planning Partnership and Glasgow Life. Two priorities for the period to 2017 have been agreed. These are improving youth employment and lifelong learning.</p>	<p>As improving the employment opportunities for disabled people in the city and reducing dependence on state benefits is a core aim of the Independent Living Strategy. An externally mediated workshop session to focus on youth employment was held in April 2014, which made use of current work counting the spend dedicated to youth employment across the city.</p>	
<p>9.2</p> <p>Deliver road safety outreach education for children with disabilities.</p> <p>Lead: Education Services [EA] / Land and Environment Services</p>	<p>75% involvement of primary schools by March 2014.</p>	<p>Land and Environment Services is currently compiling information and invites for all schools that will be issued at the start of the 2015 school year.</p>	<p>This action has yet to start, and therefore it has been red rated. This campaign will aim to encourage schools to engage with the Road Safety Unit and allow road safety officers to provide road safety training to children with disabilities in mainstream and ASL schools. The service is also looking at adapting the criteria set for the Lord Provost's Road Safety Award, to make it more achievable by ASL schools.</p>	

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
9.3 Cordia's home care services continue to offer a range of services, including home care, reablement, personalisation, community alarms/telecare, and EquipU. Lead: Cordia	Percentage of new service users who have a learning or physical disability: Mainstream and Reablement Home Care Services	18%	20%	Cordia currently support 398 Help at Home Service Users. Numbers depend on referral.	
	Personalisation Home Care Services	63%	38%		
	EquipU	29%	17%		
9.4 Continue the commitment to roll out personalisation of social care, empowering individuals to direct their own care and support to best meet their needs and aspirations. Lead: Social Work Services	The percentage of adult service users who feel physically and emotionally safe in their own home (target = 95%).	88%	86%	The majority of people going through Personalisation have a learning disability or physical disability. Personalisation allows people to shape their own lives and the services they receive, so that they can have a support arrangement designed for them as an individual that meets their needs and keeps them safe, allowing people to be more independent and to live the life they want.	
	The percentage of adult service users [with a disability] who are satisfied with the opportunities available to them to engage in community leisure and social activities of their choice (target = 75%)	84%	80%		

5. Fostering Good Relations

OUTCOME 10

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

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

*Protected Characteristic:
All*

LONG-TERM MEASURE

Satisfaction level of service users.

Part of process to develop the Equality Outcomes included a workshop with employees from across the Council Family Group. During this workshop, frontline staff expressed a concern that they lacked confidence advising or providing services with people who appear to fall under one or more of the protected characteristics, as they were not were not knowledgeable enough about a group's requirements in order to be able to do this effectively without fear of causing offence.


The Council Family Group aims to provide all employees will the appropriate skills and knowledge to deliver the best possible service to all of Glasgow's residents and visitors. Employees are offered online training in equality and diversity; in 2014 1,053 employees completed this training. Equality training is also now part of the mandatory training framework for elected members.



Where necessary, training in specific areas of development relevant to service delivery are provided, such as Social Work's awareness training in autism and dementia or Glasgow's Life updating its procedural policies at sports facilities. The Council Family Group will continue to review and tailor training to ensure that all employees are confident in the skills and knowledge required to do their jobs effectively.


- **Satisfaction level with council services**





Current overall satisfaction with council services is 75% (Glasgow Household Survey). This figure drops to 67% when households include someone with a long-term illness, health problem or disability.


HOW WE WILL DELIVER THIS OUTCOME

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
<p>10.1</p> <p>Review the Council's equality and diversity training, specifically, consider including a new section on behaviour in the e-learning course. Explore the potential of developing a component of the Glasgow CARES training to improve staff confidence when serving customers with additional needs and requirements.</p> <p>Lead: Organisational Development</p>	Percentage of employees who have completed the e-learning course on equality and diversity.	4.7%	5.3%	<p>In 2014, new e-learning equality and diversity courses were introduced across all protected characteristics, for example Stonewall Scotland's service delivery courses, dementia awareness and caring. Further work is required to increase the uptake of the e-learning courses.</p>	
	Percentage of residents who have or who live in a household with someone who has a long-term illness, health problem or disability who are satisfied with the services provided by Glasgow City Council and its partners.	<p>Satisfied = 62%</p> <p>Compared to 69% in households with no long-term illness, health problem or disability.</p>	<p>Satisfied = 67%</p> <p>Compared to 75% in households with no long-term illness, health problem or disability.</p>		
	Employee confidence level to be gauged by a survey of staff attitudes.	<p>As part of the on-going work of the Poverty Leadership Panel, the Council carried out a survey of employee attitudes towards poverty, equality, and child rights. The survey found that a significant proportion of employees expressed a lack of confidence when assisting people with the following backgrounds:</p> <ul style="list-style-type: none"> • Physical disability 12% • Learning disability 16% • Mental health difficulty 23% • Speaks another language 28% 			

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
<p>10.2</p> <p>Ensure employees are aware of the procedure to access translation services, which promote equal access to services by removing communication barriers.</p> <p>Lead: City Building / Cordia / Chief Executive's Office</p>	Annual monitoring of City Building's Happy to Translate accreditation	Accreditation maintained.	Accreditation maintained.	The Council Family Group will raise awareness of the new British Sign Language Video Relay Interpreting Service to ensure that the deaf community get fair and equal access to public services.	
	Monitoring of access of Cordia Linguistics	Cordia Linguistics provided 14,482 interpreting services	Cordia Linguistics provided 13,901 interpreting services	Cordia have added six new languages to the Cordia Linguistics translation service. These are: Amharic, Bulgarian, Hungarian, Nepalese, Marathi, Saho, Tigre and Vietnamese.	
<p>10.3</p> <p>Increase the number of employees who, when asked to, feel comfortable providing equality monitoring information so that the Council has better information with which to target supportive action.</p> <p>Lead: Corporate HR</p>	The percentage of employees who have provided this information.	Ethnicity 74%	Ethnicity 74%	<p>The Council began to capture information on religion or belief and sexual orientation information in 2013. Employees hired prior to this date have not yet been asked to update their information. The Council will conduct an awareness campaign during 2015/16 and is identifying other opportunities to remind employees to update their information.</p>	
		Disability 7.7%	Disability 12.8%		
		Religion or belief 2.6%	Religion or belief 5.8%		
		Sexual Orientation 4.5%	Sexual Orientation 6%		

Output / Action	Measure(s)	Baseline (2012/13)	Current Performance (2013/14)	Further Work	RAG
10.4 Deliver training all Social Work Services staff to raise awareness and knowledge of lesbian, gay, bisexual and transgender issues, mental health, autism, dementia, sensory impairment and brain injury. Lead: Social Work Services	The number of employees who have received training: Lesbian, gay, bisexual and transgender issues	0	0	This action is rated amber as there were no training courses offered on awareness and knowledge of lesbian, gay, bisexual and transgender issues or people affected by a brain injury. In addition to the training on these specific subjects, in 2012/13 and 2013/14 Social Work Services provided training on etiquette when employees may be working with someone with a disability. This was offered in conjunction with the Glasgow Centre for Independent Living. In 2015/16, as part of the implementation of the See Hear strategy, bespoke training for staff working with individuals with sensory impairment will be delivered.	
	Mental health	135	135		
	Autism	65	90		
	Dementia	315	195		
	Sensory impairment	45	0		
	Brain injury	0	0		

Output / Action	Measure(s)	Current Performance (2013/14)	Further Work	RAG
<p>10.5 Increase the proportion of council communication that adheres to the Scottish Government's guidelines for Inclusive Communication.</p> <p>Lead: Chief Executive's Office</p>	<p>The roll out of Inclusive Communication guidelines by the Equality Working Group.</p>	<p>The Council has not yet agreed guidelines or coordinated efforts to progress Inclusive Communication.</p>	<p>The Council's Equality Working Group is currently developing and agreeing a programme of work to take forward in 2015/16 and 2016/17. Inclusive Communication will be progressed as part of this work plan.</p>	
<p>10.6 To enable lesbian, gay, bisexual or transgender council employees to feel more supported in the workplace, conduct qualitative research to determine expectations and the specific support required.</p> <p>Lead: Corporate HR</p>	<p>Actions and timescales will be determined following the initial research.</p>	<p>A question is now included in the Council's three-yearly staff survey, which will determine whether employees feel they have been disadvantaged across all protected characteristics. Results will be analysed to inform the workforce strategy.</p>	<p>In 2014/15, the Council signed up to Stonewall Scotland's Good Practice Programme. Two employees have now completed the Stonewall Role Model Programme.</p>	
<p>10.7 Improve consultation methods with groups representing those who identify as a protected characteristic.</p> <p>Lead: Chief Executive's Office</p>	<p>Revised consultation methods will be introduced.</p>	<p>The Council's published consultation statement includes a commitment to inclusive consultation. The Council is working with its Community Planning Partners to further develop a consistent approach to including equality considerations at a corporate and at a strategic level when consulting with citizens.</p>	<p>The Council has adopted a new committee covering report template that includes an equality check. This check aims to ensure that the appropriate Equality Impact Assessments are being carried out and that appropriate consultation is carried out before changes to service delivery or policy.</p>	
<p>10.8 Reinforce Glasgow Services with Style customer service training for front of house employees. Increase awareness and improve the ability to respond appropriately among Glasgow Life frontline staff; specifically policies regarding transgendered people accessing changing facilities.</p> <p>Lead: Glasgow Life</p>	<p>The proportion of employees who require training who have received the specified training/resources.</p>	<p>This training was delivered to all front-of-house staff in leisure facilities as part of an ongoing training programme, and completed in May 2014.</p>	<p>If applicable, any updated information will be delivered to front-of-house employees in 2015.</p>	

Output / Action	Measure(s)	Current Performance (2013/14)	Further Work	RAG
<p>10.9 Cordia have embarked on a partnership programme with Caledonian University to develop an in-depth training programme, providing information and understanding of clients who have dementia.</p> <p>Lead: Cordia</p>	<p>Percentage of 3,200 employees trained</p>	<p>The programme will run from April 2015 for a 5 year period.</p>	<p>Cordia provides Homecare to 6,300 service users across Glasgow, many of whom have mental health issues such as dementia and Alzheimer's. Critical to the support clients receive, all carers are trained in dementia, challenging behaviour, and other mental health issues prior to working with clients. As the city's older population increases, the increasing number of clients with such needs has prompted Cordia to approach Caledonian University to develop more specialised training. This will be two-day programme incorporating theory and practical examples to allow participants to experience (as close as possible) how clients feel, how they may react, and how the support provided may be improved.</p>	<p></p>

Appendix 1: Glasgow City Council Workforce Profile by Ethnicity 2014/15

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

Grade	White Employees		Black and Ethnic Minority Employees		Non-disclosed		Total Workforce
	Number	%	Number	%	Number	%	
Grade 1-4 Total	4,519	71.5%	110	1.7%	1,695	26.8%	6,324
Grade 5-7 Total	4,789	78.7%	118	1.9%	1,175	19.4%	6,082
Grade 8 Total	528	89.9%	14	2.4%	45	7.7%	587
Grade 9-15 Total	219	88.0%	1	0.4%	29	11.6%	249
Other Non Pay & Grading Structure Teaching	116	61.7%	4	2.1%	68	36.2%	188
	3,449	63.0%	117	2.1%	1,907	34.9%	5,473
Total Workforce	13,620	72.1%	364	1.9%	4,919	26.0%	18,903
Total Full Time Workforce	10,231	73.9%	247	1.8%	3,370	24.3%	13,848
Total Part Time Workforce	3,389	67.0%	117	2.3%	1,549	30.7%	5,055

Appendix 2: Glasgow City Council Workforce Profile by Disability 2014/15

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

Grade	Disabled		Non-disabled		Non-disclosed		Total Workforce
	Number	%	Number	%	Number	%	
Grade 1-4 Total	143	2.3%	470	7.4%	5,711	90.3%	6,324
Grade 5-7 Total	178	2.9%	600	9.9%	5,304	87.2%	6,082
Grade 8 Total	12	2.0%	62	10.6%	513	87.4%	587
Grade 9-15 Total	3	1.2%	31	12.5%	215	86.3%	249
Other Non Pay & Grading Structure	6	3.2%	70	37.2%	112	59.6%	188
Teaching	80	1.5%	765	14.0%	4,628	84.5%	5,473
Total Workforce	422	2.2%	1,998	10.6%	16,483	87.2%	18,903
Total Full Time Workforce	347	2.5%	1,583	11.4%	11,918	86.1%	13,848
Total Part Time Workforce	75	1.5%	415	8.2%	4,565	90.3%	5,055

Appendix 3: Glasgow City Council Workforce Profile by Gender 2014/15

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

Grade	Male Employees		Female Employees		Total Workforce
	Number	%	Number	%	
Grade 1-4 Total	2,505	39.6%	3,819	60.4%	6,324
Grade 5-7 Total	1,684	27.7%	4,398	72.3%	6,082
Grade 8 Total	216	36.8%	371	63.2%	587
Grade 9-15 Total	126	50.6%	123	49.4%	249
Other Non Pay & Grading Structure	108	57.4%	80	42.6%	188
Teaching	1,187	21.7%	4,286	78.3%	5,473
Total Workforce	5,826	30.8%	13,077	69.2%	18,903
Total Full Time Workforce	5,485	39.6%	8,363	60.4%	13,848
Total Part Time Workforce	341	6.7%	4,714	93.3%	5,055

Appendix 4: Equality Impact Assessments 2013/14, 2014/15 and Planned for 2015/16

The Equality Impact Assessment (EQIA) documentation and process are used by the whole Council Family Group. All services and ALEOs are asked to report on completed EQIAs and note those planned for the upcoming financial year. Services comply with this by including the information as part of the Annual Service Performance and Improvement Report (ASPIR), which services publish by September each year. All completed EQIAs are also published on the Council's [website](#). The list below includes all the areas that have been considered for an EQIA during 2013/14 and 2014/15 and those areas where there is an EQIA planned for 2015/16.

2013/14	
Equality Impact Assessments	
Glasgow Life – Volunteering Policy	Co-operative Glasgow Business Development Fund
Equality Impact Screenings	
Reform of Directly Provided Day Services for Adults with Learning Disabilities	Design Guide For New Residential Areas
2014/15	
Equality Impact Assessments	
Glasgow City Centre Transport Strategy 2014-2024	Integrated Grant Fund Review
City Building Website	
Equality Impact Screenings	
Education Services Technical adjustments related to budgetary reductions	Joint Efficiency savings, Education Services and Cordia
School Meals fees and charges	National Dance School Residency
Employee Performance Improvement Framework	Integration Scheme for Glasgow City Council and NHS Greater Glasgow and Clyde
Review of Catchment Areas	Employee Engagement Strategy
Rephrasing of 4R's Programme	Review of Early Years Childcare Provision
Promoting Positive Relationships (PPR) Inclusion	Alignment of free home to school transport to the statutory minimum
PC Power Shutdown in Primary Schools	Management Rules for Cemeteries
Cordia – Facilities Management Janitorial Review	Facilitative Mediation (pilot) to support the Council's bullying and harassment policy
Review of the Breakfast Service	Glasgow Life – Pricing Review 2015/16
Glasgow Life, Change to a 3 shift pattern from a 2 shift pattern covering volunteering from 8am until 11pm	Cordia Care Services – Budget Review 2013/2014
Cordia - Homes for Life Review – Hawthorn House (Phase 1)	Tomorrow's Support Services
Community Safety Glasgow (CSG) – Domestic Abuse in Employment	CSG Fundraising Procedure
CSG – Guidelines for Email Users	CSG – Guidelines on Social Media
CSG – Employee Welfare Assistance Policy	CSG – Alcohol and Drug Misuse
CSG – Gambling Addiction in Employment	CSG – Code of Practice (Disabled)
CSG – Information Security	CSG – Code of Practice (Transgender)
CSG – Lone Worker	CSG – Social Media Policy
CSG – Mental Health and Wellbeing	CSG – Risk Management
CSG – Policy and Guidance on ICT Use	CSG – Stress Management Policy
CSG – Records Management	CSG – Guidance on Workplace adjustments
CSG – Recruitment and Employment of Ex-	

2014/15	
offenders	

2015/16	
Budget Option Screenings	
Strategic Review and Reform of Mental Health Services to Adults	Transport for learning disability and older people residential and day centres
Framework Tender process for Personalisation	Assets and Usage
Strategic review and reform of Addiction Commissioned Services	Strategic Review and Reform Homelessness Service
Commercial Income	General Service Efficiencies
Review of Charging	Review of Events
Service Reform through Improvement	Increased Income from Environmental Health

2015/16	
Planned Equality Impact Assessment/Screenings	
<i>N.B. This programme will expand as the service plans (ASPIRs) become available.</i>	
Homes for Life Review – Orchard Grove, Toryglen (Phase 2)	Policy on banning the release of promotional materials
Calculating Holiday Pay	Resilience Strategy
Impact of the Review of the Integrated Grant Fund	City Building's Shared Parental Leave Policy
Local Government Pension Scheme 2015	Parks Management Rules Screening
Cordia Shared Parental Leave	Homecare Workforce Reform 2015
The Ten Year Arts Plan	Arts Programme for Older Adults