

EAST RENFREWSHIRE COUNCIL

22 April 2015

Report by Deputy Chief Executive

FULFILLING OUR EQUALITY SPECIFIC DUTIES: PROGRESS ON EQUALITY  
MAINSTREAMING AND OUTCOMES 2013-2017

**PURPOSE OF REPORT**

1. The report presents a progress update on the Council's programme to fulfil its equality duties, agreed in April 2013. The full report is attached as Annex 1 for consideration and approval by Council.

**RECOMMENDATIONS**

2. It is recommended that Council:

- i) Notes this report; and
- ii) Approves the main report, including the revised set of 8 outcomes, for publication by 30 April 2015.

**BACKGROUND**

**Our Equality Outcomes**

3. On 18 April 2013, the Council considered and approved a report entitled, "Fulfilling Our Equality Duties: Equality Mainstreaming Report and Equality Outcomes 2013-2017". In that report the Council's equality outcomes were presented as 9 new equality outcomes aimed at different groups with protected characteristics and the Council's SOA objectives and associated intermediate outcomes relating to young people, adults and older people.

4. The implementation of the equality outcomes is monitored through the Council's covalent performance management system.

**Our Equality Duties**

5. The Equality Act 2010, requires the Council, in the exercise of its functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not.

6. Under the Equality Act 2010 (Specific Duties) Scotland) Regulations 2012, the Council is required to:

- report on mainstreaming the equality duty;
- publish equality outcomes and report progress;
- assess and review policies and practices;
- gather and use employee information;
- publish gender pay gap information;
- publish statements on equal pay;
- consider award criteria and conditions in relation to public procurement; and
- publish in a manner that is accessible.

7. From 2015 and every two years, thereafter, the Council is expected to publish a report on the progress made to achieve the equality outcomes it has set, no later than 30 April.

8. From 2015 and at intervals of not more than two years, thereafter, the Council is required to publish an update report on progress in making the general equality duty integral to the exercise of its functions. The update report is to include progress on our duty to gather and use employee information in line with the General Equality Duty,

9. All the above-mentioned duties also apply to the Council as an Education Authority as well as a Licensing Authority.

10. The attached main report focuses mainly on the first two specific duties mentioned in paragraph 6 above as well as those relating to the council's duties as an employer, partly because all the others can be subsumed under the duty to report on mainstreaming equality.

### **Evidence-Gathering and Engagement**

11. On 4 March 2015 the Council organised a "Bridges to Change Equality Conference", chaired by Cllr Green, Convener for Education and Equality. At this conference, Lorraine MacMillan, Chief Executive, presented a summary report for discussion and feedback, to school and community representatives on progress in fulfilling our equality public duties since April 2013.

12. Progress in a number of areas were commended, including:

- Improvements in attainment levels for S4 boys and pupils from Asian-Pakistani backgrounds;
- The development and implementation of inter-generational activities relations which are encouraging the sharing of knowledge, reducing isolation, enhancing good relations between different age-groups and improving the wellbeing of all;
- The Council's inclusive approach to consulting on the budget savings process in 2014/15.

13. Further actions were suggested in some areas, and in particular:

- Further promoting disability equality through measures such as increasing the number of wheelchair-accessible taxis; increasing the representation of disabled people in decision-making structures such as the Citizen's Panel; and more effective support to improve the prospects of disabled people, including people with learning difficulties, in the labour market
- Delivering services to meet the diverse needs of the growing older population
- Becoming more inclusive of young people by involving them in decision-making and investing in more facilities to meet their needs.
- Further pursuing racial equality through measures such as providing community language teaching in schools; providing culturally-sensitive swimming opportunities.

14. Prior to the conference, a number of methods were used to gather information on our work since 2013, including:

- Consulting Departmental Management Teams on progress in fulfilling their equality commitments, how equality is being mainstreamed into departmental and Council policies and practices and their plans for the future;
- Using our asset-based project with organisations representing local disabled and minority ethnic communities to identify their main priorities;
- Reviewing various national reports and data on how well different groups are doing and what improvements are required in their lives.

15. These investigations showed that, in addition to issues identified in the conference more effort was required to pursue outcomes associated with;

- Improving equality evidence-gathering and usage, including evidence gathered through HR processes, service delivery, national research, equality-impact assessments and other community engagement processes;
- Improving facilities for and relations with Gypsy Travellers;
- Improving our engagement with LGBT communities;
- Assisting Community Councils to reflect the diversity of the communities they serve;
- Developing a strong multi-agency partnership against harassment and hate crime.
- Ensuring that more of our employees, councillors and community advocates are equipped with the knowledge, skills and confidence to work for fairness and equality.

## **THE WAY FORWARD**

16. Departments will consider all the proposed improvement actions emerging from community and internal engagement activities undertaken to be reflected appropriately in the Service Planning process. Since all likely new actions can be accommodated within the existing set of outcomes, a new set of outcomes have been produced, as a tidying up exercise, by merging outcomes 4 and 5. The previous set of 9 Equality Outcomes has, therefore, been reduced to 8 Equality Outcomes which appear as Appendix 1 to the main report.

## **FINANCE AND EFFICIENCY**

17. There are no specific financial implications arising from this report. Departments will continue to work together with communities, sharing resources where required, to fulfil these equality outcomes.

## **CONSULTATION**

18. This report is the result of a wide ranging consultation, including the following:

- Consulting Departmental Management Teams on progress in fulfilling their equality commitments, how equality is being mainstreamed into departmental and Council policies and practices and their plans for the future;
- Consulting with representatives of East Renfrewshire Disability Action and Diversity ER as part of our asset-based Community Capacity-Building project for these two local equality umbrella organisations;
- A Community Equality Conference in 4 March 2015 at which a draft progress report was discussed by community, school and Council participants;

## **PARTNERSHIP WORKING**

19. The report highlights the continuing partnership between the Council and local people, including equality groups such as East Renfrewshire Disability Action and Diversity ER, supported by partners like Voluntary Action, East Renfrewshire. A joint approach to resourcing, implementing, monitoring and evaluating our policies is the best way of achieving our objectives and realising efficiencies in the process.

## **EQUALITY**

20. An initial equality impact assessment suggests that success in implementing this revised plan will continue to contribute to the fulfilment of the three needs of the Council's Statutory Equality duties under the Equality Act (2010), namely, eliminating discrimination, advancing equality of opportunity and fostering good relations.

## **OTHER IMPLICATIONS OF REPORT**

21. There are no specific implications for property, staffing, IT, legal services or sustainability.

## **CONCLUSION**

22. This report shows that steady progress has been made towards making East Renfrewshire a place where all are included and no one is disadvantaged or left behind, a continued focus on equality is required by all to maintain progress in the coming years.

## RECOMMENDATIONS

23. It is recommended that Cabinet:

- i. Notes this report; and
- ii. Approves the main report, including the revised set of 8 outcomes, for publication by 30 April 2015.

## REPORT AUTHOR

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**BACKGROUND PAPERS:** “Fulfilling Our Equality Specific Duties: Equality Mainstreaming Report and Equality Outcomes”

**KEY WORDS;** “Equality”; “Outcomes”; “Mainstreaming”; “Disadvantage”; “Duties”.

EAST RENFREWSHIRE COUNCIL

Progress on Fulfilling our Equality Specific Duties: Equality Mainstreaming Report and  
Equality Outcomes: 2013-2017

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## INTRODUCTION

1. This is East Renfrewshire Council's first update on our Equality Mainstreaming and Equality Outcomes Report. It covers the period of 2013-2015 and sets out the council's journey, so far, to embed equality considerations into our policies and actions and the outcomes we have been pursuing to ensure that all are included and no one is disadvantaged in East Renfrewshire.
2. The Council's set of Equality Outcomes is a combination of the outcomes in the Single Outcome Agreement which are relevant to equality as well as outcomes identified through various engagement processes. In line with our "One Council" approach, this report also covers the equality public duties held by the Licensing Authority's as well as the Education Authority, Thus all references to the "Council" in this document include the Licensing Authority as well as the Education Authority, unless otherwise stated.
3. The Council is working to reduce inequalities between different groups within the local population and between different areas through early intervention and preventative approaches. The Council seeks to build this approach into all areas of service delivery.
4. The Council is working with its Community Planning Partners to implement the Single Outcome Agreement (SOA). The SOA's five strategic outcomes, describe what life will be like for our children, young people, adults and older people when we achieve our ambitions.
5. The Council's approach to delivering on equalities is evidenced through the Outcome Delivery Plan, the Education Department's Standards and Quality Report as well as Council-wide midyear and annual Reporting. This report is therefore, best read alongside those documents.



## **BACKGROUND**

### **Our Equality Duties**

6. The Equality Act 2010, requires the Council, in the exercise of its functions, to have due regard to the need to:
  - Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct
  - Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
  - Foster good relations between people who share a protected characteristic and those who do not.
7. Under the Equality Act 2010 (Specific Duties) Scotland) Regulations 2012, the Council is required to:
  - report on mainstreaming the equality duty;
  - publish equality outcomes and report progress;
  - assess and review policies and practices;
  - gather and use employee information;
  - publish gender pay gap information;
  - publish statements on equal pay;
  - consider award criteria and conditions in relation to public procurement; and
  - publish in a manner that is accessible.
8. From 2015 and every two years, thereafter, the Council is expected to publish a report on the progress made to achieve the equality outcomes it has set, no later than 30 April.
9. From 2015 and at intervals of not more than two years, thereafter, the Council is required to publish a report on progress to make the general equality duty integral to the exercise of its functions, so as to better perform that duty.
10. The Council is required to include, in these follow-up reports, an annual breakdown of the information we have gathered under the duty to gather and use employee information and details of the progress we have made in using that information to enable the Council to better perform the general equality duty.

### **East Renfrewshire – Our Local Population and the Council**

11. East Renfrewshire is situated to the south of the city of Glasgow. It covers an area of 17,400 hectares; 85% of which is rural land. The town of Barrhead lies to the west of the authority with Newton Mearns, Clarkston, Giffnock, Thornliebank and Busby located in the east. There are also three villages: Neilston, Uplawmoor and Eaglesham, and two smaller settlements: Waterfoot and Shillford. The area is presently divided into ten community council areas.
12. In 2011 the population of East Renfrewshire was 90,574, an increase of 1.4% since 2001. The East Renfrewshire population is estimated to grow by a further 5.4 per cent by 2025.

13. The area is expected to face great changes in its population in the coming years. The older population is expected to increase with the proportion of those over 65 predicted to account for 28.7% of the population of East Renfrewshire by 2035, and equate to 25,600 people. Working age people living in East Renfrewshire is expected to fall from 64 per cent to 59 per cent. The proportion of young people under 15 is expected to fall slightly by 0.3 per cent over the next decade.
14. These changes are expected to lead to a number of implications for the Council, including:
  - greater demand for nursery and school provision as the population children in areas such as Newton Mearns and Busby increases;
  - Changes in housing needs and increasing demand on health and care services, as the population of older people increases
15. Of the 37,225 households in East Renfrewshire, married or same-sex couple families (either with or without children) were the most common household type at 34 per cent. This was followed by households with one person aged under 65 living alone or with one person aged 65 or over living alone. Lone parent families accounted for 10 per cent of all households. East Renfrewshire Council is higher than the Scottish average in households with married / civil partners with dependent children (21.1 per cent).
16. East Renfrewshire is one of the most ethnically and culturally diverse areas in Scotland, with significant Jewish and Muslim communities. The number of residents from an ethnic minority background in East Renfrewshire increased from 3,436 in 2001 to 5,363 in 2011, an increase of 56%. In 2011, ethnic minority residents accounted for 5.9% of East Renfrewshire's population compared to 4% in Scotland. The most prominent among minority ethnic groups in East Renfrewshire are Pakistani Scottish / British and Indian Scottish/British.
17. 16.7% of East Renfrewshire's population self-report to have a long term health condition which has an impact upon their routine daily activities; this is slightly below levels experienced in Scotland – 19.6%. Barrhead is notable among East Renfrewshire's communities in that it experiences a higher level of limiting and long-term health conditions - 21.8%- than Scotland.

## **HOW WE GOT HERE: ENGAGEMENT AND EVIDENCE-GATHERING**

18. In the period leading to this report, a number of methods were used to track progress in fulfilling our equality commitments, including:

- Consulting Departmental Management Teams on progress in fulfilling their equality commitments; how equality is being mainstreamed into departmental and Council policies; and practices and their plans for the future.
- Using our asset-based project with local disabled and minority ethnic communities to identify their main priorities;
- Reviewing various national reports and data on how well different groups are doing and what improvements are required in their lives.

## **DELIVERING ON THE DUTY TO MAINSTREAMING EQUALITY'**

### **Strategy and Policy development**

19. The Council's Corporate Management Team considers a report, every six months, on the strategies in development across the Council. This is to avoid duplication of work and ensure there is awareness of the strategies in development and to promote cross departmental working. This report will include a check on timescales for equality impact assessments.

### **Cabinet and other Council-decision-making processes**

20. Equality considerations are also being featured in Cabinet and other Council decision making processes:

- Through the mandatory requirement that all budgetary proposals should be screened to determine their relevance for full equality impact assessment, Elected Members are informed of the equality implications of such proposals. Of the 133 savings proposals considered between 2013 and 2015, 29 were deemed to carry sufficient equality implications to warrant full equality impact assessment.
- Our corporate report format contains a section where report authors are required to highlight implications of their proposals, including equality considerations
- We are committed to explaining reports we produce in other languages or provide them in alternative formats such as large print and Braille, when asked to do so by our customers.

21. While we endeavour to consider the likely and actual equality impacts of our policies and practices, we recognise the need for more effort in this regard in the years ahead. Among our planned actions will be to build human rights considerations into our impact assessment processes.

### **Complaints Monitoring Data**

22. As part of the Council's statutory duties to report on the implementation of the national complaints process, the Council's Corporate Management Team considers a complaints monitoring report quarterly. For monitoring purposes this report categorises the reasons for complaints including whether complaints were based on bias/discrimination.

### **General consultation and engagement activities**

23. We are making progress in building equality considerations into our general consultation and engagement activities.

- In general, participation levels are increasing. Looking at the consultation on East Renfrewshire Council's budget, there was an increase in face to face participation from 70 in 2012 to 107 in 2014, online engagement increased from 400 in 2012 to over 850 in 2014 with others being involved through social media this year in significant numbers;
- For engagement events which affect the entire Council area, the Council is demonstrating its commitment to engaging with a wide a range of groups, covering as many equality groups as possible.

- The Community Planning Team monitors engagement using equalities forms which provide a breakdown of the protected characteristics of participants (e.g. Single Outcome Agreement and Budget consultation activity). We provide signing translation services at large events.
  - We gather age, gender, disability and ethnicity profile information and use this to evaluate how inclusive consultation activity has been and identify where we may need to improve.
  - We provide community engagement training to staff across the Council, which includes guidance on identifying the right people to take part in engagement and taking equalities into account.
  - Events are scheduled, wherever possible, in venues which comply with disability equality legislation. We have information on all Council venues which tell us whether or not a facility is suitable for all needs.
24. We regularly collect information on community activity so that we are aware of which groups are active when we are inviting groups to different events or planning Consultation.
- Between April and September 2014, 843 groups and services were confirmed as operating in the local area. Of these;
    - 239 are public sector operated.
    - 506 are independent, private or faith based
    - 98 are third sector organisations
  - There are approximately 266 opportunities on our database that are open to community members, provided by volunteers in the community. This form of provision spans interests, hobbies and social groups to local influencing or peer support groups.
  - This information is used to plan support provision, identify service gaps and invite people who are active in their communities to contribute to the development and delivery of local services.
25. Further efforts to engage with groups representing all communities and interests will be made in the next two years. These will involve:
- Embedding the Citizen Space online consultation tool as a key means of consulting with our communities. To date, more than 70 consultations have been carried out using Citizen Space, with over 600 people responding to the ERC budget consultation alone. The Community Planning Team continues to work with Council departments to support them to carry out engagement in a range of different ways.

## **Information**

26. A sound information base is crucial for building equality considerations into everything we do. Understanding how different people use our services is an important step in making equalities core to the delivery of our functions. We are already putting in place processes which will enable us to monitor and record the profile of our service users and service activities so that we can cover all protected equality characteristics. We will also build on our work to analyse other outcomes; such as the educational attainment of different groups.

## **Research activities**

27. We are addressing our research activities so that equality is considered in the design and operation of such activities, including research briefs. We are looking into establishing a central database on equalities information across all equality groups.

28. Relevant staff will receive training in gathering and using equality-related data so that they are better equipped to carry out research for policy development, service planning, and impact assessment.

## **Procurement**

29. Currently all tendering exercises are built and issued using the Scottish Governments PCS tendering system and include the standard equalities questions set by Procurement Scotland.

30. All new exercises also include text asking tenderers to demonstrate how they meet their equalities obligations.

31. The contract strategy document which is completed prior to the building of any tender includes a prompt question to enable departments to consider relevance to Equality Impact Assessment.

32. The changes will also be incorporated into the route 2 contract strategy documents. Route 2 is low risk/value whereas Route 3 is high value high risk exercises.

## **PROGRESS IN ACHIEVING OUR EQUALITY OUTCOMES AND RELEVANT SINGLE OUTCOME AGREEMENT (SOA) AND OUTCOME DELIVERY PLAN (ODP) OUTCOMES**

### **Equality Outcomes**

#### **Equality Outcome 1: Disabled people are protected from physical and communication barriers**

##### **1.1 Wheelchair users are confident that they can hire a wheelchair-accessible taxi at a fair cost when they need one.**

The Licensing Committee has agreed some measures to increase the number of wheelchair accessible taxis, including waiving licence fee waivers and removing the age limit on purpose built vehicles such as the FX4 Hackney Cab or vehicles of a similar specification.

In addition consideration is being given to amending contract conditions between the Council and Taxi companies whose services we procure, to include the provision of taxis capable of accommodating disabled people

##### **1.2 New houses built in East Renfrewshire are suitable for disabled people and older people.**

Significant progress has been made in delivering a programme of planned maintenance and improvements for all Council houses to meet the Scottish Housing Quality Standard. In 2013-14 adaptations were made to 62 dwellings in the private sector and 71 in ERC stock to make them suitable for use by disabled residents. In 2014-15 63 adaptations were made on dwellings in private-ownership and 92 in ERC stock.

##### **1.3 Wheelchair users find it easy to access pavements in East Renfrewshire**

Since 2012, at least 38 infrastructure improvements, including new shelters, and raised kerbs have been carried out, which have enhanced access for wheelchair users to bus stops.

#### **Equality Outcome 2: Attainment levels for our young people with the lowest attainment records have improved**

##### **2.1 Levels of attainment for pupils from Asian-Pakistani backgrounds have improved.**

We achieved a 3-year, 2012-14, average of 68.9% for the percentage of S4 non-white pupils attaining Scottish Credit and Qualifications Framework (SCQF) level 5 or better in English, which was above our target of 51%.

We achieved a 3-year, 2012-14, average of 70.9% for S4 non-white pupils attaining SCQF level 5 or better in Mathematics, which was above our target of 59%.

##### **2.2 Levels of attainment for boys have improved.**

There was an 8.4% increase in the proportion of S4 boys attaining SCQF level 5 or better in English from 2012 to 2014.

### **Equality Outcome 3: The relations between different groups in East Renfrewshire are strong**

#### **3.1 Young people and older people are engaged together in activities.**

We have used a number of intergeneration activities such as knitting, dementia awareness, and quizzes to strengthen the links between our younger and older age groups, while reducing the isolation and improving the mental health of our older persons.

#### **3.2 There are good relations among young people from different faith groups.**

We have used our annual Diversity Fun Day, held for around 100 Primary 6 pupils in September, and the Festival of Colours, Holi, involving more than 200 local people to improve relations among young people from different backgrounds.

In a straw poll of youth leaders from different faith backgrounds who assisted in the planning and delivery of the Diversity fun Day held in September 2013, 86% agreed that good relations existed among young people from different faith groups.

### **Equality Outcome 4: Members of equality groups are active citizens and effective contributors to civic life in East Renfrewshire**

#### **4.1 Young people are actively engaged in local decision-making.**

In the last two years, we have met our target of 100% for the percentage of Scottish Youth Parliament seats available to East Renfrewshire being filled and actively representing young people in East Renfrewshire. There was a significant increase in the number of young people putting themselves forward as candidates for the Scottish Youth Parliament from 3 in 2013 to 19 in 2015, 1466 young people voted in the 2015 elections. In the recent Scottish Parliament awards Emma Ball, from the Council's Youth Services Team won Support officer of the year and Nicole Dempster won MSYP of The Year.

We achieved 60% representation of young people in our learning communities in 2012/13 and 80% in 2013/14.

Our Youth Forum is well-established and members have been working on a project with Young Scot, encouraging local business to become Young Scot Discount Partners.

#### **4.2 Members of equality groups actively participate in our Citizens' Panel to inform partnership and Council Policies**

Following the 2013 refresh of our Citizens' Panel, the Panel is now representative of the diversity of the local population.



## **Equality Outcome 5: We have strong and active community organisations representing and working for equality groups**

### **5.1 Representatives of local equality community organisations are confident that they are influencing service design and delivery.**

In the last two years we have engaged with over 90 local people and staff as part of a project to develop East Renfrewshire Disability Action, ERDA, and Diversity Action as equality umbrella organisations, based on the assets-based approach which focuses on the strengths of the communities, rather than the things they lack. The implementation of Assets-based Capacity-Building Plans, which are being finalised, will begin in the new financial year.

In our annual survey of the office bearers of these two organisations, 50% reported feeling confident that they are influencing service design and delivery in the 2012/13 survey, increasing to 75% in the 2013/14 survey.

### **5.2 Disabled people and their carers have choice and control over the care and support services they need to live their lives the way they want to.**

In September 2013 East Renfrewshire Disability Action, ERDA and the Council organised an information session for disabled people and their carers attended by 53 stallholders, staff or volunteers and 38 disabled people and carers who were worried about the impact of welfare reform on their income and health.

50% of ERDA representatives surveyed in 2013 were satisfied that their organization was supporting disabled people when there were big changes in their lives such as those relating to Welfare Reform.

A Moving Forward with Self Directed Support (SDS) event was held in 2014, in conjunction with the SDS forum. The SDS forum is also a partner in early years work with the CHCP and local area co-ordination to improve access to support and information for families with children and additional support needs aiming to work with up to 20 families. the number of people self directing their care through direct payments has increased rapidly recently. Around 200 people are now self directing their support via this type of personalised support

## **Equality Outcome 6: Members of equality groups live their lives, safe from discrimination, harassment, victimisation and violence**

### **6.1 Victims of identity-based harassment and violence are satisfied with the support they receive.**

In a survey of customers by the Community Safety Team on their services during 2012/13, 31% of respondents either agreed or strongly agreed with the statement that "I'm satisfied with how the Council and its partners are working to tackle hate crime". Only 4% were not confident.

### **6.2 Levels of identity-based bullying and harassment in schools have reduced**

There were 59 recorded racist or alleged racist incidents in schools during 2013/14. 26 incidents were recorded between January and June 2014, with 15 incidents coming from Primary schools and 11 incidents from Secondary schools. These figures are lower than comparator local authorities.

### **6.3 Victims of domestic violence have confidence in our mechanisms for addressing repeat violence against women.**

In the first half of 2014/15 297 incidents of domestic abuse were reported to the police. This amounts to an increase of 72 incidents reported, compared with the same period last year.

The East Renfrewshire Domestic Abuse Project is now fully operational, providing a range of needs-led services, including refuge accommodation, support and information and a help-line drop-in service. In the first quarter January to March 2014 a total of 143 women and children engaged with the service through the refuge, outreach-support and group-work programmes.

The CHCP and Community Safety Team have been delivering telecare services and support to those in fear of domestic violence. During the first six months of 2014/15 work was still ongoing, with CHCP and Registered Social Landlords looking at ways of expanding and further developing the service.

## **Equality Outcome 7: All equality groups live active, connected and healthy lives**

### **7.1 Our older people live active, engaged and healthy and lives.**

We have carried out a number of mapping exercises to improve outcomes for older people, including a focus group on the 50-65 age group in autumn 2013, in partnership with Age Scotland and a mapping exercise led by Voluntary Action. Targeted promotion of the benefits that volunteering brings to over 50s has resulted in 328 over 50s being supported and matched to local opportunities – with 124 directly engaged in change plan activities over the life of the fund.

100% of community alarm calls were responded to and resolved on first point of contact between 2012 and 2014 by the Council's Community Safety officers.

During the first six months of 2014/15 every community alarm call handled by the Council's CCTV control room was resolved at first point of contact.

In a 2012/13 survey, 94.6% of Telecare clients stated that Telecare had made them feel safer at home. For 2013/14 the figure was 94.7%. During the first half of 2014/15 the Council's CCTV control room handled 59,923 community alarm activations. 600 customers were surveyed during this period and 95.2% (571) stated that that telecare made them feel safer in their home.

In a 2012/13 survey, 81.9% of Telecare clients stated that Telecare had made them feel more independent. The figure for 2013/14 was 85%. Of the 600 telecare clients surveyed in 2014/15, 89.7% (538) of them stated that they felt more independent as a result of the service being provided by their community alarm service

In 2012/13, 1,167 of residents received support through our garden assistance or Mr Diggitt which enabled them to stay in their property longer. The figure for 2013/14 was 917.

## **7.2 Local residents with protected characteristics make regular use of sporting and cultural facilities and services.**

The Council has implemented a programme of access improvements to Council facilities. In the 2012/13 financial year, 90 % of community facilities had public areas which were suitable for and accessible to disabled people.

All Council top tier events such as the Electric Glen, Food Festival and Photo Marathon, are made accessible and promoted as such for disabled residents.

## **7.3 Minority ethnic communities have access to local social cultural and religious facilities.**

Surveys show that 11.1% of key equality groups (BME, Disabled, Elderly) used our halls in 2012/13; 9.6% did so in 2013/14 and 9.4% used the halls in the first half of 2014/15.

The same surveys show that 4.5% of key equality groups (BME, Disabled, Elderly etc) used our school buildings for community events in 2012/13; 3.7% in 2013/14 and 4.1% in the first half of 2014/15.

## **Equality Outcome 8: Our employees and Councillors are confident in their ability to play their part in maintaining East Renfrewshire as a place where nobody is left behind**

### **8.1 Our employees are confident in their ability to respond to the needs of colleagues and citizens.**

To increase employees' confidence to work towards equalities, a diverse range of direct and on-line training, including training on equality-related subjects as well as community engagement, have been made available to staff during the period under review any numbers of staff trained or having accessed online learning.

There has been a three year increase in the percentage of Citizens' Panel members who think East Renfrewshire is fair and provides equal opportunities. Citizens' Panel survey results reveal that in 2012/13, 71% of respondents thought that East Renfrewshire Council was fair and provided equal opportunities. The figure for 2013/14 was 78%.

## **8.2 Our decision-makers are aware of the implications of the general equality duty when making decisions about the council's policies and practices.**

Through the mandatory requirement that all budgetary proposals should be screened to determine their relevance for full equality impact assessment, elected members are informed of the equality implications of such proposals.

## **Equality Outcome 9: Members of equality groups currently under-represented in the Council's workforce have positive employment experiences and career prospects**

### **9.1 We have identified and are tackling barriers to employment opportunities in the Council for under-represented groups.**

Data for 2012/13 shows that 48.3% of the highest paid 2% employees were employees were women. The figure for 2013/14 was 49.1% and the half year figure for 2014/15 was 45.7%.

The percentage of the highest paid 5% employees who are women was 51.2% in 2012/13; 50.9% in 2013/14; and 49.1% at the mid-year point for 2014/15. While, there has been a slight fluctuation from the 2013/14 data at mid-year point for 2014/15, based on the latest benchmarking data, which is from 2012/13, East Renfrewshire was in the third quartile for this in 2013/14.

### **9.2 Employees with protected characteristics feel more supported in the workplace.**

Implementation of a new Dignity at Work policy, backed up with a full and half day training session training for staff, will begin by September 2015.

### **9.3 Our looked-after children are supported to participate in work experience programmes.**

We have made good progress the 'family firm pilot', 18 participants, which will give 'looked after young people' access to training, employment, mentoring and job-taster opportunities tailored to their individual needs

### **9.4 Disabled and young people with learning difficulties are able to access work**

Our Training and Employability Services assisted 304 local people to enter employment, training or education, during 2012/13; 346 in 2013/14 and 203 by mid-year 20/14/15. The 203 positive outcomes include 171 jobs; 8 Further and Higher Education entries; 8 Modern Apprenticeships; 11 Employability Fund beneficiaries and 5 training entries.

## **RELEVANT SOA and Outcome Delivery Plan (ODP) Outcomes**

### **SOA1 All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.**

We have been making good progress in most of the measures we have been pursuing to achieve this outcome, including actions to reduce the rates of infant mortality; the number of time children looked-after away from home move placement; the number of obese children in primary 1; the number of young people under 19 years of age in poverty; the number of young people under 19 and in poverty in the 20% most deprived areas; and incidents of low birth weight (under 2500g);

The Council has also been taking a number of steps to ensure that more of our children have reached all of the expected developmental milestones by 27-30 month; our children are breast-fed for longer periods; our P1 children have reached all of the expected milestones on entry to school; and our pupils in full-time education at school, have their usual main method of travel to school as walking or cycling. Again, the available information shows that steady progress is being made to achieve our objectives here.

### **ODP Intermediate Outcome 01: Parents are supported to provide a safe, healthy and nurturing environment for their families.**

To achieve this outcome, we have been taking improvement actions in a number of areas, including measures to reduce the number of young people under 19 falling pregnant; and the rate of unplanned or underage pregnancies among Postponing Parenthood participants. The Council's rate of all births to a mother under the age is 20.7%, placing the Council Best Performing: 1st Quartile among Scottish Community Health Partnerships. East Renfrewshire was ranked 1st of 34, marking the 5th year of having the lowest levels of teenage births.

We have also been taking a number of steps to ensure that more of our pre-five establishments are being awarded the 'Family Friendly' accreditation; our families completing family learning activities are able to report that they are more able to support their child's learning; and our young families (with children 0-8 years) can access a support group.

Our Healthier Wealthier Children Programme continues to provide benefits/tax credits advice, information and representation to families with children under 8 or with complex needs. There have been annual increases in the number of referrals rising from 105 in 2011/12 to 155 in 2013/14. In the first half of 2014/15, 116 individuals were in contact with the service.

Our Parenting Strategy is working well and working knowledge of it is improving across all Council services. A newly formed Parenting Key Change Group provides an opportunity for all services to meet on a regular basis and discuss their approach to supporting parents.

## **ODP Intermediate Outcome 02: Our young children are healthy, active and included.**

Measures taken to realise this outcome include programmes aimed at maintaining healthy weight for our children; increasing the percentage of our Primary 1 Pupils with the right level of literacy and numeracy; increasing the number of children 8 years and under engaged in sporting activities; increasing the number of children 8 years and under who are active library members; increasing the numbers of families engaged with our Library & Information Services' parent/child activities and programmes; tackling inequalities and delivering positive outcomes for children, using the Early Years Intervention Model; Improving the eating habits of our children, using our Active Children Eating Smart Right Moves curriculum; providing a more easily accessible, localised Child and Adolescent Mental Health as well as Speech and Language services; delivering effective maternal and Infant Feeding support services; and providing an effective Library & Information Services for parents and their children.

Between 2011 and 14, 378 children completed the Child-Healthy Weight Intervention programme against a target of 262 (with BMI in 91st percentile).

During 2013/14, 36.3% of our children 8 years and under were engaged in sports through our Sports Development and Sports Facilities activities. This rose to 38.5% in the first half of 2014/15.

The 2014/15 performance of 61.3% in our "Baseline Assessment Results of Primary 1 Pupils (% correct) – Literacy" is the highest result-to-date. We are on track to achieve the target of 60% by 2015/16.

By 2016/17 we would like 1,000 individual families to have engaged with our Library & Information Services' parent/child activities and programme. 665 families had done so during the 2013/14 financial year.

## **ODP Intermediate Outcome: 03: Our young children are safe and cared for.**

We are delivering a range of programmes to ensure that our young children are safe and cared for, including measures to reduce the number of child protection re-registrations within 12 months of coming off the register; actions to increase the number of parents of pre-five children reporting their child feels safe and cared for in nursery; a registration scheme to improve the identification of young carers across all settings; rolling out the named person and lead professional roles and the one child, one plan approach so as to "Get It Right For Every Child"; and measures to improve the pace of permanency of adoption for looked after children.

The percentage of our child protection re-registrations within 12 months of de-registration decreased from 17.6% in 2012/13 to 12.5% in 2013/14.

**SOA2: East Renfrewshire residents are fit and active and have the skills for learning, life and work.**

To achieve this outcome, we have been working, among others, to: increase male life expectancy at birth in the 15 per cent most deprived communities; increase female life expectancy at birth in the 15 per cent most deprived communities; reduce the number of East Renfrewshire smokers living in the most deprived communities supported to successfully stop smoking; increase our 3 year average in national examination results; decrease the number of claimants in receipt of out of work benefits; increase the number of our school leavers going into employment, education or training; increase the percentage of working age population in employment; and decrease the number of 16 to 24 year olds on the job seekers claimant count.

There has been an improvement in male life expectancy of 3.7 years over the past decade and we are ranked 2 out of 32, 1st quartile, among Scottish Local Authorities. Our female life expectancy at birth has increased to 83 between 2011 and 2013. Over the past decade female life expectancy has improved by 1.9 years. We are ranked 2 out of 32, 1st quartile, among Scottish Local Authorities.

101 East Renfrewshire smokers living in the most deprived communities were supported to successfully stop smoking in the 2012/13 year followed by 79 in 2013/14; and 21 at the mid-year point of 2014/15. We are in the second quartile and are ranked 11th out of 36 partnership areas.

The proportion of our S5 pupils achieving 5+ awards at Level 6 or better remained very high. East Renfrewshire compares very well to the latest national figure (2012/13) of 13.6% and comparator authorities at 17.1%. The Council has achieved its 3-year average target of 31% by the end of 2014.

The number of local people claiming out of work benefits has been reducing steadily from 847 in 2012/13 to 789 in 2013/14 and 763 in 2014/15. We are ranked 5 out of 32 and are in the 1st quartile among Scottish local authorities.

East Renfrewshire was the joint second highest-performing local authority in terms of the percentage of young people entering positive destinations, with 95%. East Renfrewshire compares very favourably to the national figure of 91.4% and 92.4% in comparator authorities.

42,800 people of our working age population were in employment in East Renfrewshire between July 2013 and June 2014. This is an improvement of 1.6% since the previous year. We are ranked: 13 out of 32 and are in the 2nd quartile among Scottish local authorities.

The number of job seekers aged 16 to 24 has been steadily declining over 2014, with 2.1% of those aged 16 to 24 on the claimant count. There were 120 fewer claims in September 2014 than there were 12 months earlier. Youth claimant levels have not been as low since September/October 2008, marking a return to pre-financial crisis levels of youth unemployment. We are one of the best performing authorities, ranked 8 out of 32 and in the 1st quartile among Scottish local authorities.

**ODP Intermediate Outcome 01: Children are confident, effective learners and achieve their full potential.**

A number of programmes has been put in place to increase the number pupils reporting that their school is helping them to become more confident; reduce the number of exclusions in our schools; Increase attendance for Looked After Pupils in both Primary and Secondary schools; increase the number of pupils in P6-S6 taking part in volunteering activities; raise achievement and attainment; and develop more positive relationships through restorative and nurturing approaches.

The percentage of our pupils reporting that their school is helping them to become more confident increased from 83% in 2012/13 to 92% in 2013/14. There was a 9% increase from 2012/13. We were just 1% below our target.

In 2013/14 there were only 2 exclusions in our primary schools. The rate compares very well to the national figure of 10 incidents per 1000 pupils (latest published data for 2012-13) and comparator authorities: 8 per 1000 pupils. The Council is on track to achieve its 3-year average target (2013-2015) of 2 exclusions per 1000 pupils by the end of 2015.

The number of incidents resulting in temporary exclusions in our secondary schools decreased from 5.8 incidents per 1000 pupils in 2012/13 to 3.3 incidents per 1000 pupils in 2013/14; the lowest recorded rate. In 2013/14 there were 26 exclusions in secondary schools. The 2013/14 result compares very well to the national figure of 58 per 1000 pupils (latest published result for 2012/13) and comparator authorities: 46 per 1000 pupils. The Council is on track to achieve the 3-year average target (2013-2015) of 13 per 1000 pupils by the end of 2015.

The percentage of our P6-S6 pupils taking part in volunteering activities increased from 47% in 2012/13 to 51% in 2013/14. We, therefore, exceeded our 2013/14 target of 50%.

We have achieved a significant increase in the number of schools and young people achieving accreditation for personal and group awards. 48 young people across our 7 secondary's and Isobel Mair School were awarded a Convener's Award for Outstanding Achievement in session 2013/14.

Since 2007 the proportion of S4 pupils presented at Intermediate 2 has increased from 67% to 80%, there has been a corresponding increase in the proportion of pupils achieving an A-C award from 90% to 94%. Our schools have also seen an improvement in the proportion of S4 pupils achieving an A-C award at Intermediate 1 from 82% in 2007 to 84% in 2014; the proportion of S4 pupils achieving 8 or more Intermediate 2 awards from 33% in 2007 to 50% in 2014.

**ODP Intermediate Outcome 02: Children and young people raise their educational attainment and achievement, developing the skills they need during their school years and into adulthood.**

The actions we have been taking to achieve this outcome include: supporting our schools to implement the new National Assessment Framework and new National 4 and 5 as well as the Higher qualifications; developing a reading strategy and supporting schools and services to implement it; supporting schools toward preventing illiteracy by Primary 3; supporting schools, services and partners to implement Curriculum for Excellence Action Plan; developing a Council-wide literacy strategy; delivering a youth work programme in schools targeting young people in need of more choices more chances, as part of the curriculum, and improving their employability.



The percentage of our primary school pupils attaining or exceeding expected levels in Reading, against our 3-year (2013-15) average target of 87% was 87.3% in 2012-13 and 85.8% in 2013/14. While these results currently put the Council just 0.4% below the 3-year average target, it is expected that the 2014/15 results will show an increase.

The percentage of our primary school pupils attaining or exceeding expected levels in Writing, against our 3-year (2013-15) average target of 84% was 82.1% in 2012/13 and 82.5% in 2013/14.

The percentage of our primary school pupils attaining or exceeding expected levels in Mathematics, against our 3-year (2013-15) average target of 87% was 87.1% in 2012/13 and 86.3% in 2013/14. . While these results currently put the Council just 0.3% below the 3-year average target, it is expected that the 2014-15 results will show an increase.

Against our 3-year, 2012-2014, average of 8.5%, the percentage of our S4 pupils with cumulative Standards Tables and Charts (STACs) points of 128 or fewer (equivalent to eight "C" awards at Intermediate 1) was 6.7% in 2012/13 and 7% in 2013/14. The actual average of 7.0% was, therefore, very low.

The number of awards achieved by young people participating in school and community-based targeted programmes (e.g. Youth Achievement Awards, ASDAN and Duke of Edinburgh) increased from 962 in 2012/13 to 1,228 in 2013/14.

### **ODP Intermediate Outcome 03: Residents have the skills for employment through increased take up of education and training opportunities**

A range of strategies and programmes have been delivered to increase the employment prospects of local people, including the Big ShoutER peer education initiative; the European Social Fund Priority 5; the Skills Development Scotland's Employability Fund through WorkER; the Barrhead Hub, an innovative community learning centre; targeted support and training opportunities for young people as early interventions to reduce youth unemployment; the Graduate Internship Programme; Social Enterprise; Volunteering; the 'family firm pilot'; and the Opportunities for All Plus Strategy.

Work is underway to expand the Big ShoutER peer education initiative to 7 high schools and youth/community centres. The project has been working with young people in Isobel Mair School over the last academic year to develop a peer education programme on tobacco and feedback has been positive.

Our European Social Fund Priority 5 programme, aimed at increasing the number of local people entering employment, training, education and volunteering, is running well and we are on track to achieve all our outcomes. We have, so far, supported 534 individuals and achieved 187 positive destinations.

The Barrhead Foundry, an innovative community learning centre for improving education, employability and entrepreneurship, has now opened.

We continue to deliver good quality graduate interventions through the Graduate Internship Programme which has assisted 75 + participants and had 96% success in terms of positive outcomes.

We continue to make good progress with the 'family firm pilot' with 18 participants and some policy and partnership improvements. This project is giving 'looked after young people' access to training, employment, mentoring and job taster opportunities tailored to their individual needs.

The Opportunities for All Plus group is now established as the Local Employability Partnership. The group is finalising a new draft employability strategy based on the employability pipeline. The imminent European Social Fund bid will be aligned to the strategy which will enable us to move closer towards our goal of all young people entering positive destinations on leaving school.

96% of adults completing learning programmes in 2013/14 reported that the learning has improved their ability to obtain, improve or sustain their employment.

The number of individuals entering employment, training or education as a result of training and employability services was 304 in 2012/13, 346 in 2013/14, and 203 in the first half of 2014/15. The 203 positive outcomes include 171 for jobs, 8 for Further and Higher Education, 8 for Modern Apprenticeships, 11 for the Employability Fund and 5 for training.

#### **ODP Intermediate Outcome 04: Residents are active and optimise their health and well being**

We have pursued a number of initiatives to improve the health and well-being of our people, including a partnership public health programme for economically deprived and vulnerable communities aimed at smoking cessation, alcohol abuse, physical activity, healthy eating; an anticipatory care programme; support for breast-feeding; the Eastwood Health and Care Centre project; events within Dams to Darnley Country Park and Whitelee Access Projects to aid health and wellbeing of residents; renewal and delivery of our sports strategy including development of community sports hubs; delivery of our libraries strategy including Barrhead Hub project; and beginning the implementation of our renewed arts strategy.

The number of smokers supported to successfully stop smoking was 483 during 2012/13; 342 during 2013/14; and 178 during the first half of 2014/15

32 percent of pupils took part in sports activities at least once per week during 2012/13, increasing to 53.6 percent in 2013/14.

3,289 per 1,000 population participated in Sport & Leisure Management activities during 2012/13, falling to 2,582 in 2013/14. The 2014/5 picture, overall, has been of stabilising levels in Barrhead, with improvements in Eastwood High and Neilston.

The number of attendances per 1,000 population for indoor sports and leisure facilities was 4,534 in 2012/13; 4,345 in 2013/14 and 2,255 in the first half of 2014/15 which is an increase of 15.5% on 2013/14 mid-year levels (1,952 / 1,000 pop). This increase is largely due to improved performance at Eastwood High and the impact of the Commonwealth Games Legacy programme. An overall increase of just over 8% on 2013/14 totals would achieve the 4,700 /1,000 population target for the year.

The number of Library visits per 1,000 population was 5,301 in 2012/13; 4,717 in 2013/14; and 2,648 for the first half of 2014/15. The 2014/15 figure levels are above those for the same time in 2013/14 (2,588 / 1,000 pop.) largely due to increased visitor numbers at Giffnock Library post-refurbishment (up by 29,000 / 80% on 2013/14 mid-year; up 12,300 / 23% on pre-closure levels). With Barrhead Library in temporary quarters till January 2015 however, the end of year performance will likely return to 2011/12 levels (approximately 5,250 – 5,300) but fall short of the full year target of 6,155.

There were 239 organised events (including guided walks, health walks and volunteer sessions) to promote health and wellbeing within the Dams to Darnley Country Park and Whitelee Access Project in 2012/13; 216 in 2013/14 and 74 in the first half of 2014/15

**SOA3 East Renfrewshire is a thriving, attractive and sustainable place for residents and businesses to grow.**

We have a range of attractions, shopping districts, parks and restaurants and by encouraging more visitors we can attract inward investment. Our vision is to deliver high quality housing, education and green spaces and improve our natural and built environment for residents and visitors. Our recent key projects include making improvements to Rouken Glen Park and making bus routes more accessible. We are working to ensure that East Renfrewshire has a full complement of community councils who represent diversity in their communities; that local community groups can access training and support, and that departments have access to information and training that will enable them to plan and undertake meaningful engagement activity that local people, groups and communities successfully influence.

In a 2012/13 survey, 93% of Citizens' Panel respondents said they were either satisfied or very satisfied with East Renfrewshire as a place to live, rising to 95% in 2013/14.

**ODP Intermediate Outcome 03: Residents live in communities that are strong, self sufficient, resilient and supportive**

Our efforts toward realising this outcome include: working towards a Joint Equality forum to act as a sounding board for the Council and its partners in the development of services; delivering an assets-based community capacity-development project; allocating 3 FTE frontline staff, including a new post focused on providing support specifically around early years, to over 20 community groups; delivering our Skills Development Scotland's Employability Fund and Modern Apprenticeship Programme through WorkER; including community benefits criteria in all major developments to ensure employment and supply chain opportunities are maximised; supporting young people to participate in local decision making and campaign in issues that are important to them; working with the Planning and Building Standards Community and Developer Forums to provide relevant information and training on emerging issues;

Support to community groups includes help to secure funding as well as training on a variety of issues including funding, committee skills and conflict resolution. Around £29,933 of funding was brought into the area in 2014/15.

In a survey in 2012/13, 35% of Citizens' Panel respondents either agreed or agreed strongly that they could influence decisions affecting their local area, rising to 41% in 2013/14.

We have had, on average, 27 social enterprise organisations with earned income in excess of £100,000 employing more than five people in the past 3 years.

## **SOA4 East Renfrewshire residents are safe and supported in their communities and homes**

Our efforts in this regard have included those directed at further reducing levels of crime and anti-social behaviour; providing diversionary activities for young people at risk; improving our response to complaints of domestic noise; enforcing parking regulations; supporting vulnerable residents to make positive life choices and reduce alcohol related harm; implementing systems to prevent illegal sales of tobacco to under 18's; carrying out street work to build relationships with young people and address a range of safety issues; and adopting an early-intervention approach to self-directed support.

Drug-related deaths per 10,000 fell from 5.4 in 2012-1 to 3.3 in 2013-14. There were 3 drug related deaths across East Renfrewshire in 2013. We were ranked 4 out of 32 local authorities, placing us in the 1st Quartile among Scottish local authorities.

The number of suicides per 1,000 population increased from 10.98 in 2012-13 to 12 in 2013-14. There were 11 deaths from suicide and undetermined intent during 2013, an increase of one from the previous year. The 5 year rate in East Renfrewshire stands at 9.8, which compares favourably to the rate of 14.3 per 100,000 experienced in Scotland. We are in the 2nd Quartile among Scottish local authorities and ranked 9 out of 32 authorities.

The rate of alcohol related hospital admissions per 1,000 population fell from 448 in 2012/13 to 416 in 2013/14 and 415 in 2014/15. The absolute numbers currently stand at around 330 per annum. East Renfrewshire ranks 8, out of 30 Alcohol and Drug Partnerships, on rates of alcohol-related admissions.

The volume and rate of violent crimes, including sexual crimes, per 1,000 population changed from 12.8 in 2012-13 to 9.1 in 2013-14 and 7.4 in the first half of 2014-15. The absolute numbers for the 2014/15 half-year was 67 incidents, reported to the police during this period. This is an increase on last year and slightly above target.

Rates of domestic abuse incidents per 1,000 population changed from 63.3 in 2012-13 to 50.5 in 2013-14 and 32.2 in the first half of 2014-15. The absolute figure for the 2014/15 figure is 297 incidents, reported to the police, which amounts to an increase of 72 incidents reported, compared with the same period in 2013-14.

### **ODP Intermediate Outcome 01: Communities experience fewer incidents of vandalism, street disorder and anti-social behaviour**

46. During 2012-13 and 2013-14 95% of out of hour's domestic noise complaints were resolved by the Community Wardens at first point of contact. During the first half of 2014/5 there were 345 Domestic noise calls, 216 of which required attendance on site by the Council's Community Wardens. 96.5% of all domestic noise calls were resolved at first point of contact.

47. 94% of antisocial behaviour incidents attended by the Council's Community Wardens were resolved to the satisfaction of the reporter between 2012 and 2014. The resolution may involve: advice being offered; extra attention being given; referring reporter to appropriate partnership body or Council department; addressing the problem with the other party etc.

## **ODP Intermediate Outcome 02: Community safety and public protection is safeguarded**

Steps taken during 2012-15 to protect local people from harm included community payback orders; actions to reduce re-offending among women; actions to improve assessment and management of risk presented by offenders; a national redesign of the Community Justice System in relation to new models, accountability, risk management, workforce development, third sector and funding arrangements; supporting local residents in offering advice and support on consumer protection issues; and working on a new local strategy for tackling violence against women and girls in response to the national strategy.

We have consistently achieved over 80% of unpaid work placement completions within 6 months under our Community Payback Orders between 2012 and 2015.

Through support from the Reducing Re-offending Change Fund and partnership with Renfrewshire Council, we have improved our outcome-focused interventions with women offenders and they have been able to access enhanced individual and group work support. The local 'No Barriers' offender literacy project supports women in East Renfrewshire to access literacy and employability services.

Self-evaluation and file reading of 20 case files for young people and women subject to community-based supervision led to the development of an improvement action plan for East Renfrewshire. This action plan is being implemented and is reviewed quarterly to monitor progress to achieve actions during 2014-15.

On average, adult support and protection investigations were completed in 5 days during 2013/14 this is an improvement on 6.5 in 2012/13. Between 2012 and 2015, around 70% of people involved in Adult Support and Protection reported reduced risks at review of welfare plan.

The East Renfrewshire Violence Against Women Partnership carried out two development sessions in last six months to consider key outcomes and priority actions emergent from the national Violence Against Women and Girls Strategy and to begin the development of the East Renfrewshire Violence Against Women Delivery Plan. The planning sessions provided an opportunity to gain a better understanding of how East Renfrewshire is tackling Violence Against Women and Girls by mapping existing data sets, services, systems, structures to identify gaps and potential areas for improvement.

## **ODP Intermediate Outcome 04: Our vulnerable residents are able to live as safely and independently as possible in the community and have control over their care and support.**

To achieve this outcome we have sought, among others, to: increase the number of people self-directing their care; implement outcome-focused support plans for people with learning disabilities; ensure that our Telecare customers feel safer at home; redesign day services for people with a learning disability to meet requirements of self-directed support; implement a new Mental Health Strategy; increase the up-take of self-directed support in mental health services; and review our supported-living facilities and procedures, including Atholl House, and commence their redesign using co-production and public social partnership approaches.

The number of people self-directing their care through receiving direct payments and other forms of self-directed support increased from under 200 during 2012/13 to 280 in 2013/14.

The percentage of people with learning disabilities with an outcome-focused support plan increased from 50% in 2012/13 to 86% in 2013/14.

The percentage of Telecare customers stating that Telecare has made them feel safer at home was 94.6% in 2012/13; and 94.7% in 2013/14. During the first half of 2014/15 the Council's CCTV control room handled 59,923 community alarm activations. 600 customers were surveyed during this period and 95.2% (571) stated that that telecare made them feel safer in their home.

The redesign of Atholl House is now complete, while that of Netherlee House is 60% complete. The redesign of The Mungo Foundation and Cosgrove Care services is in progress. 77% of customers have had their services redesigned or are currently in the planning stages, with dates being set for the remaining 33%. The Neighbourhood Networks model is now up and running and assistive technology is now an integral part of overnight and daytime support for people - increasing their independence and reducing reliance on paid support. On-going monthly progress meetings are being held with partners where learning is shared and support offered to set targets and sustain momentum. Regular planning meetings are being held with partners and Ready for Business colleagues, based on set milestones and agreed timescales. A peer review group is being set up using Paradigms Reach Standards for Supported Living.

### **ODP Intermediate Outcome 05: Carers' roles in providing care is recognised and valued**

To achieve this outcome, we have, among others, worked with voluntary and community organisations via the Third Sector Forum to identify 'hidden' or 'seldom heard' carers; worked with primary care professionals to identify carers, signpost and refer them for support; fostered professional awareness of carers; recruited peer volunteers to develop practical support for carers; provided support to parent carers; and improved the range of short breaks or 'respite' care available to give carers and those cared-for a break from their caring relationship.

The percentage of people reporting that the 'quality of life for carers' needs have been fully met was 69.0% in 2012/13; 70.9% in 2013/14; and 75.4% in 2014/15. Of the 155 responses in the 2014/15 survey, 116 reported their needs fully met, with a further 24 reporting their needs partially met.

25 parents regularly attend our monthly joint information sessions organised in partnership with Enable and the SDS Forum to develop work with parent carers. New groups have developed around Asperser's support for teenage girls with Asperser's. The Carers Centre has also undertaken a lot of work targeting parent carers with a caring responsibility for at least one child with autism. We are working with the Richmond Fellowship post-diagnostic service to identify carers of someone with dementia and have strong links to the Mearns Kirk Dementia Lunch Club.

### **ODP Intermediate Outcome 06: People are improving their health and well being by recovering from problematic drug and alcohol use.**

We have pursued a number of actions in this regard, including Carrying out a hidden population research in relation to understanding barriers to accessing services and identify unmet need; actions to improve the percentage of service users moving from treatment to recovery service; steps aimed at increasing the speed at which people with alcohol and/or drug problems are able to access recovery-focused treatment; delivering our Addiction Equality Action Plan in line with the addiction Equality Impact Assessment and completing further Equality Impact Assessments in relation to access to services; providing a range of health improvement programmes including early intervention and harm reduction; and assessing the availability and impact of alcohol related harm on the community to inform the licensing board's policy.

10.3% of service users moved from treatment to recovery service in 2012/13; 11.9% in 2013/14; and 10.2% in the first half of 2014/15. The current performance is 11.9% of people moving from drug treatment to recovery and this has exceeded the target for 2013/14 of 11%.

While 99% of people with alcohol and/or drug problems accessed recovery-focused treatment within three weeks in 2012/13, this has improved to 100% since 2013/14.

**SOA5 Older people in East Renfrewshire are valued; their voices are heard and they are supported to enjoy full and positive lives for longer.**

Meeting the needs of East Renfrewshire's ageing population continues to present us and our partners with challenges. A key focus is to ensure that our residents live active, healthy and independent lives and live in their own homes for as long as possible. We also want to make sure that residents have choice and control over their care and support and are offered a range of self-directed support options.

More of our residents have control over the care they receive though we aim to further increase the take-up of self-directed support options. The proportion of our residents with intensive support needs who receive care at home is also high. We have in place a Reshaping Care for Older People Change Plan and are committed to supporting our older population. We are developing our approach to self-directed support which allows our residents to enjoy a better quality of life and live as independently as possible.

The percentage of those whose care need has reduced following re-ablement was 91.5% in 2012/13; 90.5% in 2013/14 and 70.5 in the first half of 2014/15. While this is a reduction on previous performance, this reflects the further roll-out of the re-ablement approach and was anticipated.

The percentage of people aged 65+ who live in housing rather than a care home or hospital was 96.5% in 2012/13; 96.3% in 2013/14; and 96.6 in the first half of 2014/5. There is continuing stability in the number of people living in housing rather than a care home or hospital, with 594 in NHS continuing care or care homes of the total of 17,264 people aged 65 and over in East Renfrewshire.

In the year to June 2014 there were 129 mental health related hospital admissions for East Renfrewshire residents. This is stable on the 2013/14 position.

**ODP Intermediate Outcome 01: Older people are able to live as safely and independently as possible in the community and have control over their care and support.**

We have been delivering a number of initiatives to improve the ability of older people to live as safely and independently as possible in the community and have greater control over their care and support, including: a partnership approach to commissioning, focussing on a wide shift to preventative approaches across services and informal community supports; an approach to hospital discharge liaison work which aims to support safe and timely discharge; delivering our home care re-ablement service to provide focused support for people to enable them to regain confidence and previously lost skills; putting in-place, anticipatory care-planning to better support older people at home, centred on working with Advanced Nurse Practitioners (ANPs) to identify older adults who are at high risk of admission to hospital; and increasing the delivery of early intervention for vulnerable older people; and working with partners e.g. banks and police to prevent cold calling activity in the area.

Evidence suggests that multi-disciplinary collaboration has led to a reduction in the average number of days individuals are delayed after being declared 'fit for discharge.' This has fallen by on average 53% (17 days) compared with the 2010 baseline of 33 days. Further improvement opportunities are being explored in other hospital wards and this will be on-going.

Over 350 people have received re-ablement support to date. Positive trends continue with maintained reductions in dependency scores for those who have completed re-ablement, as well as the majority of people being discharged requiring no on-going service. Phase 2 of re-ablement is currently underway, with the approach being widened to include a greater number of staff.

Wise Connections has seen over 912 older people to date, delivering over 1780 face to face interventions. Training for trainers on the guided self help programme has been embedded in the carers centre with refresher sessions being prepared for staff. Participation in several self-management information days has raised awareness and interest in taking action on identifying the early signs of poor mental health, evidenced through increased take up of participating in the sleep group, with 3 sleep group courses having been completed so far. The service plans to continue to diversify and is pursuing the added value of involving volunteers.

**ODP Intermediate Outcome 02: Older people feel included and empowered to make a valuable contribution to their local communities.**

We have been working on a number of initiatives to make older people feel included and empowered to contribute to their local communities, including efforts to encourage more people over 50 people to take up volunteering opportunities; widening the range of inter-generational opportunities in schools and community settings; and delivering a range of opportunities, such as health improvement projects, for older people to remain active and engaged in their communities.

Over 142 older volunteers have registered to volunteer to date. Over 60 third sector organisations have been supported with volunteer management practice, and follow up support is being provided to sheltered-housing complex projects which include Keep Fit classes and Mouse Mates classes, as well as care homes following delivery of volunteer management training.

We have supported a range of 'get together' groups at sheltered housing complexes and care homes which have been popular and have engaged our older population living in homely settings. Engagement continues with older people to identify opportunities for them, and our Building Support team has helped a wide range of groups to develop successful, sustainable models - one example is a local BME group with 20 members, initially, and now has 124 members. A community signposting directory website is in place, and community link workers are working alongside CHCP RES cluster teams to raise awareness of community opportunities.

From the 1st April 2014 East Renfrewshire is delivering a minimum 1 year post-diagnostic support service for people newly diagnosed with dementia and their carer, using the Alzheimer Scotland 5 pillar model. Dementia cafes are running in Eastwood and Barrhead, providing peer support and carer respite. Progress continues to be monitored through the local Dementia Steering Group. Early work is underway in creating a dementia friendly community in East Renfrewshire, beginning with retailers with plans to spread wider amongst library services and customer first services, with shared learning with other areas including West Dunbartonshire and North Lanarkshire.



## **EMPLOYMENT MONITORING**

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## Introduction

1. East Renfrewshire Council is committed to improving the lives of local people, promoting equality and fairness and enhancing the area in which we live, now and for the future. We are proud to be one of the most ethnically and culturally diverse areas in Scotland, with significant Muslim and Jewish communities amongst a diversity of people with differences in economic and social circumstances, experiences and ultimately life chances.
2. Maximising the benefits of equality and diversity in employment has an equally important role to play in the Council as we focus on the Five Capabilities, (Prevention, Community Engagement, Data, Modernisation and Digital). These drive our work on the delivery of the Single Outcome Agreement and the delivery of great services to all our residents.
3. We aim to manage individual differences in a way that capitalises on them and enables everyone to reach their full potential. By supporting and respecting individual differences, we help every employee to be engaged as part of a high performance culture whilst fully contributing to the delivery of the Council's strategic priorities. By maximising the contribution of our employees and achieving a better reflection of the local population that they serve, we can establish a clear link between our commitment to improve the lives of local people and our employees.
4. To manage these differences effectively, we need to have an understanding of the effect that our workplace culture, employment policies, practices and procedures have on all of our employees. To achieve this understanding, we need to collect and analyse employee data based around the protected characteristics. Only through this evidence can we identify any differences in outcomes for different employee groups. With this information, the Council can continue to develop its workforce to build commitment and engagement in the midst of unprecedented change at both a local and national level.

## Equalities monitoring

5. The Public Sector Equality Duty (PSED) is a positive duty on public authorities and others carrying out public functions. It requires that public authorities consider equality in their day to day work in shaping policy, delivering services and in their employment practices. The PSED operates in two parts – the general equality duty and specific duties.
6. The general equality duty is set out in s149 of the Equality Act 2010 and requires public authorities, in the exercise of their functions, to have due regard to the need to:
  - Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct
  - Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
  - Foster good relations between people who share a protected characteristic and those who do not
7. The following report details the current equality monitoring requirements of the Council in line with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 while paying due regard to the general duties listed above. Under these regulations, all public authorities in Scotland are required to publish a set of equality outcomes, a mainstreaming report containing employee information and/or profile. In addition, where an authority had 150 employees or more, a statement on equal pay and occupational segregation and gender pay gap information should be published.

8. This report takes into account the following authorities who are covered by the Specific Duties under the Public Sector Equality Duty.
  - East Renfrewshire Council
  - East Renfrewshire Education Authority
  - East Renfrewshire Licensing Board
9. Statistics have been produced in respect of financial years 2012/13 and 2013/14 and are representative of the Council as a whole. The Education Authority is an integral part of East Renfrewshire Council with a remit that covers a range of services from schools to sports centres to facilities management to libraries. For the purposes of this report, it should be noted that brief separate statistics have been produced for teachers to highlight key findings only and to reflect the intention of the legislation. All other statistics, unless indicated otherwise, include both non-teaching employees and teachers.
10. East Renfrewshire Licensing Board does not have any employees and therefore there are no separate statistics listed.

#### Current monitoring arrangements

11. Currently an analysis is undertaken of the following:
  - Employees in post
  - Applications for employment
  - Applications for training
  - Formal reporting of bullying and harassment cases
  - Grievance procedures
  - Disciplinary cases
  - Termination of employment
12. We continue to have difficulty in identifying applications for promotion from applications in general and those who do not return from maternity leave as opposed to general leavers.
13. The data collected is in line with the classification requirements for protected characteristics which are:

age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation
14. The data is gathered through the Council's current HR and Payroll system (Northgate Resourcelink) and via the National Recruitment portal as well as local data recording. The data that these systems contain is customised as much as possible to reflect that published through the most recent National Census. Work is ongoing to gradually align all data collected (where possible) with all the protected characteristics and the outputs of the Scottish census.

15. This information is analysed to enable the Council to highlight areas in its role as an employer where further investigation and development work may be required. Previously, the focus has been on learning from the reports to improve the quality of the data for future years. This has been delayed to a degree due to issues with the implementation of the new recruitment portal. The intention moving forward is to focus on recruitment processes and also harassment complaints to support the introduction of a new Dignity at Work policy.

### Workplace culture

16. The following areas may not at first be considered to be part of the creation and development of a diverse workforce. However on further examination they can be seen to be examples of good practice to establish equality and diversity as integral to how the Council operates as they foster 'good relations' activities at both the corporate and operational level. They are not seen however as the ultimate destination but as another route towards developing equality of opportunity for those who share a protected characteristic and those who do not.

### **Annual employee survey**

17. Since 2012, East Renfrewshire Council has conducted annually a full Council wide employee survey to measure employee's views on a range of issues affecting their work and working environment. The survey was administered through a combined web-based and postal survey approach to maximise accessibility to the survey. Employees were asked to indicate the extent to which they agreed or disagreed with a series of statements in relation to the following topics:

- My work and workload;
- My team;
- My line manager;
- Management of change and improvement;
- The Council and its objectives;
- Recognition and support; and
- Overall engagement with the Council as an employer

18. In 2014, the survey achieved a response rate of 47.4%. This is a strong response for a survey of this kind, maintaining the response rate achieved last year, and representing a very encouraging +6% increase in survey response over the last 2 years. The strength of this response is significant enough to support a detailed analysis which is fed into corporate services such as HR to influence areas of work, for example, policy. Information on the results is also fed back to all employees and used within departments to support further employee engagement approaches and address any identified issues within the workplace.

19. Certain returns are highlighted throughout this report from the most recent survey but it is worth noting the response to the questions:

- "My workplace has a positive working culture" 67% agreed
- "I am treated fairly and equally at work" 77% agreed
- "I am treated as an individual" 78% agreed

20. In general terms, these figures are relevant to the measurement of any success of equality of opportunity and the creation of a diverse workforce.

## **Bright Ideas**

21. Bright Ideas is the Council's employee suggestion scheme. It was initially developed to allow employees to bring forward ideas on how the Council could continue to develop and improve the services it provides. However, it is also used by employees to suggest changes to HR policies and working practices. For example, work/life balance proposals, Christmas closures, using a physiotherapy service and employee communication have all been raised through the scheme. All suggestions are considered and given an individual response although as the scheme is anonymous, it is not suitable for personal replies.

## **Working Lives**

22. East Renfrewshire Council currently holds Healthy Working Lives Bronze, Silver and Gold Awards. Healthy Working Lives activities are developed by an Officers Working Group consisting of representatives from all Council departments. The group have developed an action plan for employees which aims to:

- Raise awareness of physical and mental health issues including stress
- Reduce accidents and promote safety in the workplace
- Support employees to stop smoking and develop the Smokefree tobacco policy
- Review the alcohol and drugs policy and raise awareness of alcohol and drugs issues
- Encourage employees and workplaces to improve the environment
- Organise health checks, events, campaigns, training and a staff survey

23. This broad remit influences health promotion, work/life balance and flexible working in the Council which all support the development of a diverse workforce.

## **Workforce analysis**

24. This data is obtained through the information held on Resourcelink, the Council's HR and payroll system. Information is entered on an ongoing basis through the recruitment process and is also based on a workforce census carried out in 2002 to establish data on long serving employees.

## **Gender**

25. In 2012/13, 26.5% of the workforce was male and 73.5% female. These figures are almost identical in 2013/14. As an example, in 2012/13 the Council employed 873 Local Government Employees who were male and in comparison that figure was 875 in 2013/14. Similarly in 2012/13, the Council employed 1061 female teachers which rose to 1064 in 2013/14.

26. The 2011 census data for East Renfrewshire shows a male/female split of 47.7% male against 52.5% female which is very similar to the Scotland figures of 48.5% against 51.5%.

27. The gender profile of the workforce therefore shows little change with the workforce remaining predominately female. Although this does not reflect the local community, the trend within the public sector is for the female workforce to be predominately higher.

### Contract status

28. As with gender, the percentage in the workforce working full time and part time shows little variation over time. In 2012/13, the split was 60.2% full time with 39.8% part time and in 2013/14 this has changed to 60.4% full time against 39.6% part time.
29. The Council operates a flexible working policy which supports those employees who wish to maintain a healthy work life balance. This is reflected in the some 1500 different working patterns in use across the Council.

### Disability

30. The figures below show a slight increase in the numbers of employees who consider they have a disability. There is also a similar decrease in the numbers who have chosen not to answer and it is to be hoped that this reflects increasing confidence in the Council as an employer where employees feel more able to be open about any disability they may have.

2012/13		2013/14	
Non Disabled	82.7%	Non Disabled	83.6%
Disabled	1.3%	Disabled	1.4%
Prefer not to answer	15.9%	Prefer not to answer	15%

31. Other evidence suggests that it would be a reasonable assumption that the numbers of employees living with a disability is in excess of 1.4%. Evidence through the maximising attendance procedures alone suggests that nearer 3% of employees have a long term health problem or disability.
32. There are a number of such cases each year where reasonable adjustments have been implemented resulting in improved attendance and/or performance at work.
33. In addition, census data for 2011 shows that 7.7% of East Renfrewshire residents describe themselves as limited a lot by a long term health problem or disability compared to the national figure of 9.6%. 9.1% consider that they are limited a little, which again is less than the national figure of 10.1%.
34. The PRD scheme also has an important role to play as it is the one recorded opportunity each year for a disabled employee to discuss their development needs and use their abilities to reach their full potential.
35. What needs to be encouraged is a culture where employees are increasingly more comfortable in disclosing this information or describing themselves in this way. The improvement suggested above is reflected in the response to the 2014 employee survey. When asked the question their views on the question "I am supported in my health and well-being at work", only 18% disagreed. As a Disability symbol user, the Council should continue to promote the support available to disabled employees and encourage completion of this protected characteristic.

## Age

36. The majority of Council employees are in the age range 45-49 although over the last two years there has been a slight increase in the age band 16-29 with a smaller increase in the numbers aged 30-44. Although too early to draw significant conclusions, this is the first indication that the age profile of the Council may be changing. It is also worth noting that the percentage in the age range of 60-74 has reduced from 6 % to 4.5 % in the last two years.
37. Looking at the age range 16-29, the increase has been from 12% to 14.1% over the two years. This is the age group that is most impacted on by the recruitment of Modern Apprenticeships and by the Graduate Interim programme. Individuals going through these programmes will be equipped with skills and experience that will support them in any application for permanent employment with the Council.

## Race

2012/13	Percentage
AFRICAN	0%
ANY OTHER ETHNIC GROUP	0%
BANGLADESHI	0%
BLACK SCOTTISH	0%
CARIBBEAN	0%
CHINESE	0%
INDIAN	0.36%
MIXED	0%
OTHER (SOUTH) ASIAN	0%
OTHER WHITE	1.13%
OTHER WHITE BRITISH	3.44%
PAKISTANI	0.63%
UNKNOWN	14.58%
WHITE IRISH	1.06%
WHITE SCOTTISH	78.01%

38. *The 0% figure reflects that there are fewer than 10 employees who have identified themselves against that particular group.*
39. 83.65% of the workforce identifies themselves as white and 1.77% as Black and Ethnic Minority (BME). This is a slight increase in the BME figure from 1.75% in 2011/12.

40. Those who chose not to answer represent 14.58% of the workforce. Although still at too high a level, this is a reduction on previous years.

2013/14	Percentage
AFRICAN	0%
ANY OTHER ETHNIC GROUP	0%
BANGLADESHI	0%
BLACK SCOTTISH	0%
CARIBBEAN	0%
CHINESE	0%
INDIAN	0.38%
MIXED	0.25%
OTHER (SOUTH) ASIAN	0%
OTHER WHITE	1.44%
OTHER WHITE BRITISH	3.26%
PAKISTANI	0.61%
UNKNOWN	13.65%
WHITE IRISH	1.06%
WHITE SCOTTISH	78.65%

41. The 0% figure reflects that there are fewer than 10 employees who have identified themselves against that particular group.

42. For 2013/14, there has been a slight increase in the numbers that identify themselves as white to 84.41% from 83.65% the previous year. This increase is also reflected in the BME figure to 1.93%. The reason for this may be reflected in the continuing reduction in those who choose not to answer at 13.65% of the workforce from 14.58% in the previous year.

43. The percentage of the East Renfrewshire population from a BME background is 4% so the workforce figure still sits at a lower level. It would be anticipated however that if the reduction in the number of those who chose not to answer continues to decrease then this figure would rise accordingly.

#### Marriage and Civil Partnership

44. As can be seen below, the high figure of unknowns in this return prevents any meaningful interpretation of the data.

	2012/2013	2013/2014
Married/Civil Partnership	19.1%	21.6%
Divorced/Separated	1.6%	1.6%
Single	12.8%	10.6%
Widowed	0.33%	0.33%
Unknown/Prefer not to say	66%	60.9%

45. As a comparison the census data for East Renfrewshire shows a percentage married or in a Civil Partnership to be 55% and Single to be 28%.



## Pregnancy and Maternity

46. Any pregnant employee should experience no detrimental impact in the workplace and be able to continue with her current duties and responsibilities. However, should any risk to the employee's health or that of her unborn child be identified the risk must be removed or alternative working arrangements put in place, following a risk assessment. During maternity leave employees can, and are actively encouraged, to use 'keeping in touch days'. Managers are encouraged to communicate with employees on a regular basis in terms of keeping them up to date with any changes. These actions are all seen as vital in ensuring that when an employee returns to work after a period of maternity leave they feel again part of the team as soon as possible. Many maternity returners apply for and are granted part time and/or flexible working opportunities to support them in their work life balance.
47. The numbers taken maternity leave over the last two years were 108 in 2012/13 and 83 in 2013/14.

## **Recruitment and Selection**

48. The Council undertakes its recruitment through the national recruitment portal 'myjobscotland'. myjobscotland is the national shared recruitment portal for Scotland's 32 local authorities. It has been designed to carry in excess of 30,000 vacancies and process around 250,000 applications every year while providing easy access to public sector jobs in Scotland. It is a UK and international first in terms of scope and scale.
49. A benefit to applicants is that they can register with the site and receive alerts when the types of vacancies they are interested in become available. For the Council, as its primary recruitment tool, it enables a consistency to the recruitment and selection process within the Council. It makes Council vacancies more accessible to the wider community as those without a computer can use a Council library. This also raises awareness of the computer classes that are available through the library service.
50. Alternative recruitment methods are supported with, for example, the HR team attending 3 catering/cleaning job fairs in 2014. In addition, paper copies of recruitment forms are accepted as a substitute for an online application although the numbers of requests received are low.
51. In January 2015, Scottish Councils are launching a new version of the recruitment portal. In addition to including even more public sector organisations, the new site offers applicants the opportunity to receive multiple job alerts and work on multiple applications at the same time. For employers the benefits will include an enhanced monitoring facility with the ability to monitor additional fields and to undertake a more complete analysis.

#### Summary of recruitment monitoring information: 2012/13\

Disability:	2.95% of applicants declared that they considered themselves to have a disability
Sex:	75% of applicants were female
Race:	4.69% of applicants declared they were from a BME background
Marital status:	Only 16.96% of applicants were married or in a civil partnership. 6.73% lived with a partner. 33.54% were single. A significant number of applicants (38.89%) did not answer this question.
Religion:	28.08% stated they had no religion. The two highest groups were Roman Catholic (28.08%) and Church of Scotland (23.75%). 2.89% were Hindu, Buddhist, Sikh or Muslim. 0.33% were Jewish.
Sexual orientation:	69.95% of applicants declared they were heterosexual/straight with 1.02% identifying themselves as either gay or lesbian
Age:	The highest percentage of applications (42.99%) were received from the age group 16-29, with 30-44 second with 35.05%

#### Summary of recruitment monitoring information: 2013/14

Disability:	3.60% of applicants declared that they considered themselves to have a disability
Sex:	66% of applicants were female
Race:	4.81% of applicants declared they were from a BME background
Marital status:	19.01% of applicants were married or in a civil partnership with 6.21% living with a partner. 31.89% were single. As in the previous year, a significant number of applicants (38.46%) did not answer this question.
Religion:	29.83% stated they had no religion. The two highest groups were again Roman Catholic (24.41%) and Church of Scotland (22.80%). 2.92% identified that they were Hindu, Buddhist, Sikh or Muslim with the two groups showing increases being Muslim and Hindu. 0.20% were Jewish.
Sexual orientation:	69.33% of applicants declared they were heterosexual/straight with 0.92% identifying themselves as either gay or lesbian. There were slight changes to the figures for all groups with bisexual showing the greatest increase.
Age:	The highest percentage of applications (36.90%) were received from the age group 16-29. 30-44 was again second with 35.05%. The difference from the previous year was reflected in an increase from 19.03% to 22.81% for the age group, 45-59.

## **Organisational Development**

### Organisational Development strategy

52. The Council is currently developing a strategic Organisational Development plan aligned with the Council's Single Outcome Agreement. This will highlight development opportunities, support the effective implementation of change, integration of leadership capacity, multi agency working and cultural integration. Work has been underway for some time on activities which will underpin the OD plan when it is launched. Several influence the broader equality and diversity agenda.
53. A primary area of work has been leadership development with the initial core group of senior managers widened to include others where leadership is a vital element of the role they undertake and the influence they have.
54. Focus groups from across the Council have been working on the development of the Council's values. Within the top ten responses were 'equality', 'fairness' and 'inclusive', suggesting a workforce that values and recognises such elements of the culture within which it operates.
55. The work within organisational development has also been considering the results from the recent employee survey. One area that has been taken forward is that of work/life balance with a small working group created to undertake further examination of the outcome of the survey and develop a corporate response.

### Learning and Development

56. 'Insider learning' is the approach used in the Council to bring together the different learning and development activities that are available to all employees. Activities such as internal/external training courses, e-learning, professional/vocational qualifications and personal and professional development are used to both equip employees to carry out their current duties as well as duties they may need to carry out in the future.

57. A number of mandatory activities are offered:

#### Induction

58. This compulsory activity includes department based induction, internal courses and e-learning. Topics such as health and safety and conditions of service are covered.

#### Performance Review and Development (PRD)

59. All employees are covered by a performance review and development scheme. There is a scheme in place for teachers and a separate scheme for all other employees. A training session is available for both managers and employees to ensure that the annual process is conducted effectively and to the maximum benefit of employees and their service.
60. In the most recent employee survey, 70% of employees agreed with the statement, "I can access the training/development that I need to do my job effectively and 68% agreed that "At work, my development is encouraged and supported".

## Corporate HR Policies

61.1 Within the first year managers/supervisors with responsibility for employees must attend Recruitment & Selection, Maximising Attendance and Discipline & Grievance.

## Supervisory/Management Training

62. Again within the first year, newly appointed supervisors/team leaders/managers with no previous experience or formal qualification should attend either:-

- 2 day non accredited Supervisors Programme and any necessary corporate HR policy training (if required)
- 9 day Accredited Introductory Certificate in Management which incorporates all the Corporate HR Policy training within the training programme.

63. The training of supervisors and managers in this way is seen as essential to allow them to engage with and empower their teams. Through increased self awareness, they will also be able recognise their own development needs and therefore the development needs in others. All this contributes to the better development of leaders across the organisation and is not restricted just to those in senior positions. Effective leadership at all levels is essential in order to promote equality of opportunity, identify and address any discrimination and advance good relationships within teams.

## Applications for training

64. Centrally there are records held of those who attend internal corporate courses, either full day, half day or through e-learning. However as learning and development activities consist of both internal and external opportunities plus on the job development, not all L&D is recorded.

65. L&D opportunities are agreed between the employee and their manager through the PRD process. As described above, records are held of applications for corporate courses and e-learning undertaken. Where outside this, courses are attended or refused, this should be held within the annual PRD record.

66. In 2012/13, a total of 2740 L&D activities were recorded. Of these 1317 were through e-learning.

67. For 2013/14, this figure increased to 3710 with the figure for on-line training also increasing to 2280.

68. In 2012/13, the gender breakdown was 703 female and 334 male which is broadly indicative of the differential within the workforce. This was again reflected in the figures for 2013/14.

69. Only 14 employees in 2012/13 identified that they considered themselves to have a disability. There was only a slight increase to 17 in the following year. This is significantly less than those in the general workforce so further work will need to be carried out to discover if this is a reluctance to identify with that particular characteristic through L&D or if some other reason exists.

70. The largest numbers of those receiving training were in the range 45-59 which is reflective of the composition of the workforce.

### Rejected courses

71. Data is also collected for the number of corporate training applications that are made and rejected. In 2012/13 149 applications were rejected compared to 179 in 2013/14. This is in comparison to the total of 2740 (5.4%) activities in 2012/13 and 3710 (5.6%) in 2013/14, however this may include one employee cancelling attendance on more than one occasion. Both the employee and the manager are able to cancel courses that are already booked. There is no evidence collected to explain the reasons but anecdotally, the majority are believed to be conflicting priorities. The check on the reasons for non-attendance would be at the following PRD session when if any agreed course was not attended then the reason would need to be recorded.
72. A breakdown of the employees concerned in terms of gender, disability and race show no significant variation from the overall workforce profile.

### **Harassment, Discipline and Grievance**

73. Both the discipline and grievance procedures are in accordance with statute and ACAS guidance. The Council's bullying and harassment policy was originally written as a health and safety policy some years ago and was considered to be in need of review to allow the most practical and supportive resolutions to be made to any complaint as part of a transparent process. Extended discussions were held with Trade Union representatives to come up with a format that was acceptable to all parties. A final version is near agreement and it is hoped it will be in place by the new financial year 2015/16.
74. To complement the draft policy, full and a half day training courses are being developed which take their lead from the general equality duties. The remit of the courses is to help participants develop an understanding of the difference between effective management and bullying, long term unacceptable workplace behaviour and a bullying and harassment culture.

### Summary for 2012/13

75. There were 2 formal harassment/bullying cases and of these, both were from female employees. Taking into account the small sample number, the age distribution was reflective of the overall workforce. Neither had a declared disability.
76. 57 discipline cases are recorded and no evidence is showing of any disproportionate treatment based on age, disability or ethnic origin. It was noticeable that unlike the workforce statistics, the slight majority of cases concerned male employees. There were 16 grievances raised with the majority from male employees. The majority of grievances were submitted from the age groups, 41-50 and 51-60.

### Summary for 2013/14

77. In this year there were 3 formal harassment/bullying cases and these were all from male employees. One had a declared disability.
78. The number of discipline case dropped to 42 with again the majority involving male employees. One employee had a declared disability. 18 grievances were raised with the majority from female employees. The majority of grievances were submitted from similar age groups to the previous year.

79. *As the number of harassment cases is very small, no specific details have been included in case this identifies any individual employee.*

## **Leavers**

80. In 2013/14 there were 360 leavers which compares to 297 in 2012/13. By a ratio of 3:1 the female leavers exceeded the male leavers but this is an acceptable reflection of the composition of the workforce.
81. There was a notable increase in the number of leavers who identified themselves as having a disability, from 1 to 6. This is almost 10% of all those who identified themselves as disabled in 2013/14. However, normally such a high percentage would be appropriate for further examination but as previously discussed in this report, it is believed that the numbers of employees who do live with a disability is much higher than the reported figure.
82. In addition, this figure may be reflected in the introduction of a capability policy in early 2014. This was created to provide a transparent process so that if problems arise with an employee's ability to carry out the duties of their post, their manager can take a fair and reasonable course of informal and/or formal action to resolve issues and aid improvement. Although the policy covers both work performance and capability through health problems, it is used more often for the latter reason. It will include employees who do not qualify for ill health retiral.
83. The majority of leavers were from a White Scottish background across both years. In 2012/13, the majority of leavers were aged 30-44 although only slightly more than 16-29 and 45-59. In 2013/14, the age group 45-59 was significantly higher than the others.
84. The responses to the statement 'I would recommend the Council as a good place to work' in the 2014 employee survey, only 6% disagreed or strongly disagreed. This would suggest that there are no underlying trends of dissatisfaction around reasons employee leave the Council.

## **Education Authority**

### **In post**

85. In 2012/13 the number of teachers in post was 1357 and of these 21.8% were male and 78.2% female. The numbers increased to 1371 in 2013/14 with a gender split of 22.4% male and 77.6% female.

### **Recruitment**

86. In 2012/13, 201 teaching posts were advertised. This consisted of 153 basic posts and 48 promoted posts. The figure decreased to 123 in 2013/14, made up of 80 basic and 43 promoted. Further investigation has revealed no underlying reason for this reduction although a change to the workforce demographics has meant that the average age has reduced. This could be explained by fewer teachers changing jobs as they choose to remain in their current post to gain more experience.

## Learning and Development

87. Within Education, teachers follow the Professional Review and Development process whereby the development and training needs of all employees are identified and agreed in relation to their current practice, the requirements of the school or authority development plan, the wider and longer term needs of the education service and the national priorities. It also provides an opportunity for discussion of a teacher's career and personal development needs.

## Leavers

88. In 2012/3, 100 teachers left the Council and in 2013/14, this figure increased to 127. Further analysis revealed an increase in the numbers opting for early retirement which is reflected in an increase in the numbers leaving within the 45-59 age group.

## Gender Pay gap

89. The pay gap has been calculated by totalling total pay for males and females and dividing by the total contracted hours. This gives a basic pay gap of 8.1% in 2012/13 and 6.5% in 2013/14.

90. Due to the additional work on harmonisation of conditions within the Council for Local Government Employees, an examination of the total pay gap was made by including all contractual pay elements which has also been extended to teachers. By making the calculation in this way, the total pay gap was 8.2% for 2012/13 and decreased to 7.08% in 2013/14.

91. As with the workforce as a whole, this pay gap is in favour of male employees.

## **Equal Pay**

### Equal Pay Statement 2013-2017

92. East Renfrewshire Council supports the principle of equal opportunities in employment and believes that male and female employees should receive equal pay for work of equal value.

93. We understand that equal pay between men and women is a legal right under both domestic and European Law and that the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 concerning equal pay covers race and disability in addition to gender.

94. The Council recognises that in order to achieve equal pay it must have a pay, grading and benefits structure that is transparent, flexible, based on objective criteria and free from bias. It is in the Council's interest to ensure that it has a fair and just pay system.

95. The Council understands that to deliver equal pay for its employees it is also necessary to consider all of the causes of the gender pay gap and that these go beyond discrimination within pay systems. We recognise that our training and employment practices can impact on men, women, disabled employees and those employees from an ethnic background, in different ways. We are committed to tackling gender-segregation both horizontally and vertically in occupations across the Council and providing an environment that promotes equality of opportunity by removing incidents of stereotyping about skill and capabilities, by changing the culture associated with different jobs, removing barriers to accessing training courses and apprenticeships and promoting a healthy work-life balance.

96. Our objectives to achieve equal pay and address the gender pay gap in employment include:

- Ensuring that men and women doing work of equal value receive the same level of pay, unless an objective reason exists for any difference
- Reducing the gender pay gap for both full-time and part-time employees
- Having a workforce in which women and men are represented at all levels
- Having recruitment and employment practices that promote equality and are free from discrimination
- Ensuring all employees have fair and equal access to training and development opportunities

97. In order to achieve our objectives we will undertake a range of actions including: -

- Introduce arrangements for the ongoing monitoring of the pay grading and benefits structure and take remedial action where appropriate.
- Provide training and guidance for those involved in determining pay
- Inform employees of how these practices work and how their own pay is determined.
- Identify where there is occupational segregation and take positive action to reduce it
- Monitor the uptake of training and development opportunities and improve access to training programmes
- Examine any gender, race and disability barriers to employees advancing to more senior level posts and take positive action to remove them
- Consult with Trade Unions and review the current mechanisms for consulting with all employees

98. The Council will report annually on its progress and review its Equal Pay Policy Statement every four years.

99. The Deputy Chief Executive is responsible for implementing, monitoring and reviewing the operation of the Policy across the Council and ensuring that due consideration is given to the resources required to achieve equal pay.

#### Gender Pay Gap information

100. Under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, the Council, as a listed authority, must publish information on the percentage difference among its employees between men's average hourly pay (excluding overtime) and women's average hourly pay (excluding overtime).



101. Normally the causes of the pay gap are:

- Occupational Segregation
- A lack of flexible working opportunities
- Discrimination in pay and grading structures

102. The pay gap has been calculated by totalling total pay for males and females and dividing by the total contracted hours. This gives a basic pay gap of 6.8% in 2012/13 and 5.8% in 2013/14.

103. Under the Specific Duties, pay gap information does not include overtime payments. However because of the additional work on harmonisation of conditions within the Council an examination of the total pay gap was made by including all contractual pay elements. By making the calculation in this way and including overtime and shift allowance, the pay gap decreases to 8.8% for 2012/13 (from 8.98% the previous year) and further decreases to 8.7% in 2013/14.

104. An analysis of overtime by gender indicates that overtime is worked by mainly men in the services of Roads, Cleansing and Parks. There is an ongoing project through Workforce Planning underway to monitor the uptake of overtime with the reasons behind it and to consider alternatives or methods to reduce it.

#### Living wage

105. In addition to the implementation of job evaluation to ensure equity in pay and grading, the Council also introduced the Living Wage. This is based on the amount an individual needs to earn to cover the basic costs of living. It is an informal benchmark so is not a legally enforceable minimum level of pay, like the national minimum wage and is set significantly higher.

106. It is paid as a supplement and impacts on grade 1 and 2 and part of grade 3. These are parts of the workforce that are predominately female, often on part time contracts.

#### Occupational Segregation

107. The Scottish Government defines occupational segregation as the concentration of men and women:

- in different kinds of jobs ( **horizontal** segregation) or
- in different grades ( **vertical** segregation)

108. Occupational segregation is considered to be one of the barriers which prevent women and men from fulfilling their potential and consequently contributes to any pay gap. Women tend to be concentrated in the lower paid jobs (e.g. clerical, catering, cleaning and caring roles) and the lower grades within an organisation.

109. Our aim is to have a workforce that more accurately reflects East Renfrewshire and the diverse groups that live within it. We also need to ensure that the pool of talent and skills available to us is not inhibited by stereotypical perceptions of what jobs women and men can do and that everyone's skills are being utilised to their maximum potential.

### Monitoring for gender pay gap

110. Currently we monitor occupational segregation in the following groups:

	2012/13	2013/14
% of Council employees in the top 2% that are women:	48.3%	49.1%
% of Council employees in the top 5% that are women	51.2%	50.9%

### Flexible working

111. Research suggests that women with children face difficulties in terms of finding work that is appropriate for their skills and career as well as flexible and convenient in terms of their childcare and other caring responsibilities. A lack of options forces many women into part-time, low-paid work however there are options available for our workforce. The Council has adopted a flexible working policy that until recently extended further than the legislative minimum by allowing any employee to apply for a range of flexible working options. Legislation has now caught up with this progressive approach. There are some 1500 different working patterns in use across the Council, which suggests that the Council is actively supporting those employees who wish to work flexibly.

112. In addition, all employees participate in the appropriate PRD scheme which allows the opportunity to discuss their development in terms of their post and how their skills and experience can be enhanced.

### Pay and grading structures

113. In line with the national single status agreement, the Council has subjected all its posts (excluding Teachers and Chief Officers), to a job evaluation scheme which was developed at a national level. This was intended to address the under-valuing of roles and occupations.

114. It is considered that those jobs graded lower under job evaluation are those which are traditionally female dominated. For example, this would include cleaners, catering employees and homecare although it can now be demonstrated that Cleaning and Homecare posts are showing an increase in the number of males.

115. The Council will continue to engage at a national level to support any developments that update the scheme to reflect the need to ensure that women and men doing work of equal value receive the same level of pay (unless an objective reason exists).

116. Over the last few years, the Council has undertaken extensive negotiations in order to harmonise its terms and conditions of service. The first main harmonisation in 2007 brought in a common job evaluation scheme and standardised core terms and conditions for the previous Administrative, Professional, Technical and Clerical staff and Manual Workers. This had a positive impact on those conditions that influence any pay gap.

117. Teacher's conditions of service are negotiated at a national level and therefore those conditions which impact on any pay gap are out with local influence. Chief Officer conditions are also negotiated in a similar manner.

*Alison Findlay: HR Policy and Employment Law Advisor  
February 2015*

**Equality Outcome – 1. Disabled people are protected from physical and communication barriers.**

**Protected Characteristic(s):** Disability

**SOA Outcomes:** SOA 3

**Customer, Efficiency and People Outcomes:** Customer

### **Intermediate Outcomes**

1.1 Wheelchair users are confident that they can hire a wheelchair-accessible taxi at a fair cost when they need one. (SOA 3.5)

1.2 New houses built in East Renfrewshire are suitable for disabled people and older people (SOA3.2)

1.3 Wheelchair users find it easy to access pavements in East Renfrewshire. SOA 3.5)

1.4 Disabled people receive information from the Council in accessible formats SOA 3

**Equality Outcome – 2. Attainment levels for our young people with the lowest attainment records have improved**

**Protected Characteristic(s):**Age

**SOA Outcomes:** SOA 1, SOA 2, SOA

**Customer, Efficiency and People Outcomes:**

### **Intermediate Outcomes**

2.1 Levels of attainment for pupils from Asian-Pakistani backgrounds have improved. (SOA1.4 /SOA 2.1)

2.2 Levels of attainment for boys have improved. (Education Department). (SOA1.4/SOA2.1)

**Equality Outcome –3. The relations between different groups in East Renfrewshire are strong**

**Protected Characteristic(s):** Age, Disability, Gender Reassignment, Pregnancy and maternity, Race, Religion or Belief, Sex, Sexual Orientation, Marriage/Civil Partnership.

**SOA Outcomes:** SOA 3, SOA 4, SOA 5

**Customer, Efficiency and People Outcomes:**

**Intermediate Outcomes**

- 3.1 Young people and older people are engaged together in activities. (SOA 5.2)
- 3.2 There are good relations among young people from different faith groups. (SOA 3.3)
- 3.3 Gypsy Travellers feel welcomed by local people in East Renfrewshire. (SOA 3.3)
- 3.4 Lesbian, Gay, Bisexual and Transgender people have healthy relationships with faith communities in East Renfrewshire (SOA 3.3/SOA 4.3)

**Equality Outcome – 4. We have strong and active equality community organisations and their members are active citizens and effective contributors to civic life in East Renfrewshire**

**Protected Characteristic(s):** Age, Disability, Gender Reassignment, Pregnancy and maternity, Race, Religion or Belief, Sex, Sexual Orientation, Marriage/Civil Partnership.

**SOA Outcomes:** SOA 1, SOA 3, SOA 4, SOA 5

**Customer, Efficiency and People Outcomes:**

**Intermediate Outcomes**

- 4.1 Young people are actively engaged in local decision-making. (SOA 3.3)
- 4.2 Opportunities for parental involvement in Equalities issues have increased. (SOA 3.3)
- 4.3 Members of equality groups actively participate in our Citizens' Panel to inform partnership and Council policies. (SOA 3.3)
- 4.4 Representatives of local equality community organisations are confident that they are influencing service design and delivery. (SOA 3.3)
- 4.5 Disabled people and their carers have choice and control over the care and support services they need to live their lives the way they want to. (SOA 1.3, SOA/SOA 4.4/SOA 5.1)
- 4.6 Disabled people's groups are involved in giving support to disabled people when there are big changes in disabled persons' lives. (SOA 3.3)

**Equality Outcome – 5. Members of equality groups live their lives, safe from discrimination, harassment, victimisation and violence**

**Protected Characteristic(s):** Age, Disability, Gender Reassignment, Pregnancy and maternity, Race, Religion or Belief, Sex, Sexual Orientation, Marriage/Civil Partnership.

**SOA Outcomes:** SOA 3, SOA 4

**Customer, Efficiency and People Outcomes:** Customer

**Intermediate Outcomes**

5.1 Victims of identity-based harassment and violence are satisfied with the support they receive. (SOA 4.3)

5.2 Levels of identity-based bullying and harassment in schools have reduced. (SOA 4.3)

5.3 Victims of domestic violence have confidence in our mechanisms for addressing repeat violence against women. (SOA 4.3)

5.4 Lesbian, Gay, Bisexual and Transgender people see East Renfrewshire as a safe place to live and work. (SOA 3.3/SOA 4.3)

**Equality Outcome – 6. All equality groups live active, connected and healthy lives**

**Protected Characteristic(s):** Age, Disability, Gender Reassignment, Pregnancy and maternity, Race, Religion or Belief, Sex, Sexual Orientation, Marriage/Civil Partnership.

**SOA Outcomes:** SOA 1, SOA 2, SOA 3, SOA 5

**Customer, Efficiency and People Outcomes:** Customer

**Intermediate Outcomes**

6.1 Our older people live active, engaged and healthy and lives. (CHCP). (SOA 5.2/SOA 2,3)

6.2 Local residents with protected characteristics make regular use of sporting and cultural facilities and services. (SOA 2.4)

6.3 Minority ethnic communities have access to local social cultural and religious facilities. (SOA 3.3)

6.4 Children and young people's participation in sports activities has increased. (SOA1.2/SOA 2.4)

**Equality Outcome – 7. Our employees and Councillors are confident in their ability to play their part in maintaining East Renfrewshire as a place where nobody is left behind**

**Protected Characteristic(s):** Age, Disability, Gender Reassignment, Pregnancy and maternity, Race, Religion or Belief, Sex, Sexual Orientation, Marriage/Civil Partnership.

**SOA Outcomes:**

**Customer, Efficiency and People Outcomes:** People

### **Intermediate Outcomes**

7.1 Our employees are confident in their ability to respond to the needs of colleagues and citizens. (People)

7.2 Our decision-makers are aware of the implications of the general equality duty when making decisions about the council's policies and practices. (People)

**Equality Outcome – 8. Members of equality groups currently under-represented in the Council's workforce have positive employment experiences and career prospects**

**Protected Characteristic(s):** Disability, Race, Sex,.

**SOA Outcomes:** SOA 1, SOA 2,

**Customer, Efficiency and People Outcomes:** People

### **Intermediate Outcomes**

8.1 We have identified and are tackling barriers to employment opportunities in the Council for under-represented groups. (SOA 2.3) (People)

8.2 Employees with protected characteristics feel more supported in the workplace. (People)

8.3 Our looked-after children are supported to participate in work experience programmes. ((SOA 1.4)

8.4 Disabled and young people with learning difficulties have access to work experience and jobs. (SOA 2.1/SOA 2.2)