

City of Edinburgh Council

Equality and Rights Outcomes &  
Mainstreaming Action Plan

2012 – 2017



## Introduction

The Scottish Governments ‘Scottish Social Attitudes Survey 2012’, the Equality and Human Rights Commission’s (EHRC) latest three year review “How Fair is Britain?”, and the Scottish Human Rights Commission draft ‘National Action Plan’, found some evidence to indicate that Scotland has become more accepting of the diversity of individuals and communities, and that in many areas citizen’s rights and equality of opportunity are being enhanced and advanced.

However, their evidence also indicates that discriminatory attitudes have not reduced consistently, persistent inequality and disadvantage remain in many communities across Scotland and consequently, many citizens and communities still experience inequality. This document focuses attention on those areas where the Council, with its partners, can help to narrow identified equality and rights gaps in Edinburgh.

## Equality and Rights

Equality and rights are complex terms that are subject to different interpretations. The Council’s approach to equality and rights is to align its work to (i) the articles of the Human Rights Act 1998 and associated rights conventions like children’s rights, (ii) the Equality Act 2010 public sector equality duty and (iii) the protected characteristics identified in the Equality Act 2010. These three elements are brought together under the ‘Equality Measurement Framework’. More detailed information on these matters is provided in Table 1 below. The Council’s approach to developing equality and rights outcomes also includes issues of poverty and social deprivation which cut across all groups.

**Table 1 – Three Elements of the Equality Measurement Framework**

|  |                                    |
|--|------------------------------------|
| <b>2. The Equality Act 2010 Public Sector Equality Duty</b> requires the Council, both as an employer and in the delivery of its services, to have due regard to the need to (i) eliminate unlawful discrimination, harassment and victimisation, (ii) advance equality of opportunity and foster good relations.                |                                    |
| <b>3. Equality Act 2010 Protected Characteristics</b>  | <b>1. Human Rights</b>             |
| A = Age: a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).   | 1. Right to Life                   |
| D = Disability: a person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. This protection also applies to people that have been diagnosed with a progressive illness such as HIV or cancer. | 2. Right to health                 |
| GR = Gender Reassignment: The process of transitioning from one gender to another.   | 3. Right to physical security      |
| R = Race: a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.   | 4. Right to legal security         |
| RB=Religion or belief: religion has the meaning usually given to it but belief includes religious and philosophical beliefs  | 5. Right to education and learning |

|   |   |
|---|---|
| including non belief (e.g. Atheism / Secularism). Generally, a belief or non belief should affect your life choices or the way you live for it to be included in the definition.  |   |
| S= Sex: a man or a woman  | 6. Right to standard of living                    |
| SO= Sexual Orientation: whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.   | 7. Right to productive and valued activity        |
| Marriage and Civil Partnership: Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as 'civil partnerships'. Civil partners must be treated the same as married couples on a wide range of legal matters.  | 8. Right to individual, family and social life    |
| Pregnancy and Maternity (including breastfeeding mothers): Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding. | 9. Right to identity, expression and self-respect |
|   | 10. Right to participation, influence and voice   |

## Summary overview of outcomes

The equality and rights outcomes, and associated mainstreaming actions, are aligned to the Council's strategic outcomes. In addition, the outcomes also help to monitor progress towards the achievement of the Edinburgh Partnership vision, that 'Edinburgh is a thriving, successful and sustainable capital city in which all forms of deprivation and inequality are reduced', and the Capital Coalition's 'contract with the capital six key priorities (1. ensuring every child has the best start in life; 2. reducing poverty, inequality and deprivation; 3. providing for Edinburgh's economic growth and prosperity; 4. strengthening and supporting our communities and keeping them safe; 5. ensuring Edinburgh, and its residents are well cared for and 6. maintaining and enhancing the quality of life in Edinburgh) and 53 pledges. Table 2 below provides a summary overview of the equality and rights outcomes developed by the Council.

**Table 2 – Summary Overview of Equality and Rights Outcomes**

|  |   |  |   |   |  |  |   |   |
|--|---|--|---|---|--|--|---|---|
| <p><b>The Council is an efficient and effective organisation and a great place to work</b></p>   | <p>Improved employee equality and rights data collection</p>  | <p>Ensuring equal pay</p>  | <p>Improved diversity of the Council's workforce</p>  | <p>Improved knowledge of city population equality and rights issues</p> |  |  | <p>Council services and information meet communication and accessibility needs</p>              |   |
| <p><b>Edinburgh's children and young people enjoy their childhood and fulfil their potential</b></p>   | <p>Sustained positive destinations for young people across protected characteristics</p>                  | <p>All children achieve their potential regardless of race, disability, sex or looked after status</p> | <p>Improving children's mental health and wellbeing</p>   | <p>Improving parents confidence</p>                                     | <p>Children in Council schools say their school is good at dealing with bullying, racism and homophobia</p>            | <p>The school and life experience for children with a disability is improved</p> | <p>Other achievement of children with protected characteristics is improved</p>                 | <p>Children's outcomes and life chances are not undermined by poverty</p>   |
| <p><b>Health and wellbeing are improved in Edinburgh and there is a high quality of care and protection in place for those who need it</b></p> | <p>The impact of Welfare Reform change is monitored and vulnerable clients are supported</p>              | <p>People receive personalised services which maintain independence</p>                                | <p>Good advice and guidance networks in place for vulnerable clients to maintain choice and safety</p>  |   | <p>Improved quality of life for people across all protected characteristics through reductions in social isolation</p> |  | <p>The rights, health and wellbeing of the Gypsy Traveller community are understood and met</p> |   |
| <p><b>Edinburgh is an excellent place in which to live, study, work, visit and invest</b></p>  | <p>Individuals and communities who are vulnerable to, or victims of, hate crime feel safe and secure.</p> |  | <p>Adults vulnerable to, and survivors of, domestic abuse feel safe, have access to support and feel confident in reporting issues of domestic abuse and forced marriage. Children affected by domestic violence are identified and have access to support.</p> |   |  | <p>People can live in a home they can afford that meets their needs</p>          |   | <p>There are accessible and inclusive transport systems ensuring people feel safe using the City's public transport, road, footway and cycle networks</p> |
| <p><b>Edinburgh's Economy Delivers increased investment, jobs and opportunities for all</b></p>  | <p>Across the protected characteristics people are able to access job opportunities in Edinburgh</p>      |  |   |   |  |  |   |   |

## **How were the outcomes and measures chosen?**

The outcomes selected have been developed using information from service users, staff, community planning partners and equality groups taking into account:

- issues identified from trends or patterns in service access, needs and satisfaction data;
- experiences, concerns and suggestions arising from service user feedback, from consultation and engagement exercises, complaints, surveys, focus groups and the 750 individual returns in the Edinburgh Equality Network Community Interest Bank;
- the impact of changes in the economy, national and UK policy;
- information from equality and rights impact assessment in areas where there is major change in the way Council services are delivered; and
- findings from research informing the development of Scotland's draft National Action Plan for Human Rights

All of the outcomes are accompanied by measures which will be used to help report progress towards their achievement. Not all of the measures will have targets as some are new and baseline data is being established which, over time, will allow the Council to monitor trends or specific patterns of activity from which targets can be set if required. Others are monitoring measures where a watching brief is required or where year on year comparisons cannot be made, for example, school attainment levels where equality issues change as year groups move on.

## **Mainstreaming Actions**

The actions indicated form the Council's Mainstreaming Equality and Rights Action Plan. Delivery of these actions will be progressed through the equality and rights staff management structures and through the Council's governance arrangements.

## **Education Authority Outcomes and Mainstreaming Actions**

The Council ensures that education authority outcomes can be clearly identified. These outcomes have been marked with “**(ED)**” in the outcome reference column.

## **Licensing Board Outcomes and Mainstreaming Actions**

The Board is currently developing a list of relevant and evidence based outcomes relating to their functions, policies and practices. These will be integrated within this document during 2012/13.



## **Council Strategic Outcome: The Council is an efficient and effective organisation and a great place to work**

### **What the evidence tells us**

Research tells us that the most successful organisations are those which are able to attract and harness the skills, experience and energies of diverse employee groups. Collection of data about staff shows us how closely the workforce reflects the Edinburgh population in relation to diversity. Evidence shows that levels of women in senior positions has increased substantially since 2003/4 and exceeded target due, in part, to a change in the way this is calculated. However, targets for disability and race are not being met and there are still significant levels of under recording which needs to be addressed. For example, 16.6% of employees have not stated their race and 18.3% whether or not they have a disability. Accurate information is key too informing policies aimed at reducing barriers to employment.

An up to date understanding of the City population profile will help us to focus on the impact of service planning and delivery decisions on particular groups. Data collection reviews have identified gaps in our evidence and limitations with existing systems for recording. As changes are made we need to build in the collection of data across the protected characteristics. The reviews have also highlighted a need to raise awareness about the reasons why equality data is collected. Feedback from consultation and engagement exercises reinforces the need to ensure information is accessible and reaches all groups.

| <b>Ref</b> | <b>What we are trying to achieve<br/>(equality outcome)</b>  | <b>How will we know<br/>(measures)</b>  | <b>Lead</b>           | <b>Protected<br/>Character</b> | <b>Rights</b> | <b>General<br/>Duty</b>  |
|------------|--|---|-----------------------|--------------------------------|---------------|--------------------------|
| ER1        | There is improved data collection and reduced under recording for all CEC employees across the protected characteristics   | <ul style="list-style-type: none"> <li>• % 'not stated' entries across the protected characteristics</li> </ul>   | Corporate Governance  | All                            | 7, 9, 10      | advancing<br>eliminating |
| ER2        | All employees receive equal pay for doing equal work or work of equal value regardless of age, sex, race, disability, gender identity, sexual orientation, marital status, religion or belief. | <ul style="list-style-type: none"> <li>• % of the highest paid 2% and 5% earners that are women &amp; comparison with other councils</li> <li>• average pay across grades by sex</li> <li>• evaluation of modernising pay gender impact assessment</li> </ul>   | Corporate Governance  | All                            | 7, 9, 10      | eliminating              |
| ER3        | We have a Council workforce that better reflects the City population across the protected characteristics and barriers to employment for people within those groups are removed                | <ul style="list-style-type: none"> <li>• % disabled &amp; BME employees compared to target</li> <li>• % female/male employees</li> <li>• % leavers by sex, disability and race</li> <li>• % applications returned by sex, disability and race</li> <li>• % shortlisted by sex, disability and race</li> <li>• % appointed by sex, disability and race</li> <li>• age profile of council workforce</li> <li>• analysis of employee survey feedback by protected</li> </ul> | Corporate Governance; | S, R, D, A<br><br>All          | 7, 9, 10      | advancing                |

|     |  |   |                                     |     |       |           |
|-----|--|---|-------------------------------------|-----|-------|-----------|
|     |  | characteristic  |                                     |     |       |           |
| ER4 | There is improved knowledge of the equality profile of the Edinburgh population and service users to enable services to better meet client/customer needs  | <ul style="list-style-type: none"> <li>• levels of under recording of service user profile data where recording systems are in place</li> <li>• increased collection of service user profile data across all service areas</li> <li>• city population profile information from Census analysed and used to inform service planning and delivery</li> </ul>  | Equality leads in all service areas | All | 10    | advancing |
| ER5 | The Council is attentive to people with communication support needs in its consultation and engagement and delivers information in an accessible form which helps to remove physical, language, and psychological barriers to engagement | <ul style="list-style-type: none"> <li>• evaluation of the success of targeted events and initiatives, and information points</li> <li>• evaluation of feedback and level of participation of older people through ACFAA Advisory group events, Scottish Older People's Assembly, Checkpoint group for Older People</li> <li>• evaluation of the success of initiatives such as: the Collaborative Enquiry Process - ensures the voice of older people influences major service change in care services and the 'Network' giving voice to service users</li> <li>• requests for translation service by language</li> <li>• number of staff trained in inclusive communications</li> <li>• use of inclusive communications principles in all public materials, including online information</li> </ul> | Corporate Governance                | All | 9, 10 | advancing |

| Ref | Mainstreaming Action  |
|-----|---|
| ER1 | <ul style="list-style-type: none"> <li>• equality data from staff surveys, leavers, recruitment process, discipline and grievance, pay data and equal pay statement reported to Committee</li> <li>• implementation of action plan from findings of staff data analysis</li> <li>• regular data monitoring and analysis to update employee profile</li> <li>• induction/training modules to emphasise importance of data recording</li> </ul> |
| ER2 | <ul style="list-style-type: none"> <li>• training modules on recruitment and employment policy</li> <li>• review of HR policy and practice to ensure compliance with the provisions of the Equality Act 2010</li> <li>• undertake analysis and evaluation from the modernising pay gender impact assessment</li> </ul>  |
| ER3 | <ul style="list-style-type: none"> <li>• review targets once baseline population data is updated with new census information</li> <li>• review and implement new recruitment and employment policy</li> <li>• training and awareness of those involved in recruitment and retention</li> </ul>  |

|     |  |
|-----|--|
|     | <ul style="list-style-type: none"> <li>• explore approaches and issues surrounding barriers to employment with representative groups such as Stonewall, ECAS, ELREC</li> <li>• development of a 'reasonable adjustment toolkit' with detailed guidance for managers about recruitment and retention of disabled employees</li> </ul>   |
| ER4 | <ul style="list-style-type: none"> <li>• review of current data collection systems; identification of gaps and ways to address this</li> <li>• develop a single Council approach to equality profile questions for all community engagement exercises</li> <li>• ensure client profile analysis is used to inform impact assessment and service planning</li> <li>• update data bases with new Census information</li> </ul>   |
| ER5 | <ul style="list-style-type: none"> <li>• engage with heads of services and Edinburgh Partnership to ensure a consistent approach to delivering information in an accessible form across the Council where lessons learned, best practice is shared including ensuring equality profile questions are included to enable responses to be recorded against the protected characteristics to allow analysis to be informed by a knowledge of the groups/individuals who have responded; using all means of communication available and not relying on digital communications; ensuring location and timing of meetings meets the needs of the community</li> <li>• as part of the Public Sector Improvement Framework (PSIF) develop protocols, criteria, best practice examples on inclusive communication</li> <li>• training for Health and Social Care staff on inclusive communication to be delivered from NHSL speech and language therapy</li> <li>• ensure all service area self assessments to include an element in inclusive communications support needs</li> <li>• ACFAA events, Scottish Older People's Assembly, Checkpoint Group for Older People used to hear the voice and opinions of older people</li> <li>• Collaborative Enquiry Process work with staff to ensure voice and opinions of older people across the protected characteristics influence major service change such as: personalisation and self directed support</li> <li>• establish a Network to ensure the voice and opinions of the public, service users and carers is linked into and influences service change in relation to personalisation and self directed support</li> <li>• provision of parent/carer/service user information points in all libraries</li> <li>• information events for older people at community level</li> <li>• information events and activities targeted at Gay, Lesbian and transgender people through Your Edinburgh</li> <li>• information about adult care social services available at a wide range of service points across the City and including NHS services</li> </ul> |

## **Council Strategic Outcome: Edinburgh’s children and young people enjoy their childhood and fulfil their potential**

### **What the evidence tells us**

Since 2008 Edinburgh’s period of significant economic growth has slowed with levels of unemployment doubling. Youth unemployment is of particular concern as prolonged periods of unemployment are known to have a lasting negative impact on future work patterns for those affected. The rate of positive destinations overall for Edinburgh Council school children is improving and to maintain and advance by helping young people into sustained work, education, volunteering or self employment is a key priority for the Council and reflected in a range of initiatives in schools and the decision to offer placements and apprenticeships to young people through the Edinburgh Guarantee and ‘activity agreement’ for vulnerable young people.

Confidence and self esteem play a key role in helping children to achieve their potential. Pupil surveys tell us that the school experience for children in the City with a disability is not as good as for other pupils. Findings from research by Stonewall Scotland (2012) tells us that more than half of lesbian, gay and bisexual young people experience homophobic bullying behaviour in Scotland’s Schools. We are working to ensure these issues which affect pupils’ ability to achieve their potential are addressed at an early stage. The Council plays a key role in the lives of children in its care. We know that learning outcomes and sustained positive destinations for this group are low. EHRC research tells us that half of young people in Scottish prisons have been in care despite them representing just 1% of all Scottish children. Approximately 19.4% of children in the City are living in poverty and can become caught in a cycle of deprivation and low aspiration. Outcomes ER6-ER11 relate directly to children and young people however, most of the other outcomes also have a link to life experiences for children.

| <b>Ref</b>  | <b>What we are trying to achieve<br/>(equality outcome)</b>  | <b>How will we know<br/>(measures)</b>   | <b>Outcome<br/>Lead</b> | <b>Protected<br/>Character</b> | <b>Rights</b> | <b>General<br/>Duty</b> |
|-------------|--|--|-------------------------|--------------------------------|---------------|-------------------------|
| ER6<br>(ED) | There is a proportionate number of sustained positive destinations for young people across the protected characteristics | <ul style="list-style-type: none"> <li>• monitor the number of young people with a Health Factor/Additional Support Need, leaving care; from BME groups achieving positive sustained destinations</li> <li>• % young people involved in activity agreements</li> <li>• number of apprenticeships across the city monitored by protected characteristic</li> <li>• number of placements within the Council monitored by protected characteristic</li> </ul> | C&F<br>C&F<br>Econ Dev  | A; S; D; R<br>Care Leaver      | 5, 7,<br>10   | Advancing               |
| ER7<br>(ED) | All pupils are achieving their potential regardless of their sex, race, disability or looked-after status                | <ul style="list-style-type: none"> <li>• new measures or standardised tests for schools to be introduced from curriculum for excellence in 2013</li> </ul>   | C&F                     | R,D,S, A,<br>care leaver       | 5, 9, 7, 10   | Advancing               |

|              |  |   |     |   |                |  |
|--------------|--|---|-----|---|----------------|--|
| ER8<br>(ED)  | Supporting children and young people's mental health and wellbeing is part of their pathways planning                | <ul style="list-style-type: none"> <li>pupils have undertaken Pupil Wellbeing Questionnaire or HMIE Pupil Survey</li> <li>schools support parents and carers to access growing Confidence training sessions</li> </ul>  | C&F | A, D  | 2, 5, 8, 9, 10 | Advancing                                      |
| ER9<br>(ED)  | Improve parenting confidence and ability by increasing access and engagement with parenting programmes               | <ul style="list-style-type: none"> <li>number of parents/carers participating in parenting programmes</li> <li>breakdown of participation by race, disability, sex and socio-economic status (current evidence gap being addressed)</li> </ul>  | C&F | All<br>A, R, D, S                               | 5, 7, 10       | Promoting                                      |
| ER10<br>(ED) | The school and life experience for children with a disability is improved.   | <ul style="list-style-type: none"> <li>evidence from pupils self evaluation surveys</li> <li>respite care levels and respite care service user feedback</li> </ul>  | C&F | A, D  | 3, 5, 9, 10    | Eliminating,<br>Fostering<br>good<br>relations |
| ER11<br>(ED) | There is an improved percentage of children in Council schools who say their school is good at dealing with bullying | <ul style="list-style-type: none"> <li>incidences of bullying linked to race, religion or belief; sexual orientation, disability; gender and transgender</li> <li>monitoring progress of all school anti bullying/equality policies</li> <li>placing on Stonewall Equality Index</li> <li>evaluation by Stonewall</li> </ul>  | C&F | All   | 3, 5, 9, 10    | Eliminating<br>Fostering<br>good<br>relations  |
| ER12<br>(ED) | Other achievement of children with protected characteristics are recognised  | <ul style="list-style-type: none"> <li>Community Learning and Development participation in youth work recorded in new database (monitoring measure)</li> </ul>  | C&F | A, R,D,S  | 2, 5, 9,10     | Advancing                                      |
| ER13<br>(ED) | Children's outcomes and life chances are not undermined by poverty   | <ul style="list-style-type: none"> <li>% children attending breakfast clubs and % primary schools involved, funded or sponsored for breakfast clubs</li> <li>% secondary schools involved, funded or sponsored for breakfast clubs</li> <li>% children attending breakfast clubs broken down by sex, race, disability and free school meal entitlement</li> <li>% schools with high FSM entitlement</li> <li>number of positive action schools</li> <li>% children in Positive action schools participating in NHS Child health Weight programme</li> </ul> | C&F | A, S. R &<br>Free school<br>meal<br>entitlement | 2, 6, 8        | Advancing                                      |

| Ref          | Mainstreaming Action  |
|--------------|---|
| ER6<br>(ED)  | <ul style="list-style-type: none"> <li>investment in employability programmes to complement national services by targeting gaps, bottlenecks or boosting capacity in regeneration areas</li> <li>continue to provide or source apprenticeships, employment or training opportunities and ensure school leavers are well informed of labour market opportunities through initiatives such as the Edinburgh Guarantee, Inspiring Young people Programme, JET programme with schools</li> <li>integration of the employability service and refocusing to improve targeting and impact.</li> <li>positive destinations development programme to improve self awareness, confidence and life choices through sport and activity initiatives</li> <li>Corporate Parenting Plan – implementation of a range of actions to ensure the transition into a positive destination for all looked after children and young</li> </ul> |
| ER7<br>(ED)  | <ul style="list-style-type: none"> <li>this is a monitoring measures for specific year groups - action will be taken tailored to resolve any specific issues arising</li> </ul>   |
| ER8<br>(ED)  | <ul style="list-style-type: none"> <li>undertake Pupil wellbeing Questionnaire or HMIE Pupil Survey</li> <li>provide support to parents to enable access to Growing Confidence training sessions</li> <li>Corporate Parenting Action Plan – implementation of a range of actions to ensure that looked-after children and young people benefit from access to a range of services designed to meet their emotional, mental and physical health needs</li> </ul>   |
| ER9<br>(ED)  | <ul style="list-style-type: none"> <li>run programmes (e.g. Sure Start, Parents Early Education Partnership, The Incredible Years and Teen Positive Parenting Programme, Raising Children with Confidence) with parents to improve parenting confidence and ability</li> <li>establish data systems to capture participation by protected characteristics</li> </ul>  |
| ER10<br>(ED) | <ul style="list-style-type: none"> <li>anti bullying resources provided to all schools</li> <li>anti bullying week in all primary and secondary schools</li> <li>analysis of pupil surveys</li> <li>provide Education Scotland checklist on Promoting Equality and Diversity to all schools to measure performance</li> </ul>   |
| ER11<br>(ED) | <ul style="list-style-type: none"> <li>provision of advice, guidance and resources to schools</li> <li>complete and launch new equality and anti bullying procedures for nurseries and residential units</li> <li>develop an updated resource for schools on different cultures with supporting guidance on issues of child protection, school attendance, participation in PE and the use of interpreters and translators</li> <li>fulfil all the requirements of being a Stonewall Education Champion</li> </ul>  |
| ER12<br>(ED) | <ul style="list-style-type: none"> <li>this is a monitoring measure – Revised data base to record participate and participant levels broken down by protected characteristics</li> <li>improve awareness on the location of Community Centres are located and what activities/events they offer and explore the use of social media such as Facebook, Google and Twitter for the promotion of Community Centre activities</li> <li>increase the number of events/activities which bring all users together</li> </ul>   |
| ER13         | <ul style="list-style-type: none"> <li>10 Positive Action schools (2,200 children) to participate in the NHS Child Healthy Weight Programme in 2013/14 and additional Active Schools Activity to improve healthier choices surrounding food, health, nutrition and physical activity</li> <li>establishment of poverty and inequality theme group to explore issues and determine actions</li> </ul>  |

## **Council Strategic Outcome: Health and wellbeing are improved in Edinburgh and there is a high quality of care and protection in place for those who need it**

### **What the evidence tells us**

Major change has a huge impact on those who are more vulnerable and those with additional care and support needs. Worry and anxiety over change can result in a loss of confidence and a lowering of self esteem. Outcomes ER12-14 relate to areas where there is likely to be significant change for individuals. Welfare Reform changes will impact upon a large number of Edinburgh residents. A report to Policy and Strategy committee (22.01.13) states that in Edinburgh there are approximately 123,000 receiving welfare benefits, 23,000 existing Disability Living Allowance recipients who will have to be re-assessed for Personal Independence Payments and around 9,000 housing benefit claimants will move to universal credit by 2017. At the same time, the Council is in the process of introducing new approaches to the delivery of care through Personalisation and Self Directed Support which aim to provide more choices and more tailored packages of care to support improved independent living. This represents a significant change in the way in which care is provided and funded. Service users have told us about their concerns and what needs to be in place to help them through this process. The outcomes have been developed to help ensure that the impact of these changes is monitored for equality groups and that there are adequate safeguarding alerts, support networks, advice and guidance in place. Evidence from service user engagement tells us that social isolation is a key factor affecting health and the quality of peoples' lives. It is experienced by many people living in the City such as older people, those providing care or receiving care, those with a learning or physical disability, those whose first language is not English or who are new to the city and refugees and asylum seekers. Equality Impact assessment work has told us, for example, that male carers are not engaging with existing carer support networks.

Service user data shows that in Edinburgh Gypsy Travellers are not accessing care and support services and across Scotland only 20% of Gypsy Traveller children regularly attend school. Outcome ER16 helps to monitor these and other issues experienced by this community.

| Ref  | What we are trying to achieve<br>(equality outcome)  | How will we know<br>(measures)  | Lead         | Protected Character | Rights          | General Duty             |
|------|--|---|--------------|---------------------|-----------------|--------------------------|
| ER14 | The impact of Welfare Reform change is monitored and vulnerable clients are supported  | <ul style="list-style-type: none"> <li>• levels of rent arrears</li> <li>• surveys of customer satisfaction with advice and advocacy services</li> <li>• monitor those in re-registration of accommodation (mental health, care homes) – numbers/financial impact</li> <li>• progress and evaluation of NHS/Council joint work</li> <li>• robust safeguarding alerts built into processes to ensure we are aware of any service user protection issues</li> <li>• number of service user protection incidences arising from changes to the benefits</li> </ul>  | H&SC/<br>CG  | across all          | 2,6,9 & 10      | advancing                |
| ER15 | People receive personalised services which improve the possibility to remain in their own home for longer through increased or maintained independence   | <ul style="list-style-type: none"> <li>• wider range of preventative services available</li> <li>• voluntary sector supported to provide and develop innovative services such as through the Change Fund for older people</li> <li>• number of crisis admissions to bed based care</li> <li>• evidence of robust safeguarding alerts built into new processes to ensure service user protection</li> <li>• number of service user protection issues arising from changes to the way service is delivered</li> </ul>   | H&SC/<br>C&F | across all          |                 | advancing                |
| ER16 | There are good advice and guidance networks in place in relation to self directed support to ensure vulnerable clients maintain the right to choice over their care whilst minimising risk and maintaining the right to safety | <ul style="list-style-type: none"> <li>• number of people receiving direct payment per 10,000 population</li> <li>• online service directory developed and promoted to provide information on preventative services</li> <li>• spend per head of population</li> <li>• levels of support provided internally and through Lothian Centre for Inclusive Living and Funding Independence Team Advice Line</li> <li>• evidence of robust safeguarding alerts built into new processes to ensure were are made aware of any service user protection issues</li> <li>• number of service user protection issues arising from changes to the way service is delivered</li> <li>• launch of a public protection awareness campaign to address child and adult protection issues including domestic violence and violence against women</li> </ul> | H&SC/<br>C&F | across all          | 2; 6; 8; 9 & 10 | advancing<br>eliminating |
| ER17 | There is an improved quality of life for people across all protected   | <ul style="list-style-type: none"> <li>• numbers accessing 'Community Connected' project</li> <li>• number of referrals to third sector befriending, day activities,</li> </ul>   | H&SC/        | Across all          |                 | advancing                |

|      |  |  |     |      |                      |                                       |
|------|--|--|-----|------|----------------------|---------------------------------------|
|      | characteristics through reduction in social isolation                                    | <ul style="list-style-type: none"> <li>mentoring and buddying, grants and other initiatives</li> <li>day care/day centre feedback and attendance figures for day centres, clubs</li> <li>analysis of qualitative feedback from client surveys, consultation/engagement, CIB, carer groups and staff through libraries, neighbourhood offices and targeted initiatives such as 'Get up and Go'</li> <li>measurement of impact of volunteering strategy on health and wellbeing of isolated vulnerable groups (Volunteering strategy Action plan Nov 2012)</li> <li>evaluation of feedback and level of participation of older people through ACFAA Advisory group events, Scottish Older People's Assembly, Checkpoint group for Older People</li> <li>attendance male carers at carer support network meeting compared to known figures</li> </ul> | SfC |      |                      |                                       |
| ER18 | the rights, health and wellbeing of the Gypsy Traveller community are understood and met | <ul style="list-style-type: none"> <li>number of Roma Gypsy Traveller awareness sessions for staff</li> <li>progress on actions arising from meetings of Gypsy Traveller Strategic Development Group, Gypsy Traveller Site Advisory Group and Roma Strategic Development Group</li> <li>completion of web based information site and number of hits on the site</li> </ul>   | SfC | R, A | 2, 3, 5, 6, 8, 9, 10 | eliminating<br>advancing<br>fostering |

| Ref  | Mainstreaming Action   |
|------|--|
| ER14 | <ul style="list-style-type: none"> <li>establish a welfare reform programme led by the Corporate Programme office to deliver the changes to mitigate impacts</li> <li>deliver a mitigation plan setting out how the Council will deal with specific impacts of welfare reform including discretionary Housing Allowance; revised approaches to HMOs and shared accommodation; priorities for Community Support Fund and integration with other Council services for vulnerable people; housing allocations and new developments ; advice and advocacy services; options for protecting the flow of rental income for social landlords; council tax reduction scheme;</li> <li>regular updates to be provided to the Policy &amp; Strategy Committee which will retain oversight of this issue</li> <li>NHS/CEC joint action on health care issues</li> </ul> |
| ER15 | <ul style="list-style-type: none"> <li>assist people to improve and maintain their independence, supporting them to live at home or in the community where possible</li> <li>develop effective personalised services</li> </ul>  |

|      |  |
|------|--|
| ER16 | <ul style="list-style-type: none"> <li>• develop and extend 'Community Connected' and other similar projects linking volunteers to those in need</li> <li>• explore scope for introducing brokerage arrangements through the Personalisation Programme to introduce more detailed, interactive and ongoing support for individuals who chose direct payment options</li> <li>• maintain services for most vulnerable people whilst addressing financial challenges</li> </ul>  |
| ER17 | <ul style="list-style-type: none"> <li>• Volunteering Strategy action – H&amp;SC to work in partnership with NHS to ensure volunteering is a key component in the reshaping of services to older people to ensure volunteering enhances the service and that older people are better connected in their communities</li> <li>• improve information delivery through the housebound and library link service</li> <li>• implementation of "Read Aloud" programme</li> <li>• digital inclusion through the new learner led "Learn IT Lab" sessions in Muirhouse</li> <li>• promotion of services and activities for older people through 'Get up and Go' initiative – including transport to libraries</li> <li>• introduction of support technology to local libraries to improve access for people with visual impairment</li> <li>• maintain and develop the Librairies4U programme and Library2go 24/7 service to encourage teenage and equality group access and participation</li> <li>• continue to maintain and develop library book stock in key community languages to encourage wider access</li> <li>• development of Edinburgh outdoor Website and App to ensure suitable for people with visible impairment and includes relevant information about accessibility, disabled parking, seating and toilets</li> <li>• delivery of programmes of sports activities for children and young people with disabilities and LAAC C&amp;YP, e.g. nursery and disability swim programme, specialist training for swim teachers; HHEAPS learning disability tennis lessons; High Flyers; Active Lives</li> <li>• action to ensure - male carers are aware of and integrated into the carer support networks (talk to H&amp;SC contact re action in carer strategy)</li> </ul> |
| ER18 | <ul style="list-style-type: none"> <li>• Gypsy Traveller Strategic Development Group established to ensure implementation of recommendations of the Scottish Parliaments enquiry into Scottish Gypsy Travellers focusing on children's services, health services, accommodation and web based information site</li> <li>• Identification of the needs of those residing in and supportive management of unauthorised encampments</li> <li>• provide support in schools to Gypsy Traveller and Roma children through the Family Solutions service in liaison with the Hospital and Outreach Teaching service to provide</li> <li>• site inspections, site improvements, amenity block upgrades, children and adult learning development and delivery, community engagement and consultation event facilitation</li> <li>• rolling programme of Gypsy Traveller awareness sessions in offices and depots</li> <li>• Roma Strategic Development Group focusing on services for Roma children, health provision and impact of increased migration when A2 countries (Romania and Bulgaria) restrictions are lifted (2014)</li> </ul>   |

## **Council Strategic Outcome: Edinburgh is an excellent place in which to live, study, work, visit and invest**

### **What the evidence tells us**

For some groups in the community harassment is a common place experience. We know that, in the City, between January and September 2012 an average of 124 hate crimes were recorded per month, an increase on the previous monthly average of 99, possibly influenced by local media coverage of a serious hate crime incident. The majority of victims were targeted due to their race followed by sexual orientation and religion or belief. We know that many incidents go unrecorded. Feedback from people with learning and physical disabilities shows that some people are regularly suffering from verbal abuse and harassment, often near their homes, and are anxious and afraid. One of the main challenges is to increase confidence in reporting hate crime but this will only improve if we can demonstrate an effective response to this type of crime and move to a culture where hate crime behaviour is positively challenged.

Domestic abuse is widespread and happens on a daily basis. Lothian and Borders Police report approximately 5500 incidents per year in Edinburgh, which equates to 3.7% of all local crime. Given known under-reporting, incidence is likely to be much higher. We know that levels of domestic abuse amongst young people aged 16-18 is rising. Every year in Edinburgh, the police report 3000 children to Social Care Direct on the grounds of domestic abuse, and it is estimated that there are 100,000 children in Scotland living with domestic abuse. There is no definitive data to show the extent of female genital mutilation (FGM) in Edinburgh, however, there is growth in the communities that practice this. It is, therefore, likely that there will be a high percentage of women from these communities who have suffered FGM and there may be children at risk of suffering it. Local organisations report a growing number of cases and a waiting list for counselling and support.

Feedback from surveys tells us that one of the key priorities for people is access to good quality, affordable homes in a safe neighbourhood. The ageing population presents challenges for the provision of suitable housing and Scottish Government figures show that 52,000 households in Edinburgh report at least one member of the household with a long term illness or disability. Those between 16 and 24 years old account for 32% of homeless presentations and the number of housing advice and assessment contacts is increasing. Whilst the number of applicants for social housing with a learning disability reduced from 8% in 2004 to 4% in 2010 there remains a need to provide suitable accommodation which helps people to live independently. Over 22% of households are living in fuel poverty. Most affordable new build homes are built to a more general accessible standard but new build accounts for less than 1% of total stock each year.

Community transport services have a significant positive impact on the lives of some of the city's most vulnerable and least physically able people. They help to ensure independence and improved quality of life by allowing greater participation in the wider community and access to services. Data tells us that the services fund around 223,000 trips a year which would otherwise not have been possible on conventional public transport.

| Ref  | What we are trying to achieve<br>(equality outcome)   | How will we know<br>(measures)   | Lead              | Protected Character | Rights         | General Duty             |
|------|---|--|-------------------|---------------------|----------------|--------------------------|
| ER19 | Individuals and communities in the City who are vulnerable to, or victims of, hate crime feel safe and secure.                            | <ul style="list-style-type: none"> <li>• annual hate crime reporting rates/1000 population</li> <li>• % total reported hate crimes/incidents per annum /reporting sites</li> <li>• analysis from review of city wide services external to CEC</li> <li>• % hate crime offenders who do not re-offend with regard to hate crime offences</li> <li>• successful delivery of packages to address hate crime behaviour within youth justice and adult criminal justice services</li> <li>• % positive outcomes for perpetrators from restorative justice</li> <li>• % positive outcomes for perpetrators from SCRA interventions</li> <li>• numbers of staff receiving training sessions on positively challenging hate crime</li> <li>• % responses to biennial survey of vulnerability to hate crime showing experience or fear of hate crime</li> <li>• perceptions of safety in home – disaggregated resident survey data</li> <li>• perceptions of safety in neighbourhood at night – disaggregated resident survey data</li> <li>• % positive responses that community is safe place to live - Annual People Survey</li> <li>• % positive responses that people from diverse backgrounds get on well together – Annual people Survey</li> <li>• changes in attitudes to discrimination and positive action – Scottish social Attitudes survey</li> <li>• % street light repairs completed within 7 days % replaced with more effective and energy efficient white light</li> </ul> | SfC/Police        | All                 | 1, 2, 3, 9, 10 | eliminating<br>fostering |
|      |   |  | SfC/Police        | All                 | 1, 2, 3, 9, 10 | eliminating<br>fostering |
| ER20 | Children and adults vulnerable to, and survivors of, domestic abuse feel safe, have access to appropriate support and advice networks and | <ul style="list-style-type: none"> <li>• numbers reporting incidents of domestic abuse</li> <li>• number of reported incidents of forced marriage</li> <li>• number of incidences of domestic abuse where children are involved.</li> <li>• outcomes from the establishment of the multi-agency care</li> </ul>  | SfC with H&SC/C&F | S, R, A, RB         | 1, 2, 3        | eliminating              |

|      |  |   |     |         |             |           |
|------|--|---|-----|---------|-------------|-----------|
|      | feel confident in reporting issues of domestic abuse and forced marriage   | <p>pathway for children and young people affected by domestic abuse</p> <ul style="list-style-type: none"> <li>• achievement of co-ordinated and safe community responses from service providers for children and young people affected by domestic abuse</li> <li>• feedback from the implementation of a joint inter-agency protocol on female genital mutilation and numbers accessing support and counselling services</li> <li>• analysis of feedback from victims of domestic abuse</li> </ul>  |     |         |             |           |
| ER21 | People can live in a home they can afford that meets their needs   | <ul style="list-style-type: none"> <li>• % of advice cases that do not go on to present as homeless</li> <li>• average amount of time spent in temporary accommodation</li> <li>• % of homeless people provided with permanent accommodation</li> <li>• number of accessible home completions</li> <li>• numbers on waiting list for accessible homes</li> <li>• increase % of all homeless assessment cases</li> <li>• % of households in Edinburgh who are fuel poor</li> <li>• % houses/ flats within walking distance of good play/green space</li> <li>• success measures from the implementation of a range of actions to ensure that looked after children and young people are supported into good quality, safe and affordable accommodation</li> </ul>  | SfC | All     | 2, 6, 8     | advancing |
| ER22 | There are accessible and inclusive transport systems ensuring people feel safe using the City's public transport, road, footway and cycle networks | <ul style="list-style-type: none"> <li>• community transport usage patterns and volume of unmet need</li> <li>• customer satisfaction levels with community transport service</li> <li>• no of road incidents resulting in fatality or serious injury (and number of children involved)</li> <li>• % accidents at sites following introduction of AIP (Road Safety Assessments)</li> <li>• % satisfaction with access by public transport</li> <li>• % feeling safe when travelling by bus/train in evenings</li> <li>• % buses with low floor and % bus stops with low-floor Clearway markings</li> <li>• % Handicabs dial a bus/ ride refusals</li> <li>• number of 20mph zones outside secondary and primary schools</li> <li>• number of 'keep clear' markings at schools made enforceable</li> <li>• % street light repairs completed within 7 days and % street lights replaced with more effective and energy efficient white light</li> </ul> | SfC | A, D, S | 6, 7, 8, 10 |           |

| Ref  | Mainstreaming Action   |
|------|--|
| ER19 | <ul style="list-style-type: none"> <li>• 6 monthly hate crime analytical report for HCSDG and regular monitoring reports for Local Police Committee</li> <li>• audit of third sector work on tackling hate crime</li> <li>• Police led training initiative for staff, teachers and children targeting Primary Schools</li> <li>• delivery of a programme of training sessions for staff on positively challenging hate crime; and specific initiatives designed to improve awareness and understanding of hate crime in communities</li> <li>• safer Neighbourhood Teams to collect information about hate crime issues from KINS</li> <li>• evaluation hate crime information from NHS Injury Surveillance Unit</li> <li>• encourage improvements in quality of data collected from children and young people about hate crime and bullying</li> <li>• analyse and make use of findings from partner organisation, EHRC and Scottish Government research on hate crime</li> <li>• review HCSDG terms of reference, membership and structure – CEC to maintain administrative support; CEC &amp; LBP to provide policy support;</li> <li>• Neighbourhood Managers and members to play key role in progressing HCSDG actions</li> <li>• LBP to establish new Hate Crime Operational Group to improve police monitoring, practice and evaluation</li> <li>• delivery of discussion and training days for HCSDG and other strategic and operational partners</li> <li>• hate crime included and discussed as a regular item on Councils Corporate Equality and Rights Management Team</li> <li>• EVOC review of third sector services related to hate crime and Lothian &amp; Borders Police review of remote reporting sites</li> <li>• partnership with Nil by Mouth to tackle sectarianism through joint delivery of awareness raising sessions across council offices and depots and joint hosting of a national event</li> <li>• research into the experiences of the Polish and Italian communities in the city - positive contribution to Scottish life, experience of prejudice and how the communities are perceived</li> <li>• bi annual survey of experiences and perceptions of community of their safety and vulnerability to hate crime (completed by Edinburgh &amp; Lothian's Regional Equality Council</li> <li>• safeguarding alerts - robust systems in place so residents in institutions can be confident when reporting harassment that they will be treated sensitively</li> <li>• evaluation pupils' satisfaction about how well their school deals with bullying and prejudice</li> <li>• removal offensive graffiti/fly posting</li> <li>• street lighting and programme of replacement of City street lights with brighter and clearer, more energy efficient, white lights</li> </ul> |
| ER20 | <ul style="list-style-type: none"> <li>• development of a multi-agency care pathway for children and young people affected by domestic abuse leading to a coordinated and safe community response from service providers</li> <li>• agree a revised 5 year Action Plan 2013-1018 following the review of the Violence Against Women Strategy and improve data and evidence base</li> <li>• develop an FGM inter-agency protocol for Edinburgh, led by Violence Against Women Partnership and ongoing work explore complexities of FGM and</li> </ul>   |

|      |   |
|------|---|
|      | <p>identify key issues to be addressed</p> <ul style="list-style-type: none"> <li>• lead officer for domestic abuse to map all work and positive initiatives in relation to domestic violence that exist, help to identify gaps in provision and policies, and begin a process of better integration and service design</li> <li>• organise multi-agency risk assessment conferences for victims of domestic abuse who are at high risk of further harm or abuse. Six month pilot will begin early 2013 in the South and East of Edinburgh leading to the roll out of the service across the City. This involves close working with Women's Aid.</li> <li>• delivery of a programme of awareness raising initiatives covering domestic abuse, childhood sexual abuse and forced marriage</li> <li>• A rolling programme of road shows in offices and depots for Council staff on the Council's domestic abuse policy</li> </ul>   |
| ER21 | <ul style="list-style-type: none"> <li>• City Housing Strategy 2012-2017 - implementation through delivery plan in partnership with other service areas and key partners</li> <li>• Homelessness Prevention Commissioning Plan 2011-2016 – implementation of the detailed actions linked to prevention of homelessness, minimisation of time spent in temporary accommodation, minimise the time spent in crisis and help people to develop the skills they need to become independent and avoid recurrence of homelessness</li> <li>• provision of homes built to “Housing for Varying Needs” standards of accessibility; homes for older people; adaptations provision considers the long term needs of the tenant</li> <li>• Telecare packages – annual installation of systems to meet demand</li> <li>• improve information and advice on housing options to help prevent homelessness</li> <li>• Visiting Housing Support – the continued provision of this service to ensure support is provided at the right time and to people with multiple needs through to help prevent homelessness and improve mental health - delivered through the Cyrenians and local neighbourhood offices</li> <li>• Establish an advisory group with partners and older people to consider older people's housing issues and ensure appropriate choices can be made</li> <li>• To support the Edinburgh Learning Disabilities Plan further consideration of funding options for build costs to increase support for people with learning disabilities together with further research on need for supported accommodation and the use of technology when planning supported housing</li> </ul> |
| ER22 | <ul style="list-style-type: none"> <li>• create 'walkable' and 'cyclable' neighbourhoods through construction of a minimum of 4 20mph zones; design and implement an area wide 20mph zone in South Edinburgh; promotional campaign to improve compliance and Speed limit review to be undertaken for A and B roads</li> <li>• complete the introduction of 20mph speed limits outside all primary and secondary schools</li> <li>• introduce low-floor access Clearway markings at all public transport interchanges in the city</li> <li>• new buses to have 'low floor' capability</li> <li>• improved partnership working with voluntary sector and other partners to improve demand responsive transport</li> <li>• improve quality and availability of public transport information for older people and those with a visual impairment</li> </ul>   |

## Council Strategic Outcome: Edinburgh's Economy Delivers increased investment, jobs and opportunities for all

### What the evidence tells us

Despite being relatively resilient and successful Edinburgh's economy faces some serious challenges. Unemployment is rising with the demand for jobs projected to grow at up to twice the rate of supply. This will have a significant impact on those people who are within the priority groups. Unemployment and in work poverty play a major role in creating inequality. Council services must ensure that all citizens have the opportunity to share in the City's success and help to remove barriers to employment for the priority groups. During 2011 the Employability and Skills team supported 1526 people burdened with a range of barriers to employment and we know that those with a disability, those from BME groups, young people leaving care experience significantly lower sustained positive outcomes.

| Ref  | What we are trying to achieve<br>(equality outcome)   | How will we know<br>(measures)  | Lead     | Protected<br>Character | Rights | General<br>Duty |
|------|---|---|----------|------------------------|--------|-----------------|
| ER23 | Across the protected characteristics people are able to access job opportunities in Edinburgh   | <ul style="list-style-type: none"> <li>number of employability service clients supported into work/ learning</li> <li>% sustained positive destinations for the above group</li> <li>number of work aged disabled people receiving benefit</li> <li>number of young people who are hopeful of going to a positive destination by race, gender and additional support needs</li> <li>claimants under 25 in receipt of out of work benefits/ % of all residents aged 16-24</li> </ul> | Econ Dev | All<br><br>R,G,D       | 7, 10  | advancing       |
| Ref  | Mainstreaming Action  |   |          |                        |        |                 |
| ER23 | <ul style="list-style-type: none"> <li>targeting investment to ensure young people make the transition into sustained work, education , volunteering or self-employment</li> <li>support to newly unemployed or those in danger of becoming unemployed to re-enter the workforce</li> <li>support to disabled people (complementing the national "Work Choices" Programme) providing job-focused childcare support, establishing employability hubs to support regeneration, and undertaking preventative action</li> <li>helping those in low paid work to progress to reduce in-work poverty</li> <li>reduce barriers to employment through "Get On" Gateway bringing together various methods through which people access employment services such as integrated services centres; ongoing support beyond the point of employment; working with employers to identify jobs; "community benefits" in procurement</li> </ul> |   |          |                        |        |                 |