



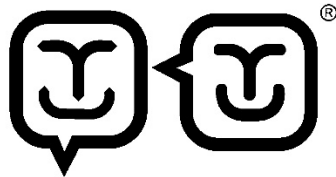
EQUAL EDINBURGH

**Equality, Diversity and
Inclusion Framework 2026-30
The City of Edinburgh Council**



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HAPPY TO TRANSLATE

Please contact Interpretation and Translation Service on its@edinburgh.gov.uk quoting reference: 26 - 0165

1 Foreword



FOREWORD by Council Leader

Equal Edinburgh celebrates the diversity of our capital city, from the vibrant cultural festivals to the thriving neighbourhoods and strong communities made up of people with different life experiences. Edinburgh's cultural history demonstrates the need for continued inclusion and equity.

In every corner of our city, people bring their traditions and backgrounds together to enrich the shared story of who we are—and who we can become.

We describe here how our new Equality, Diversity and Inclusion (EDI) Framework will shape a Council that is open, prevention-led and truly reflective of the people it serves.

As we launch our new Equality, Diversity and Inclusion framework Equal Edinburgh; our goal is clear: to deliver services that are both engaging and easy to access, ensuring that every individual can access and benefit from Council support with dignity and confidence.

Equal Edinburgh will help us to continue to understand the needs of the people we serve, what support they need, and how best to provide it in a sustainable way.

Councillor Jane Meagher

Leader of the City of Edinburgh Council



FOREWORD by Chief Executive

The ambitions of **Equal Edinburgh** are at the heart of our Council Business Plan and our citywide Local Outcomes Improvement Plan, recognising that we need to think and work differently to support our communities across the city.

Our plan acknowledges that we need to focus on supporting people in their communities and tackle inequality as a major part of the way we work.

The diversity of our people is to be celebrated and whether you live, visit, work or study in our great city you will always be welcome.

We must:

- ensure people can live well locally by providing easy to access support from within communities
- shift our culture towards continuously learning about people's needs and providing services that are agile and responsive
- seek out opportunities that keep us responsive to changing times

Adopting smart prevention strategies and reducing inequality requires us to transform how we deliver services – to reflect the growing and changing needs of communities across Edinburgh.

We believe that promoting our behaviours of having respect, embedding integrity and being flexible in everything we do as an organisation will make a positive difference to the lives of the people we serve.

We know that when organisations take a prevention-led approach, identifying barriers early and investing in inclusive solutions, we improve people's lives.

Paul Lawrence

Chief Executive of the City of Edinburgh Council

2 Edinburgh – A Diverse City

Over the last 15 years, the population of the city has continued to grow faster than Scotland as a whole and the evidence shows that the people and communities are becoming more diverse.

514,570

people in Edinburgh
8% up from 2011



51.6%
female



48.4%
male

A growing and ageing population

Under 16
14.6%



15% in 2011

16 to 64
69.3%



71% in 2011

Over 64
16.0%



14% in 2011

- The **population** in Edinburgh **grew by 8%** from 2011. Scotland grew by 2.9%.
- The population **over 64 increased by 20%** from 2011. It now represents 16% of the population.
- The number of **births went down** from 5,560 in 2011 to 4,463

A rich and diverse city

38% of population are **married** or in a civil partnership



7% of population identify as **LGBTQ** and **0.8%** as **trans**

56% reports **No religion** (48% in 2011). Church of Scotland decreased by 11%.



85% of the population is **white** (92% in 2011). The second most common ethnicity is Asian, with almost 9% (6% in 2011).



87% of the population have **English** as their main **language** (same in 2011). 0.2% of the population has Gaelic, Scots or BSL as their main language (0.9% in 2011).

Supporting vulnerable groups

1,831 children are under **Corporate Parenting**



19.5% in Edinburgh have their day-to-day activities limited due to **disability** (16.1% in 2011)



Infographic detail

Over the last 15 years, the population of the city has continued to grow faster than Scotland as a whole and the evidence shows that the people and communities are becoming more diverse.

- 514,570 people in Edinburgh.
- 8% up from 2011
- 51.6% female
- 48.4% male

A growing and ageing population

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The population over 64 increased by 20% from 2011. It now represents 16% of the population.

The number of births went down from 5,560 in 2011 to 4,463.

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A rich and diverse city

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- 7% of population identify as LGBTQ and 0.8% as trans.
- 56% reports No religion (45% in 2011). Church of Scotland decreased by 11%.
- 85% of the population is white (92% in 2011). The second most common ethnicity is Asian, with almost 9% (6% in 2011).
- 87% of the population have English as their main language (same in 2011). 0.2% of the population has Gaelic, Scots or BSL as their main language (0.9% in 2011).

Supporting vulnerable groups

- 1,831 children are under Corporate Parenting.
- 19.5% in Edinburgh have their day-to-day activities limited due to disability (16.1% in 2011).

Sources

- Number of births, [Births Time Series Data, 2024 - National Records of Scotland \(NRS\)](#)
- Corporate parenting, internal data, 2025
- Rest: [Home | Scotland's Census, 2022.](#)
- For more info, check [Appendix E.](#)

3 Our Legal Duties

Why community needs and duties matter for advancing equality in Edinburgh

Communities are protected by legal duties that ensure equal treatment of those with [protected characteristics](#) under the Equality Act 2010.

These include [Public Sector Equality Duty 2010](#) (the general duty) and [Scotland Specific Duties](#) (SSD).

As a 'Corporate Parent', we also consider those from care-experienced background to have the same protections as those from a protected group and they are equally considered throughout our work.

Equal Edinburgh ensures the Council puts communities first, by delivering on the three aims of the general duty to:

- put an end to [unlawful behaviour that is banned by the Equality Act 2010](#), including discrimination, harassment and victimisation.
- advance equal opportunities between people who have a protected characteristic and those who do not.
- foster good relations between people who have different protected characteristics.

By applying these legal duties to the following day-to-day operations alongside related national and local drivers, we maintain a clear and sustained focus on supporting communities:

- Community-led decision-making - by involving people with lived experience, we deliver better services and make better policies that tackle the barriers people face.
- Prevention-led approach - tackling the cause of poverty and inequality reduces long-term costs (social and financial) and builds stronger communities.
- Consistency and accountability - the duties set clear expectations and reporting cycles, so we stay on track and are transparent about our progress.
- Celebrating difference - recognising and protecting everyone regardless of their individual background or needs.
- Community Cohesion - strengthening relationships in local communities and promoting a sense of belonging.

For more information see [Appendix A](#).

4 Our Communities and Partners

With the help of our partners at the [Equality and Rights Network](#) (EaRN) we spoke directly with over 300 local people in 2024-2025 to find out what communities need us to do to deliver on our duties.

People have also told us what is important to them from other recent engagement such as on our budget priorities and from our wider consultation activities.

We have learned from people

- about the problems they face when they try to access or seek help from the Council
- how they want to feel safe and welcome in their community e.g. to feel a genuine sense of belonging
- that having local services nearer to them in their neighbourhoods is more helpful.

We could do better in several key areas, such as

- how we communicate the 'why' behind our decision making and our service delivery
- by engaging meaningfully with communities and ensuring a timely feedback loop on decision making
- operating and delivering accessible services to create safe and welcoming community spaces.
- using data to inform our approaches to service design, delivery, monitoring and evaluation in partnership with communities

Intersectionality

Communities highlighted the need for us to view people as individuals and not to define them by only their protected characteristic(s). All of us have [protected characteristics](#) and many of us have multiple characteristics that can impact us all differently; this is what is known as 'intersectionality'.

People have told us to take an intersectional approach towards matters of equality and take steps to improve access and engagement for all.

We must also be equipped and ready as an organisation to respond to issues affecting people within protected characteristic groups.

Communities need us to be an organisation that listens to them, understands their concerns and is supportive towards them.

Communities also told us about the importance of working with organisations that they trust and for us to work in partnership. To do this we will work with:

The Edinburgh Partnership

The [Edinburgh Partnership](#) is the community planning partnership for the city that brings public agencies (including the Council), the third and private sectors together with local communities to improve:

- the city
- its services
- and the lives of people who live and work here.

Community planning is about how public bodies work together, and with local communities, to design and deliver better services that make a real difference to people's lives, especially those who need the services most.

The vision of the Partnership is that:

‘Edinburgh is a thriving, connected, inspired and fair city, where all forms of poverty and inequality are reduced’

The [Edinburgh Partnership Local Outcome Improvement Plan \(LOIP\)](#) aims to tackle the underlying causes of poverty and inequality of outcome across three key priorities to ensure people have:

- enough money to live on
- access to work, learning or training opportunities
- a good place to live.

The Edinburgh Partnership is currently reviewing the LOIP to ensure that the actions we take together between now and the end of the current LOIP (March 2028) reflect current

needs, demographics, calls to action and resourcing. One of these actions is focused on establishing Neighbourhood Prevention Partnerships (NPPs) in five areas across the city.

The remit of NPPs will include working with communities as equal partners to better understand needs, improving access to services where and when people need them and working together to improve outcomes and reduce inequality at the local level.

The Equality and Rights Network

Since 2015, the [Equality and Rights Network \(EaRN\)](#) has brought together focused organisations and communities with the Council to tackle inequality and promote human rights in Edinburgh.

We will continue to work in partnership with EaRN to foster good relations, develop Council policies and practices and ensure the needs of communities are heard and kept central to future decision making.

“We are delighted to be working in partnership with the Council to deliver Equal Edinburgh over the next four years. Community voices are embedded throughout this plan, and we will ensure they are heard in its delivery.”

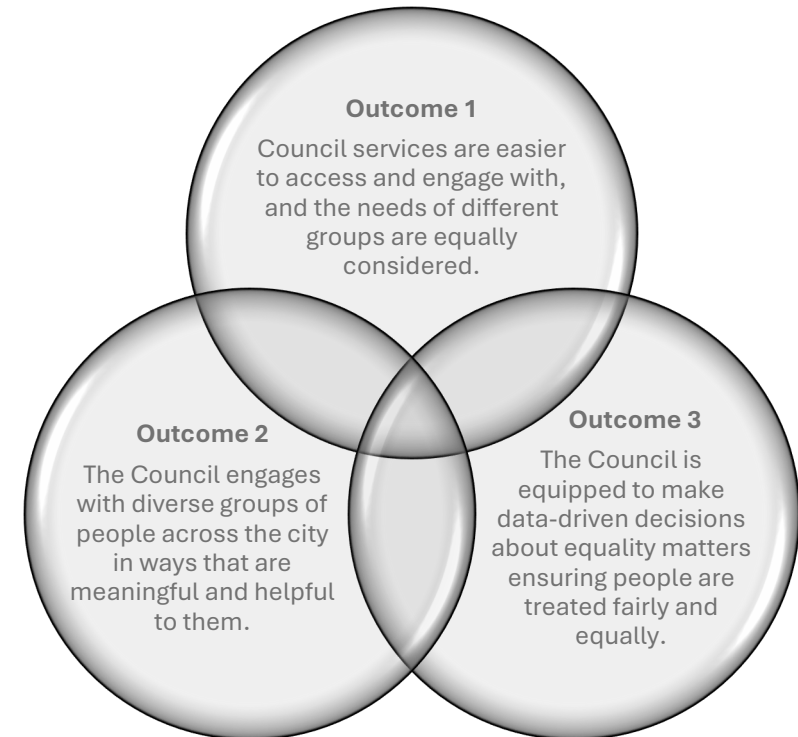
**Euan Hamilton, Equality and Rights Network
Development Worker**

5 Our Equality Outcomes

From listening to what communities have told us about our current service offer, we have developed three equality outcomes to guide meaningful change to people across the city.

Over the next four years we will ensure that:

- Council services are easier to access and engage with, and the needs of different groups are equally considered
- the Council engages with diverse groups of people across the city in ways that are meaningful and helpful to them
- the Council is equipped to make data-driven decisions about equality matters ensuring people are treated fairly and equally.



6 Delivery Plan

Outcome 1 - Engaging, easy-to-access services

People's needs will be central to how we operate and deliver services. To do this, we will review our systems, processes and operations in partnership with the Equality and Rights Network.

We will:

- keep improving inclusivity across our physical spaces like estates, street planning, and services
- explore the use of digital accessibility tools across our services
- make information about democracy, Council leadership and budgeting more accessible through inclusive communications
- better promote safe and inclusive community spaces and services across the city
- strengthen partnerships so community voices continue to be heard, building trust and reducing stigma.

Outcome 2 - Strengthening how we engage

Our hardest to reach communities will be able to engage with our services and exercise their democratic rights, in a way that meets their needs.

We will:

- review how we currently engage communities and take steps to ensure their voices are heard.

- improve our consultation and engagement practices by applying inclusive communication
- improve how we share community feedback across colleagues and partnerships to reduce repetitive consultation activity
- embed inclusive communication in decision-making and democratic processes
- continue to build on community empowerment through partnership working with the Equality and Rights Network
- strengthen our communication about the outcome of any decision made after community engagement.

Outcome 3 - Deepening our understanding

Communities will help us to shape and better understand why and how we collect information about them to deliver more meaningful services. This will improve the way we make decisions and how we monitor the impact of our services.

We will:

- keep improving how we collect equality and socioeconomic service user data across services
- listen to communities to understand and improve barriers to data disclosure
- explore inclusion and improve the customer experience by joining up customer records through citizen transformation

- improve colleague awareness of equalities to better support communities
- develop an Equalities Data Dashboard (for services) to inform future decision making.

These three outcomes are designed to work together to make our services more accessible for communities, our engagement more meaningful and our understanding of needs even stronger.

For more details, see [Appendix B](#).

7 Mainstreaming Equalities

As part of our duties to mainstream equalities, we consider the needs of communities across everything that we do as an organisation, as an employer and across our services.

People

We employ around 20,000 people who deliver a diverse range of essential services for our residents whilst also supporting our colleagues to keep our city running at its best.

Our current and future colleagues are our greatest strength, and our [People Strategy \(2024-27\)](#) sets out our ambitions for making the City of Edinburgh Council a place where people want to come to work, stay and grow their careers.

We want a workplace where everyone feels included and able to thrive. Our organisational culture is built on [Our Behaviours](#) of respect, integrity and flexibility for citizens, visitors and for each other.

Our colleague equality policy is informed by our [EDI Workforce Strategy](#) that explains how we will advance equality, diversity and inclusion and equip our colleagues to serve our community.

These strategies outline our vision for how we deliver the Business Plan through our people – attracting a talented and committed workforce who are passionate about what they do.

It is vital that all of our colleagues understand this vision and are ready to respond effectively to the diverse needs of the communities we serve.

Equal Edinburgh will support our colleagues in developing the skills and abilities to provide the highest standard of service to all the people of Edinburgh.

Services

We deliver over 700 different services across the city that help people to access the support they need, some of our key services that support communities include:

- Education and Children's Services
- Justice Social Work Services
- Employability Services
- Household Support and Advice
- Cultural Services
- Democratic Services

For further information see [Appendix C](#).

Integrated Impact Assessment

Community needs are considered when we review or propose new services, programmes or budgetary decisions through our [Integrated Impact Assessment](#) (IIA) process. This helps us to ensure that the impact of our decisions is considered through an intersectional lens.

Procurement

We fund many charities and businesses across the city to deliver services for us.

As part of this, we ensure that we embed and monitor ethical and sustainable procurement practices including Community Benefits, Community Wealth Building and Fair

Work to ensure these services are fair and promote good equality practices.

Regulatory Services

We regulate businesses, activities, and rentals across the city to ensure that they advance equality and promote accessibility and public safety whilst preventing disorder across the city.

Inclusive Communication

Our approach to inclusive communication means services are delivered in a flexible way that meets the needs of individuals. This means we consider not only written and spoken communication, but also the physical access to services and our spaces.

8 Governance

Equal Edinburgh ensures the needs of communities are at the very centre of how we deliver services. Communities told us they want to be kept informed of our progress with the delivery of this framework.

To keep track and continually evaluate our progress, a new EDI Programme Board and governance structure will support, monitor and manage our delivery plan.

This aligns with our new corporate governance structure, ensuring equality considerations are included across everything we do now and in the future.

Most importantly, our governance structure includes the voices of communities throughout every stage of monitoring via the Equality and Rights Network.

Additionally, we will utilise guidance from the [Scottish Government Toolkit](#) on mainstreaming equalities to help steer us through the monitoring process to ensure effectiveness in delivery.

For more details see [Appendix D](#).

Reporting

Under Scotland's Specific Equality Duties, we must report on the progress of our equality outcomes and mainstreaming activities as a Service Delivery Body, Employer and Education Authority as follows:

Service Delivery Body

The progress of our equality outcomes and wider mainstreaming activity will be reported to the Policy and

Sustainability Committee every two years in line with statutory requirements.

We have created an initial two-year delivery plan that will be reviewed and updated in 2028 to ensure that actions remain relevant to the needs of communities in the final two years of delivery.

Employer

Our workforce commitments are laid out in the Workforce Equality Diversity and Inclusion Strategy 2024 to 2028 and supported by published annual action plans.

Statutory reports are submitted to the Finance and Resources Committee covering:

- Equal Pay policy statement (every four years)
- Equal pay audit report (annual)
- Pay gap reports (annual).

Education Authority

Our Edinburgh Learns Board (ELB) works to make learning fair and welcoming for all pupils by supporting schools to follow our duties and to follow national plans such as Getting it Right for Every Child (GIRFEC).

The ELB Equality Diversity and Inclusion Action Plan progress report is submitted to the Education Children and Families Committee on an annual basis.

7 Appendices

A Policy and Strategy

B Delivery Plan

C Service information

D Governance diagrams

E Data Sources

F Acknowledgements

Appendix A – Policy and Strategy

The following national priorities set out clear actions to make Edinburgh fairer and more equal. Together, they help us to improve and create services that work for everyone by considering needs and removing barriers, protecting rights, supporting families and workers and strengthening local communities.

- [Hate Crime Strategy and Hate Crime and Public Order \(Scotland\) Act 2021](#)
- [Improving the Lives of Scotland's Gypsy/Travellers 2: Action Plan 2024–2026](#)
- [No-One Left Behind \(national employability strategy\)](#)
- [The Promise \(care-experienced children\)](#)
- [Trauma-informed practice: toolkit](#)
- [Violence Against Women and Girls \(VAWG\) / Equally Safe](#)
- [Community Empowerment \(Scotland\) Act 2015](#)
- [Community Wealth Building \(CWB\)](#)
- [Equality and Human Rights Mainstreaming: Scottish Government Toolkit \(2025\)](#)

In response to these national priorities, we have several local level plans which ensure we deliver services that meet the needs of people locally such as:

- [The City of Edinburgh Council's Business Plan](#)
- [Edinburgh's Local Outcomes Improvement Plan \(LOIP\)](#)
- [British Sign Language \(BSL\) Plan 2025–30](#)
- [Children's Rights \(UNCRC\) in Edinburgh](#)
- [Climate Ready Edinburgh Action Plan \(including Just Transition\)](#)
- [Edinburgh's Gaelic Language Plan](#)
- [Edinburgh's Promise](#)
- [Equality, Diversity and Inclusion Action Plan – Education](#)
- [Our People's Strategy and EDI Plan \(for employees of the Council\)](#)

Appendix B – Delivery Plan

Outcome 1 – Accessible and Inclusive Services

Output	Actions	Milestones		Potential Measures
			By When	
Apply inclusive design across estates, street planning, and services	Establish the Implementation Group and create a workplan with terms of reference.	Implementation Group (IG1) is established with quarterly meetings	Sept 2026	Number of meetings held in first 2 years
		IG1 workplan is created and Implemented – with clear and trackable SMART targets	Sept 2026	% of workplan milestones completed or on-track 24 months after creation of the plan
	Create inclusive toolkits and design guides.	Inclusive Spaces Design Guide is published	Mar 2027	Adherence to Design Toolkit
		The Edinburgh Street Design Guidance reflects best practice regarding accessibility as far as possible	Mar 2028	% of disabled people who think cycling safety in their local area is good
				% of disabled people who think walking or wheeling safety in their local area is good
The Edinburgh Design Guidance biennial review has been undertaken and has considered feedback from protected characteristic groups	Mar 2028	Number of representative groups (interests of people with protected characteristics) who submitted feedback on ESDG review		
Expand the use of digital accessibility tools	Review and explore feasibility and budget requirements of digital accessibility tools across frontline	Exploration of digital accessibility tools completed.		Determined by review findings

	services, Council websites and public buildings.	Digital accessibility tools are better known and utilised across all appropriate frontline service	Mar 2028	Number of accessibility-related service requests logged and resolved
				Number of translation and interpretation requests (digital and non-digital)
	Build capacity across services to embed and enable improved inclusive communications about their services – aligned to inclusive comms guidance.	There is training and guidance on inclusive communications available for all staff	Mar 2028	% of staff who feel the tools are easy to use
				Number of services with documented inclusive communications procedures
	Review use of existing digital tools to support accessibility e.g. guided self-service in local offices, tools to capture advance requirements for meetings, digital translation and interpretation services, website and Council app meet accessibility standards.	Review of tools and resources is complete	Mar 2028	Number of services that meet or exceed digital accessibility standards
Embed inclusive communication and EDI principles in Council business	Deliver inclusive communication learning to colleagues and elected members.	Inclusive communication learning has been successfully rolled out to colleagues and elected members	Mar 2028	of colleagues and elected members trained
	Promote EDI Learning across services and elected members.	Colleague EDI Learning is promoted across all services and elected members	Mar 2028	% of colleagues and elected members trained

	Host sessions on revised IIA process for colleagues and elected members to enable effective scrutiny of reports	Colleagues and elected members are confident in completing and understand the purpose of IIAs	Mar 2028	% of colleagues and elected members trained
	Scope feasibility of allocating specific budgets for inclusive communications across new and existing services	Inclusive Communication is built into the Council's budget-setting and monitoring process	Feb 27 / Feb 28	Number of service budgets considering identification of ring-fenced / inclusive comms allocations
	Build equality principles into democratic processes incorporating the accessibility of committee report external audit findings	Inclusive communications are adopted across day-to-day operations of the Council including report writing	Mar 2028	Determined by review findings
Promote safe and inclusive spaces across the city	Improve property records of inclusive and accessible spaces, to identify scale/ areas for improvement.	Property Information is improved enabling measurement of inclusive and accessible suitability of our estate	Mar 2027	Number of completed accessibility audits across the estate
	Improve accessible spaces and management of equipment within community spaces and property information to inform communication and booking of community spaces.	Technical Design specification is improved. Process/ resource developed to assist with implementation	Sept 2027	Satisfaction with accessibility of community spaces
Strengthen partnerships to improve accessibility and inclusion	Run 'Welcoming and Safe Communities' engagement activity designed to promote libraries and community spaces for all. (In partnership with EaRN and the Edinburgh Partnership)	Engagement activity completed. Grant agreement is in place (service level agreement)	Mar 2028 April 2026	Number of Network Forums held by EaRN Number of grant management meeting held

Outcome 2 – Meaningful and Impactful Engagement

Output	Actions	Milestones		Potential Measures
		By When		
Close gaps in consultation and engagement	Establish the Implementation Group and create a workplan with terms of reference.	Implementation Group (IG2) is firmly established with quarterly meetings	Sept 2026	Number of meetings held in first 2 years
		IG2 workplan is created with clear and trackable SMART targets	Sept 2026	% of workplan milestones completed or on-track 24 months after creation of the plan
	Improve participation in consultation activities by protected groups.	Participation numbers have increased	Mar 2028	Demographic data and attendance numbers
Share insights across directorates	Create a Teams channel for the Consultation and Engagement Network to share engagement and consultation findings across directorates.	A Teams Channel is established, and colleagues share all formal and informal engagement and consultation findings with each other	Sept 2026	Number of posts/resources shared monthly Number of active participants
		'Tackling inequality through service delivery' is added as a theme on the Inspiring Managers Hub	July 2026	Level of engagement measured
	The Consultation and Engagement Network have inclusion as a standing agenda item.	Inclusion is regularly discussed and best practice is shared at the network	Mar 2028	Level of feedback and actions taken
Embed inclusive communication in decision-making	Commit to embed inclusive communication across all consultation and engagement activity, in particular allocating funding to embed inclusive	Inclusive Communication considerations are fully considered in all consultations assessed by CAP	Mar 2028	% of consultations reviewed by CAP for inclusive communication and feedback provided

	communication across Consultation Advisory Panel (CAP) level activity.			
	Embed 'tackling inequality' messaging across colleague communication activity, in partnership with EaRN.	Tackling Inequality is included in People Leader Sessions across all directorates with EaRN involved	May 2027	Number of Newsbeat articles on tackling inequality/equality related published annually
		A new tackling inequality orb page is published to support colleagues to embed EDI principles in service delivery	Sept 2027	
		Tackling inequalities is part of executive communication plans	Mar 2028	
Strengthen community empowerment through networks and forums	Improve partnership working by scoping feasibility of a Neighbourhood Prevention Partnerships (NPPs) online platform to share equalities intelligence within neighbourhoods, in partnership with EaRN.	Intelligence is being shared across partners in all 5 NPP areas and this can be evidenced	Mar 2028	Evidence is documented and shared across NPPs and EaRN
	Foster good relations by growing the Equality and Rights Network membership including the creation of quarterly forums.	Quarterly Forums take place and the EaRN membership has met engagement target	Mar 2028	Growth in EaRN membership (annually)
Improve transparency with communities via increased engagement	Improve monitoring of the EDI Framework 2026-30 through fostering good relations through the EaRN.	New governance is established, and engagement with EaRN is monitored on a quarterly basis through grant management.	Mar 2028	Feedback from EaRN members

	Review the Licensing Board EDI Outcomes to align to the ambitions of the EDI Framework, in partnership with the Equality and Rights Network.	New Licensing Board EDI Outcomes are published.	May 2027	Level of engagement with EaRN
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Outcome 3 – Equipped to make data-driven decisions

Output	Actions	Milestones		Potential Measures
		By When		
Standardise equality and socioeconomic data collection across services	Establish the Implementation Group and create a workplan with terms of reference.	Implementation Group (IG3) is established with quarterly meetings	Sept 2026	Number of quarterly meetings held in first 2 years
		IG Workplan is created with clear and trackable SMART targets	Sept 2026	% of workplan milestones completed or on- track 24 months after creation of the plan
	Set up a review group across key services to map out equality related service data from existing systems, identifying gaps and limitations.	Set up review group	Sept 2026	Number of services with mapping exercise complete
		Mapping exercise completed covering in scope services	Dec 2026	
		Defined minimum standards agreed and in place - based on Scottish Government questions	Mar 2028	Percentage of systems updated to implement new data standards
Engage with communities on barriers to disclosure and preferred use of data	Through EaRN, engage with communities to understand barriers to disclosure of equalities data.	Engagement has taken place and plan created to understand and reduce barriers	May 2027	Number of community engagement events and sessions on data disclosure
				Number of individuals / organisations consulted
	Ensure Neighbourhood Prevention Partnerships consider equality data across the partners and explain how it can shape interventions.	Report equalities data to NPP's	Mar 2028	

Explore inclusion and customer experience by joining up customer records through citizen transformation	Align and embed EDI principles within 'Digital Front Door' transformation strategy by joining up customer records through citizen transformation.	Review of relevant customer records is complete	May 2027	
	Develop system integrations to achieve single service view for customers and link customer journeys through appropriate tools such as a customer relationship model, 'tell us once' capability, single digital financial assessments, consolidated benefit application etc.	Plan created to align and embed EDI principles in joined up customer records	Mar 2028	
		Reduction in the number of unnecessary repeat contacts	Mar 2028	Repeat contact as a % of total contact (customer contact centre) Calls answered within 60 seconds % of abandoned calls
		Promotions campaigns for the 'tell us once' functionality have been carried out	Sept 2027	Number of promotion campaigns rolled out for the 'tell us once' functionality
Develop system integrations to achieve single view for customers.	A single financial assessment regime for benefit and financial support is in place	Mar 2028	Trended analysis of uptake	
Build staff confidence in capturing and monitoring equality-related data	Train colleagues on equality data collection (with a trauma-informed approach)	Colleagues understand the importance of collecting equality related data	May 2027	% of staff completing equality data awareness sessions (for understanding and confidence levels)
		Feedback has been gathered on experience of the disclosure process	Sept 2026	
Develop an Equalities Data Dashboard		Defined specification of dashboard	Jan 2027	

	Work with data and service area colleagues to develop an equalities PowerBI dashboard	Dashboard developed and launched.	July 2027	
	Deliver improvements in capability to link customer journeys and consolidation of records in the development of dashboard	Dashboard built and deployed to pilot users	Mar 2028	
		Plans for improvement can be evidenced to dashboard output(s)	Mar 2028	Number of users with access and actively using the dashboard

Appendix C – Service Information

Education and Children’s Services

The Council provides education services for children and young people in:

- early years and childcare
- primary schools
- secondary schools
- special schools

This includes services that support children and young people with additional support needs, and support for parents and carers.

We also offer a programme of [adult education services](#), which includes outdoor, in-venue and online courses on a wide range of different subjects such as reading, writing, numbers, learning different languages, arts and crafts, music, sport and wellbeing.

Our Education EDI action plan aims to raise awareness of, and address, discrimination and inequality within school and education settings. The basis of this work is intersectional, with a continued focus on race equality and anti-racism.

Justice Social Work Services

We support people, including victims and witnesses of crime, to make sure they get help, information and support at the right time.

We aim to:

- Prevent and reduce offending and reoffending, by addressing the unmet needs of people in the justice system
- support people in the justice system to successfully reintegrate into the community.

Employability Services

Provided through [Edinburgh Guarantee](#), employability services help people find a job that suits their needs and circumstances.

Some services include specialist support for people with disabilities like [Edinburgh Project SEARCH](#) and for young people like the [Apprenticeship Programme](#).

Household Support and Advice

We provide a range of support to prevent and tackle poverty and homelessness with multiple initiatives across the city that support households including:

- assisting people set up a new home
- supporting people whose home may be at risk
- addressing financial worries through income maximisation and debt advice
- supporting families under pressure
- investigating antisocial behaviour
- supporting households to live in safe and stable environments.

Cultural Services

Our culture and community services offer people the opportunity to take part in a variety of activities as hobbies or to learn about the city’s rich history.

These services are citywide and include:

- exhibitions and events in museums and galleries
- libraries
- concerts and performances in cultural venues
- offering free, warm and welcoming community spaces.

Democratic Services

The Council is a democratically run body, with its decision-making committees open to the public and agreed by local politicians who are directly elected by the public to represent them in Edinburgh.

The Council also delivers all major elections in the city including local, Scottish Parliamentary, and UK Parliamentary elections.

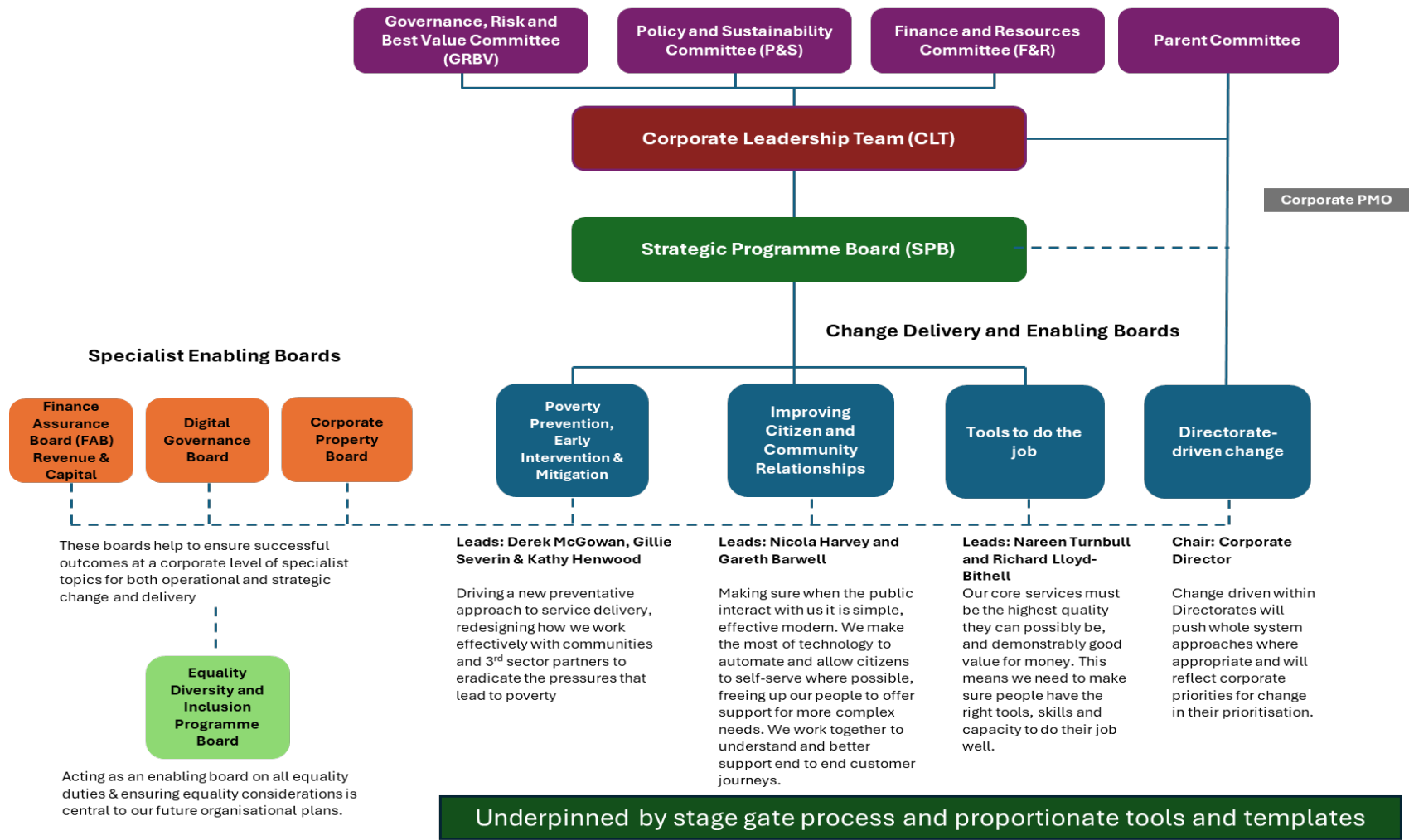
Our services support people to engage in the democratic process so that they can:

- vote
- stand for election
- participate in community councils
- access committee meetings and papers
- contact their councillor.

Appendix D – Governance

Diagram A summarises the governance structure which will lead and steer the implementation of this plan and progress in meeting its objectives. There is a new EDI Programme Delivery Board that aligns to the Council’s new specialist enabling boards as follows:

Diagram A



EDI Programme Delivery Board

This newly established EDI Programme Delivery Board will meet every three months to:

- ensure successful implementation of the EDI Framework and Outcome Delivery Plans
- link, promote, and embed the wider equality work within other strategic priorities at the Edinburgh Partnership Board
- report progress to the new Specialist Enabling Boards ensuring equality considerations are central to our future organisational plans
- join up workstreams across the Council by acting as an enabling board on all equality matters relating to the Council's Public Sector Equality Duties.

Additionally, diagram B (next page) shows the working groups that report into the EDI Programme Delivery Board and three new Outcome Implementation Groups that will lead on delivering the actions set out under each outcome.

Outcome Implementation Groups

These groups will include key staff and partners who are responsible for delivering the actions for each delivery plan, reporting progress to the EDI Programme Delivery Board including:

- establishing a workplan with terms of reference
- ensuring clear and trackable SMART targets
- creating and monitoring a risk register
- fostering good relationships with communities through the Equality and Rights Network.
- working closely with Education and Human Resources to share learning and best practice

Equality and Rights Network

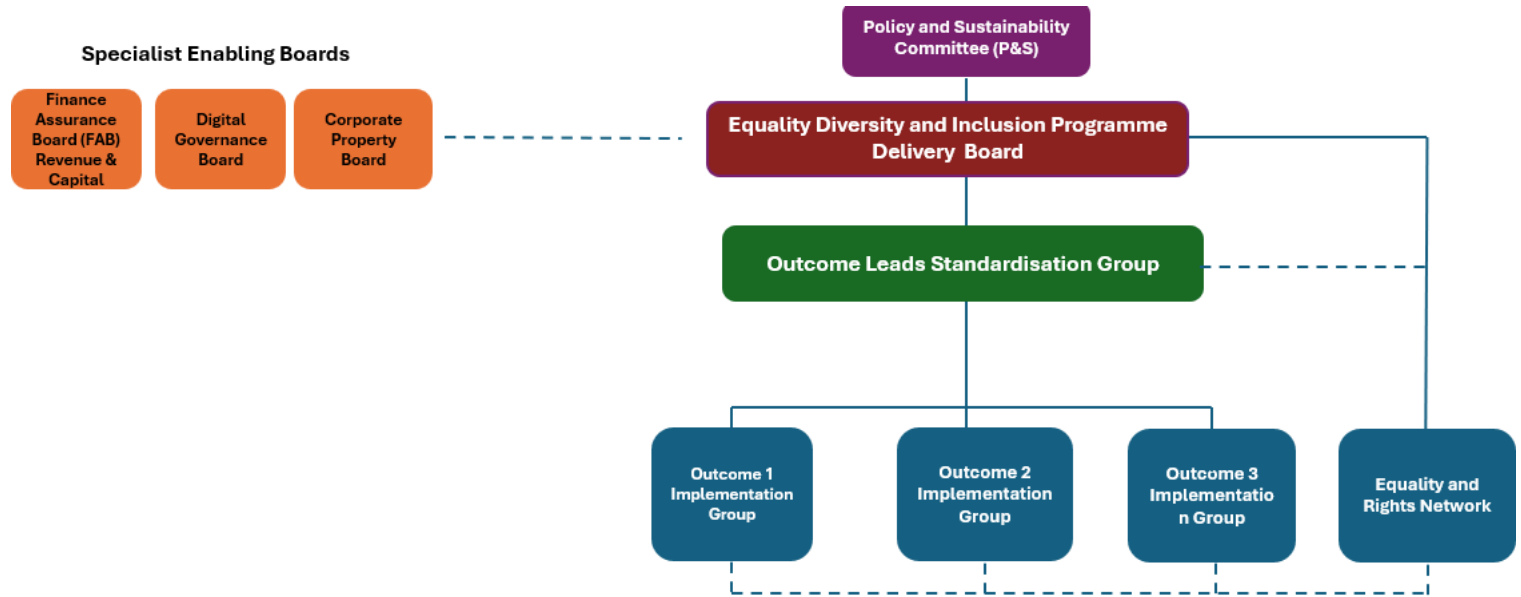
The Equality and Rights Network (EaRN) will ensure that the voices of communities across Edinburgh continue to be heard.

EaRN will be represented on each of the following:

- the Outcome Implementation Groups
- the EDI Programme Delivery Board

Community participation and involvement will ensure diverse perspectives are embedded at every stage of delivery and the monitoring of progress.

Diagram B



Appendix E – Data Sources

Ethnicity / Race

Minority ethnic population (City of Edinburgh): 2011 = 8.5% non-White; 2022 = 15.1% non-White (increase ≈ +6.6 percentage points). Asian population (City of Edinburgh): 2011 = 5.5%; 2022 = 8.6% (rise in absolute and percentage terms).

Sources:

[Scotland's Census 2011 and 2022 \(Local authority tables for City of Edinburgh / NRS\).](#)

[Scotland's Census 2011 and 2022 \(ethnic group by council area\).](#)

Country of birth / migration (related to race/nationality)

Overseas born residents (City of Edinburgh): 2011 = 15.9% born outside the UK; 2022 = 23.5% born outside the UK (≈ +7.6 pp).

Largest overseas-born groups in 2022 included Poland, India, China, USA.

Source: [Scotland's Census 2011 and 2022 \(Country of birth, City of Edinburgh; NRS\).](#)

Language / National identity (culture)

Increase in non-English home languages and country of birth diversity: the count and share of people reporting languages other than English at home rose between 2011 and 2022 (reflected in higher overseas born share).

Source: [Scotland's Census 2011 and 2022 Language \(Local Tables - Edinburgh\)](#)

Religion / Belief

Decline in Christian affiliation and rise in “no religion” (City of Edinburgh): Christianity share fell between 2011 and 2022; “No

religion” increased substantially (Edinburgh mirrored national trend toward secularisation). Example: in Scotland overall “No religion” rose from 36.7% (2011) to 51.1% (2022); Edinburgh’s “no religion” share in 2022 was above Scotland’s average.

Source: [Scotland's Census 2011 and 2022 \(Religion by council area / NRS\)](#)

Disability (including mental health)

Activity limiting health problems / disability (Scotland-wide, with local patterns in NRS topic reports): Scotland’s Census 2011 → 2022 shows an increase in the proportion reporting a longterm limiting health problem or disability (overall Scotland: 2011 ≈20% → 2022 ≈24.1%).

Localised increases across age groups were reported in the NRS “Health, disability and unpaid care” topic report.

Source: [Scotland's Census 2011 and 2022; NRS topic report “Health, disability and unpaid care”](#)

Sexual orientation and gender identity (LGBTI)

First robust local/Scotland estimates from Census 2022: Scotland (first time asked) — of those aged 16+, ~4% identified as gay/lesbian or bisexual (Edinburgh has higher LGB+ shares than many areas. Census 2022 also reported trans status/history for the first time (Scotland).

Source: [NRS / Scotland's Census 2022 “Sexual orientation and trans status or history” release](#)

Age (intersection with diversity)

Edinburgh’s population grew and age structure shifted with net migration: City population rose from 476,626 (2011) to ~512,700–514,543 (2022 figures vary by table) — growth driven largely by

migration (internal and international), increasing the share of working age and student populations and boosting diversity.

Source: [Scotland's Census 2011 and 2022; NRS council area profile \(Edinburgh\)](#).

Pregnancy and maternity / marriage and civil partnership

Civil partnerships and family form indicators: trends show more varied household types and increased births to non-UK born mothers in Edinburgh (births to foreign born mothers in cities rose 2010→2019;

Edinburgh had one of the highest city rates). These changes reflect increasing family diversity relevant to pregnancy/maternity and marriage/civil partnership characteristics.-

Source: ONS / NRS local migration and birth statistics; Migration Observatory summary of local birth patterns (2010–19) and NRS.

Source: [Scotland's Census 2011 and 2022](#)

Appendix F – Acknowledgements

With thanks to all of the following partners who helped us to shape the framework and delivery plan.

1. ACE IT
2. Advocard
3. Amina MWRC
4. AUGB Edinburgh
5. Barnardos
6. Capital City Partnership
7. CAPS Independent Advocacy
8. Castlebrae Community Campus
9. Crossreach
10. Currie Community High School
11. Edinburgh Access Panel
12. Edinburgh Community Health Forum
13. Edinburgh Food Project
14. Edinburgh Inter-faith Association
15. Edinburgh Tenants Federation
16. Edinburgh University Students Association
17. End Poverty Edinburgh
18. Feniks
19. Forth Sector
20. Health All Round
21. Home Link Family Support
22. Homestart Edinburgh
23. IntoWork
24. LGBT Health and Wellbeing
25. LGBT Youth Scotland
26. Lothian Association of Youth Clubs
27. MILAN SWO
28. Move On
29. Multi-cultural Family Base
30. Mwamba
31. North Edinburgh Arts
32. One Parent Families Scotland
33. Pilton Community Health Project
34. Pilton Equalities Project
35. Poverty Alliance
36. Project Ezperanza
37. RNIB
38. Rural and Urban Training Scheme
39. Salvesson Mindroom Centre
40. Scottish Refugee Council
41. Scottish Trans Alliance
42. Scottish Ahlul Bayt Society
43. Seat Spot
44. Sight Scotland
45. SPACE Broomhouse
46. The Health Agency
47. The Junction
48. The Ripple Project
49. The Welcoming
50. The Greatway Foundation
51. University of Edinburgh LEAPS
52. Victim Support Scotland
53. Voiceability
54. Volunteer Edinburgh
55. Young Scot
56. Currie High School
57. Boroughmuir High School
58. St. Augustine's RC High School
59. Castlebrae High School
60. Liberton High School
61. Broughton High School