

**Social Recovery Taskforce**  
**20 May 2021 at 14:00**  
**Via Microsoft Teams**

**Agenda**

1. Welcome, Introductions and Apologies  
Chair
2. Minute of Previous Meeting  
Chair  
Attached
3. Matters Arising  
Chair
4. Workstream Updates
5. Digital Glasgow Strategy  
*Colin Birchenall*  
Attached
6. New GCC Equalities Outcomes  
*Cormac Quinn*  
Attached
7. Women's Workstream Update  
*Bernadette Monaghan and Dawn Fyfe*  
Attached
8. Social Recovery Taskforce – future arrangements  
to follow
9. A.O.B.
10. Meeting Schedule:  
20/05/2021, 14:00  
10/06/2021, 14:00  
08/07/2021, 14:00

# OFFICIAL

## MINUTES

### **Social Recovery Task Force 14<sup>th</sup> April 2021, at 14:00 via Microsoft Teams**

**Present:** Councillor Jennifer Layden, Glasgow City Council (Chair); Bernadette Monaghan, Glasgow City Council, Community Empowerment Services; Shaw Anderson, Glasgow City Council, Community Empowerment Services; Des McNulty, Academic Advisory Group; John Dawson, GCC Chief Executive Department; Jatin Haria, BAME Representative; Ian Bruce, Glasgow Third Sector Interface; Parveen Khan, BAME Representative; Tressa Burke, Glasgow Disability Alliance; Gary Dover, Glasgow City Health & Social Care Partnership; Dawn Fyfe, Glasgow Women's Voluntary Sector Network; Candy Walker, Glasgow's Advice & Information Network (GAIN); Fiona Moss, Glasgow City Health and Social Care Partnership; Kirsti Hay, Glasgow City Council, Violence Against Women; Anne Fehilly, Glasgow City Council, Violence Against Women; Lorraine Barrie, Glasgow Equality Forum; Jill Miller, Glasgow Life; Chris Harkins, Glasgow Centre for Population Health; Janie Thomson-Goldie, Police Scotland; Catriona Milosevic, NHS GGC; Professor Sarah Armstrong, University of Glasgow; Professor Michele Burman, University of Glasgow; Pete Seaman, Glasgow Centre for Population Health; Ian Robertson, Glasgow City Council Development and Regeneration Services; Michael McNally, Glasgow City Council Glasgow Partnership for Economic Growth.

#### **In attendance:**

Mary McPhail, Glasgow City Council, Community Empowerment Services

#### **Apologies:**

Councillor Richard Bell, Glasgow City Council; Linda De Caestecker, Glasgow City Health and Social Care Partnership; Alan Benson, Glasgow Third Sector Interface; Christopher Casey, Scottish Fire and Rescue Service; Marshall Poulton, Glasgow City Council, Neighbourhoods & Sustainability (Transport); Gavin Slater, Glasgow City Council, Neighbourhoods & Sustainability (Sustainability); Valerie McNeice, Glasgow Centre for Population Health; Gabrielle MacBeth, Glasgow Women's Library; Louise MacKenzie, Glasgow City Council, Strategic Policy & Planning (Equalities); Colin Birchenall

#### **1. Welcome, Introductions and Apologies**

The Chair welcomed everyone to the meeting and apologies were given.

#### **2. Minute of Previous Meeting**

No amendments requested. The minute was approved.

#### **3. Matters Arising**

No matters were raised.

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#### **4. Workstream Updates**

John invited each of the workstream leaders to give their updates in turn, highlighting that actions from previous SRT's had been captured in the flash reports.

##### **Mental Health (Public Health Oversight Board)**

Fiona advised that the first Flourishing Glasgow Partnership meeting will be held in May. She will meet with partners this week to plan it and invitations will be sent out by next week.

Training is going well - over 1700 people have sought online training around mental health and provision has been planned for 2021-2022.

The report for the conclusion of the Winter Social Wellbeing Funding is still awaited.

Fiona was unable to commission the engagement work to develop the Socially Connected Strategy as there were no applicants for it. Further thought will be given to this.

##### **Technology and Digital (Digital Glasgow Board)**

Colin was unable to attend the meeting today but had submitted an update. He will attend the next meeting and give a full presentation regarding all the ongoing work.

The data team have been engaging with (amongst) others, the Alcohol & Drug Partnership who have created a new data connection/team and are engaging with a New Jersey consultancy firm (SAS) providing an insight into addictions.

##### **Third Sector (GCVS)**

The group's last structured session was yesterday. Six meetings have been completed and a seventh will be held to pick up on issues emerging from the others.

Ian met with Bernadette and has identified a plan to bring the recommendations alongside the public sector and how they can be set out.

##### **Questions/comments on the last three workstreams.**

Tressa asked what would happen with the recommendations, what will be done with the outputs of the workstream and what they will influence. Also, timescales given that the SRT was due to finish in July. The Chair recognised that the SRT was only to last a year and proposed having a discussion on the next agenda as to how long it needs to continue.

Bernadette spoke of a new concordat that will be put in place with the 3<sup>rd</sup> Sector; one of the workstream outputs will be a new concordat that shapes how we work together going forward – principles, priorities, joint working.

##### **Black and Minority Ethnic Communities (GCC BME Taskforce Group)**

Jatin spoke of the £250,000 Comic Relief Funding received, of which £150,000 will be ring-fenced for Glasgow. A pre-application survey has been issued to find out what the needs and priorities are before a funding process is started. This closes at the end of April and Jatin will update further at the next meeting.

##### **Disabled Communities (Glasgow Disability Alliance)**

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Tressa advised that further planning meetings have been held with the full workstream team and the disabled people led organisations. She is planning a workshop on participation, to be attended by members/participants of the disability workstream and wider. Dates are also being planned for another three workshops on poverty & work, isolation and mental health.

### **Food Provision (Glasgow Food Policy Partnership/Glasgow Community Food Network)**

The representative for this workstream will be identified over the coming week and will attend the next meeting.

### **Violence Against Women (Violence Against Women Partnership)**

Kirsti advised that the key message has now been completed and will take the ten questions to the City-wide Violence Against Women Partnership next week.

Although all objectives remain on track, the recovery plan will be reviewed to ensure it's still delivering what it should and to identify if there's any new/emerging trends.

The impact assessment brief is almost complete and this will inform the recovery plan.

The pandemic has presented challenges - the group is on track although capacity is limited in terms of ability to delivery.

### **Volunteering (Volunteering Strategy Governance Group)**

Jill advised that the three lead organisations are looking at what the operational model should be in moving forward. A meeting has been planned for the end of April to compile thoughts and to pull this together. The next report will show some output unless the organisations don't agree to progress.

### **Child Poverty (Child Poverty Governance Board)**

The Challenge Child Poverty Partnership has continued to meet and are working through some of the questions that the others had asked about. They are focusing on ensuring they have the right pathways before progressing with some of their more targeted work.

The next LCP AR is being developed and will be published this year.

The Scottish Government has announced new investment for financial advice embedded in general practice to be active from September.

### **Young People/Transitions (Colleges/Skills Development Scotland)**

Mike updated the group on the activity of Young People's Guarantee.

The challenge in the coming months will be how best to utilise and distribute the circa £7 million funding that will be given for this financial year and timescales for delivery.

### **Property (Making Best Use of Our Assets: Property Group)**

Ian is on the agenda to present at the next meeting to go through the process and evaluation matrix to be used. The level of enquiry has been good. A process is needed to engage with the organisations and communities to best understand what it is they want to achieve. Some innovative models have been put forward as to how they can get more involved in the design and delivery of services.

The group went onto have a discussion on asset transfer. Des thought that this was something the academic community could help with.

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The Chair thanked all for their input.

### **Agreed Actions**

- Colin to present at the next meeting.
- Ian to present at the next meeting.
- Continuation of the SRT to be discussed at the next meeting.

### **5. Impact of COVID on Young People, Women and Ethnic Minorities**

Professor Sarah Armstrong explained the background of their study of Scotland in Lockdown. The research involved four groups of people – people with disabilities, people involved in community justice, refugees/asylum seekers and survivors of domestic abuse and sexual violence; participants were adults and mostly from Glasgow. From July to October 2020, research was conducted via online interviews and surveys in relation to their experiences, issues with services and how information was perceived during lockdown.

Sarah went onto give:

- a profile of the interviewees
- the Key Headlines - pre-existing conditions became worse, dominant issues (food, money, isolation), overlapping impacts, digital exclusion, loss/adaptation of services
- the issues experienced by the four groups, especially isolation within the Criminal Justice Group. Professor Armstrong thought it interesting that there was no Criminal Justice workstream given the amount of people coming out of prison into Glasgow where there's an identified gap in their lack of services
- the Key Findings - statutory suspension, how the 3<sup>rd</sup> Sector adapted to fill in services and inequalities in the sector.

Professor Michelle Burman advised that COVID has increased vulnerabilities and inequalities and 'turned back the clock' regarding women - they face a higher risk of domestic abuse, they've less access to sexual/reproductive health services and are more likely to lose their livelihoods. More women have been furloughed and have the burden of home-schooling, housework and unpaid caring affecting their ability to work. This will impact on career progression/pay and on their mental health/wellbeing. Childcare is the key to supporting women back into the work market. In order to build back better, it's important to recognise the range of gaps in knowledge. There are limitations on data disaggregated by race, sex, age and ethnicity.

Michelle went onto speak of the impact on survivors and children of domestic abuse and how COVID has reinforced home not being a safe place. With schools being closed, children had no safe 'breathing' space. Increased loneliness led to behavioural issues, increased anxiety and mental health concerns.

Levels of demand on support services increased.

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The Chair thanked Sarah and Michelle for their presentation and asked for comments or questions. The group discussed the findings further and the link to economic recovery. Professor Armstrong stressed the importance of how support is delivered – people would prefer to have cash than a food parcel. All questions or concerns raised were responded to or expanded on.

### **6. New Council Equalities Outcomes**

Cormac was unable to attend due to other commitments. The item will be put on the next agenda.

#### **Agreed Actions**

- Cormac to present at the next meeting.

### **7. Women's Workstream Update**

Bernadette and Dawn have put together a draft T.O.R. but held off circulating it until they heard today's presentation. Dawn is working on identifying members of the workstream; possible potential members are The Simon Community, Glasgow Life, GAMH, Addictions, unions and input from a human rights perspective. Both are looking at matters that Sarah and Michelle touched on - current inequalities, women's experiences, linking of social and economic work, financial impact, jobs, likelihood of furlough, unpaid carers and childcare issues. Bernadette and Dawn will revamp/firm up the details of the draft T.O.R. and circulate before the next meeting.

The Chair asked for questions, comment/thoughts and suggestions were given. All agreed that a Women's Workstream was needed.

GCPH plan to publish a micro briefing in May on the impact of COVID on gender and focusing on women.

### **8. Date of Next Meeting**

Thursday 20<sup>th</sup> May at 14:00.

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# GCPP STRATEGIC PARTNERSHIP

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## SOCIAL RECOVERY TASK FORCE

EXECUTIVE SUMMARY | MAY 2021




GLASGOW COMMUNITY  
PLANNING PARTNERSHIP





# EXECUTIVE SUMMARY | SOCIAL RECOVERY TASK FORCE

STATUS	TASK FORCE LEAD BERNADETTE MONAGHAN	WORKSTREAM OVERVIEW			REPORT AUTHOR	WORKSTREAM   KEY MESSAGE						 TEN Q				
	▶▶	Mental Health	Provide support to those in the city struggling with the impact of COVID-19			Fiona Moss	Presentations at NHS services by people in acute distress rising. GP’s reporting that they are seeing patients they have not seen in years who are now distressed by changes in circumstances. Concern for the next period.						0	10	0	0
	▶▶	Technology and Digital	Provide assistance relating to sudden digital demands of the COVID landscape			Colin Birchenall	Numerous initiatives implemented throughout the past year, delivering devices & training, allowing schools and workplaces to continue to function. Establishing a working group to align the cities approach to digital inclusion.						1	9	0	0
	▶	Third Sector	Evaluate, review and modernise the 3rd sector’s relationships with partners			Ian Bruce	The 3rd sector group has now met three times, most recent meetings on Community Empowerment and Funding. We await sponsorship/support to secure public partner input to reviewing these future topics.						0	10	0	0
	▶▶	Black & Minority Ethnic Comm.	Challenge racism and make sure BME communities have access to necessary support			Jatin Haria	Socioeconomic status and other factors mean BME communities have been disproportionately affected by COVID. Now working with BME groups to develop new streams of work, with £250,000 in funding recently secured.						0	10	0	0
	▶	Disabled Communities	Improve lives and reduce inequalities supercharged by the pandemic			Tressa Burke	Agreed priority themes for the workstream are around Access to Services and embedding Lived Experience in codesign. Areas will include: Participation, Anti Poverty, Health & Social Care, Social Isolation and Mental Health.						0	10	0	0
	▶	Food Provision	Assist in the launch of the GCFP and help improve referral pathways for food			Louise MacKenzie	GCFP team reviewing response from online consultation prior to launch. Food pantries being opened across city, but currently constrained by availability. Working to improve referral pathways but increased partnership would help.						0	10	0	0
	▶	Violence Against Women	Continue to reach out to at risk individuals, especially those isolated due to COVID			Kirsti Hay	Progressing a range of partnership initiatives. Planning for the potential increase in referrals when restrictions ease. Working to improve connections and pathways to services for those experiencing VAW.						0	10	0	0
	▶	Volunteering	Review our shared Strategy for recovery/renewal in light of COVID-19			Jill Miller	An independent review of volunteering activity has been completed, and is now being discussed alongside partners. Aim to use the review to develop a whole system approach to policies, programmes, services in the city.						0	10	0	0
	▶	Child Poverty	Minimise the impact of COVID-19 on efforts to combat child poverty			Fiona Moss	Early planning for furlough ending financial advice provision						0	10	0	0
	▶	Young People / Transitions	Co-design and management of the SG funded Young Person’s Guarantee (YPG).			Mike McNally	GCC are co-ordinating the development and delivery of the Scottish Government’s Young Person’s Guarantee (YPG). A steering group from our Local Employability Partnership is guiding its development.						0	10	0	0
▶	Property	Delivery of PAL strategy will enable the provision of better quality services.			Ian Robertson	The People Make Glasgow Communities programme will encourage the people who know, use and are passionate about their local resources to make them more relevant and accessible to everyone in the local community.						0	10	0	0	
KEY	SYMBOL					▲	⏮	⏸	▶	▶▶	ANSWERED	IN PROGRESS	NOT ANSWERED	N/A	KEY	
	MEANING	ON-TRACK	ISSUES	BLOCKED	PLANNED	CLOSED	PENDING	PAUSED	STARTED	FAST						

# FLASH REPORT | MENTAL HEALTH



**LEAD: Fiona Moss**

## KEY MESSAGE

Presentations at NHS services by people in acute distress rising. GP's reporting that they are seeing patients they have not seen in years who are now distressed by changes in circumstances. Concern for the next period.

PLAN

GREEN

BUDGET

GREEN

RESOURCE

GREEN

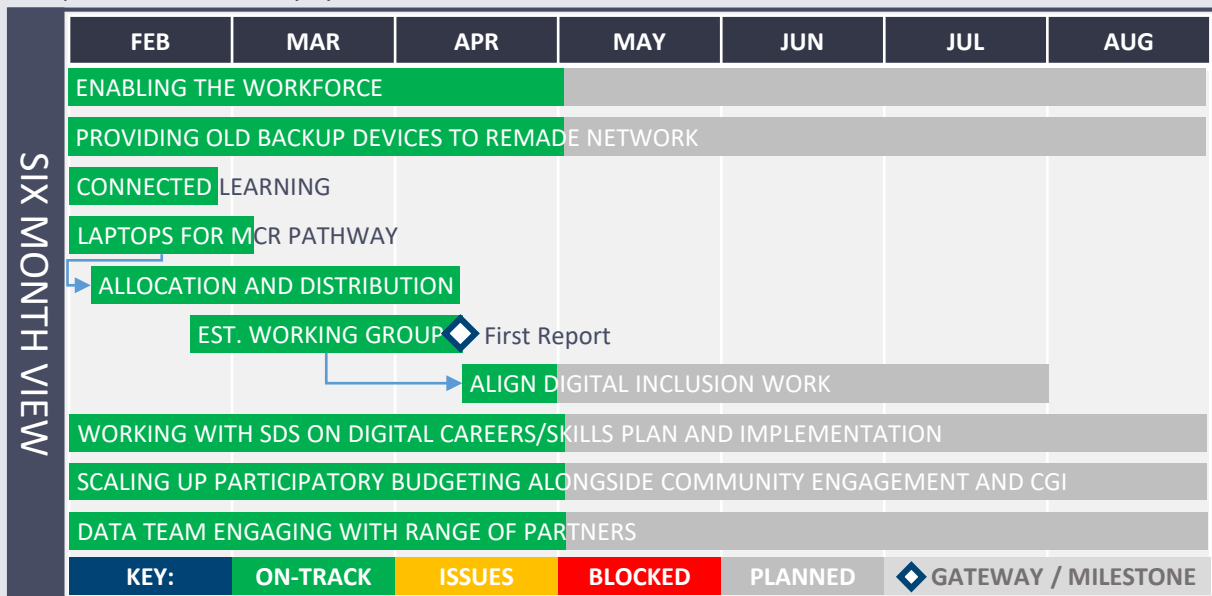
STATUS – KEY MESSAGE



# FLASH REPORT | TECHNOLOGY & DIGITAL



No Update Provided in May Cycle



**STATUS – KEY MESSAGE**

**LEAD: Colin Birchenall**

**KEY MESSAGE**  
A number of initiatives have been implemented throughout the past year, delivering devices and training, allowing schools and workplaces to continue to function. Now moving to establish a working group intended to align the approach to digital inclusion taken by partners in the city.

**PLAN**  
GREEN

**BUDGET**  
GREEN

**RESOURCE**  
GREEN

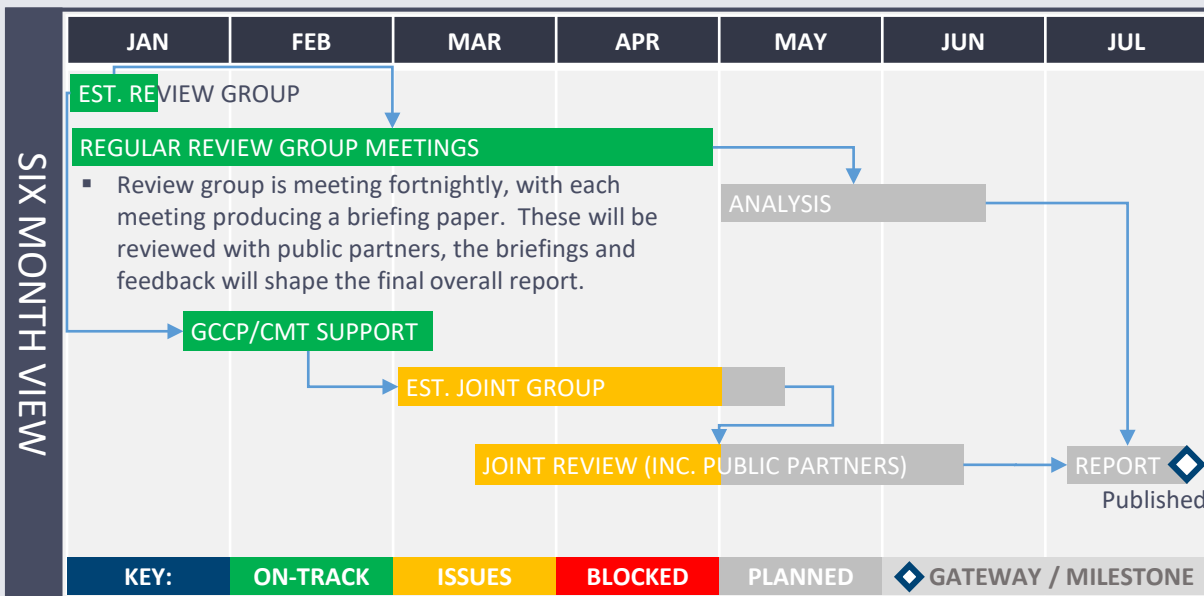
**4-WEEK VIEW**

PAST 4-WEEKS	NEXT 4-WEEKS
<ul style="list-style-type: none"> <li>Digital Inclusion working group established with representation from elected members and partners across public, third, and academic sector.</li> <li>All participants recognised the need and value of a more coordinated approach to target digital inclusion support to those in most need in the city</li> </ul>	<ul style="list-style-type: none"> <li>Engagement with participants of the Digital Inclusion working group to prioritise activities for closer collaboration.</li> <li>Further work required to scope the reporting for digital into SRTF will be required</li> <li>Kimberley Hose and the Data team continuing to assist key partners.</li> </ul>

**THE 10 QUESTIONS**

1. Local Knowledge			2. Glasgow's Needs
3. Other Partnerships			4. Lockdown Experience
5. Best First Moves			6. Why Those Moves
7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
1	9	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

# FLASH REPORT | THIRD SECTOR



**LEAD: Ian Bruce**

## KEY MESSAGE

Evaluating the 3<sup>rd</sup> sector relationships with partners, to shape discussion and review the Concordat, report due this summer. Review group is 3<sup>rd</sup> sector members, and resource is awaited for public sector partners to review the groups briefings, to shape the final report.

STATUS – KEY MESSAGE

PLAN

GREEN

BUDGET

GREEN

RESOURCE

GREEN

## PAST 4-WEEKS

- All third sector only groups have now completed. Final report on this being produced for circulation, with a set of recommendations for implementation.
- Glasgow City Council has begun its internal process to look at priorities.

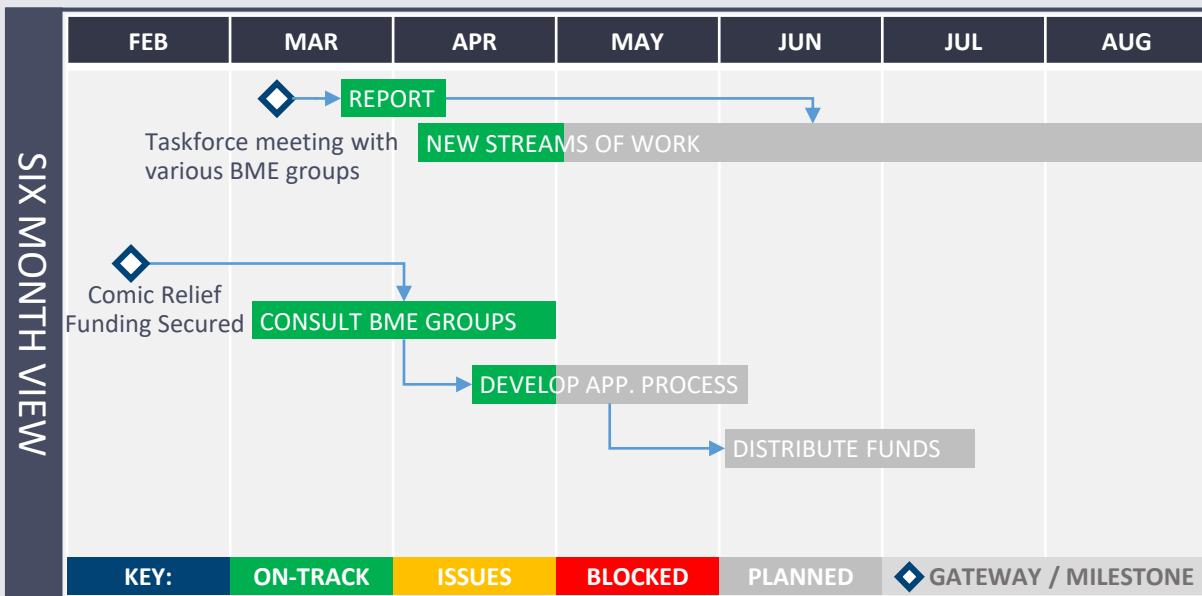
## NEXT 4-WEEKS

- Intend to confirm sponsorship and support for public sector managers joining the review process (Establish Joint Group).
- Anticipate third and public sector colleagues coming together from June onwards

THE 10 QUESTIONS

1. Local Knowledge			2. Glasgow's Needs
3. Other Partnerships			4. Lockdown Experience
5. Best First Moves			6. Why Those Moves
7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

# FLASH REPORT | BME COMMUNITIES



**LEAD:** Bailie A. Christie

## KEY MESSAGE

Socioeconomic status and other factors mean BME communities have been disproportionately affected by COVID. Now working with BME groups to develop new streams of work, with £250,000 in funding recently secured. Would be valuable to discuss how other workstreams are embedding racial equality issues in their work.

**STATUS – KEY MESSAGE**

PLAN

GREEN

BUDGET

GREEN

RESOURCE

GREEN

## PAST 4-WEEKS

- £250,000 awarded to CRER by Comic Relief to fund BME groups on COVID recovery issues - £150,000 of which will be spent in the Greater Glasgow area.
- Consulted with BME groups in the city regarding allocation of Comic Relief funds.
- Reviewed the detailed information given by the 15+ BME groups who took part in the March 2nd meeting to identify issues and priorities.

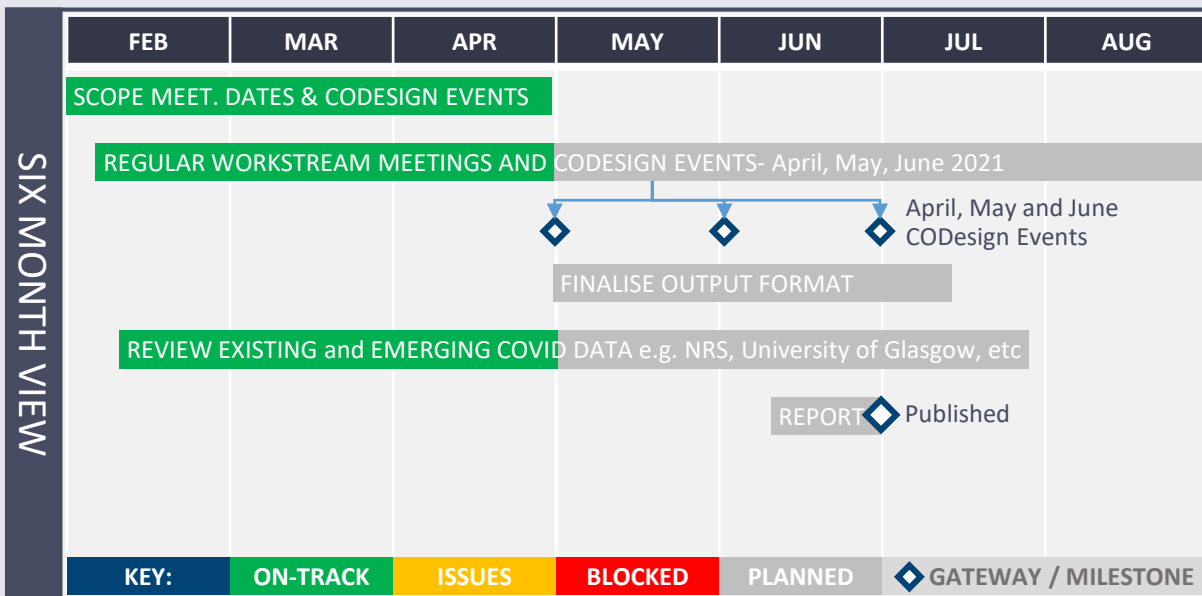
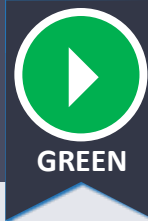
## NEXT 4-WEEKS

- 80+ responses received for CRER's Comic Relief funding survey - will add information from this to input gathered at last meeting to get a better picture of activity, needs and priorities in the City.
- CRER Comic Relief funding application process being finalized, with the applications due to go live mid-May
- Next meeting of BME Task Force 1st June 2021 - intending to look in detail at BME Children/YP Mental Health Issues, and also at Child Poverty in the city.

**THE 10 QUESTIONS**

1. Local Knowledge			2. Glasgow's Needs
3. Other Partnerships			4. Lockdown Experience
5. Best First Moves			6. Why Those Moves
7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

# FLASH REPORT | DISABLED COMMUNITIES



**LEAD: Tressa Burke**

## KEY MESSAGE

Jointly chaired by Tressa Burke and Councillor Layden. Agreed priority themes are around Access to Services and embedding Lived Experience in codesign. Areas will include: Participation, Anti Poverty, Health & Social Care, Social Isolation & Mental Health. Outputs Reports will review evidence, appraise what has worked and will set targets for improvement.

PLAN

GREEN

BUDGET

AMBER

RESOURCE

AMBER

STATUS – KEY MESSAGE

## PAST 4-WEEKS

- Glasgow DPO Network planning meeting 8<sup>th</sup> April
- Planning meetings with GCC Officers/ Secretariat
- CoDesign Event #1: Participation held Thursday 22<sup>nd</sup> April- attend by 50+ invited officers, disabled people led orgs, their members and elected members, chaired by Fiona Garven CEO, SCDC.
- Debrief with secretariat and CoChair on Friday 30<sup>th</sup> April
- Analysis of recommendations underway

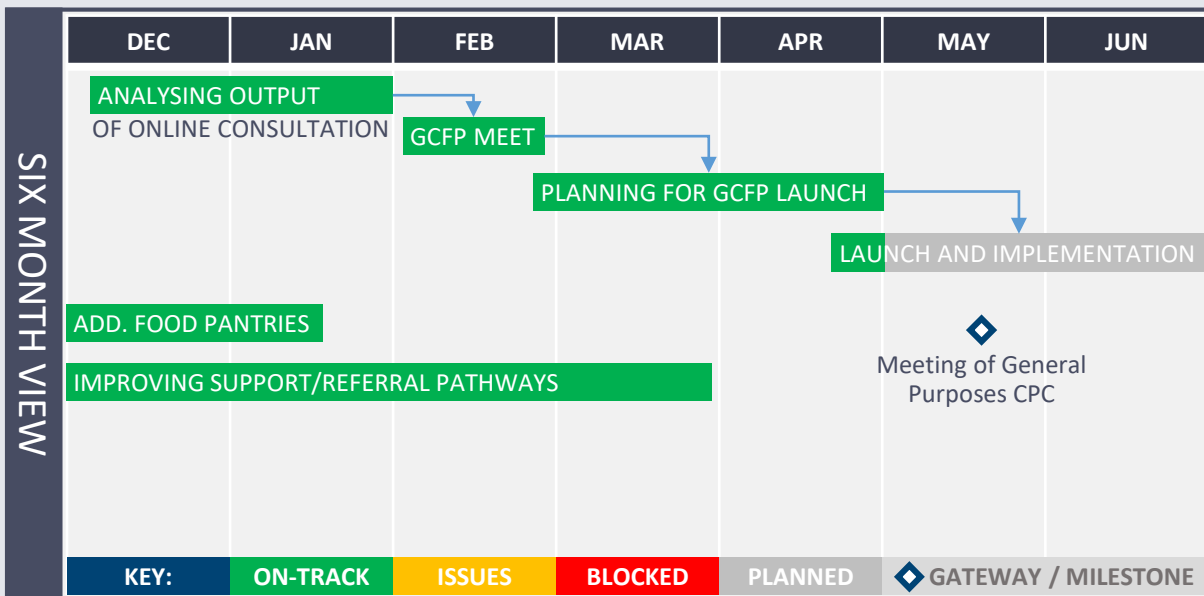
## NEXT 4-WEEKS

- Planning May CoDesign Event #2 on theme of Poverty and Work:
- Planning meetings to agree invites with secretariat and DPO Network and create Event Brite invitations
  - CoDesign Event #2 planned reviewing evidence; exploring 'What Works' to tackle poverty and employment gap/barriers for disabled people; event will codesign recommendations, targets and actions which are practical and measureable
  - Event date: Wed 26<sup>th</sup> May, chaired by Dr Jim McCormick, CEO The Robertson Trust
  - Early planning for CoDesign #3 H&SC June

THE 10 QUESTIONS

1. Local Knowledge			2. Glasgow's Needs
3. Other Partnerships			4. Lockdown Experience
5. Best First Moves			6. Why Those Moves
7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

# FLASH REPORT | FOOD PROVISION



**LEAD: Louise MacKenzie**

## KEY MESSAGE

The GCFP team is now reviewing the response from online consultation in preparation for launch. Additional food pantries are being opened across the city, but are currently being constrained by food availability. Working with GCVS to improve referral pathways but would benefit from increased partnership in this area.

STATUS – KEY MESSAGE

PLAN

GREEN

BUDGET

GREEN

RESOURCE

AMBER

## PAST 4-WEEKS

- Meeting of the Glasgow City Food Plan team to discuss the findings of the online consultation and to prepare for the launch of the initiative in Spring.
- Continuing to work alongside GCVS on improving support offered to those experiencing food poverty, and increasing accessibility via more effective referral pathways

## NEXT 4-WEEKS

- Glasgow City Food Plan approved 11/5. Planning underway for launch and promotion.
- Glasgow Food Policy Partnership development session planned.
- Update on food pantries and further development of food growing to be discussed by General Purposes CPC in May.

THE 10 QUESTIONS

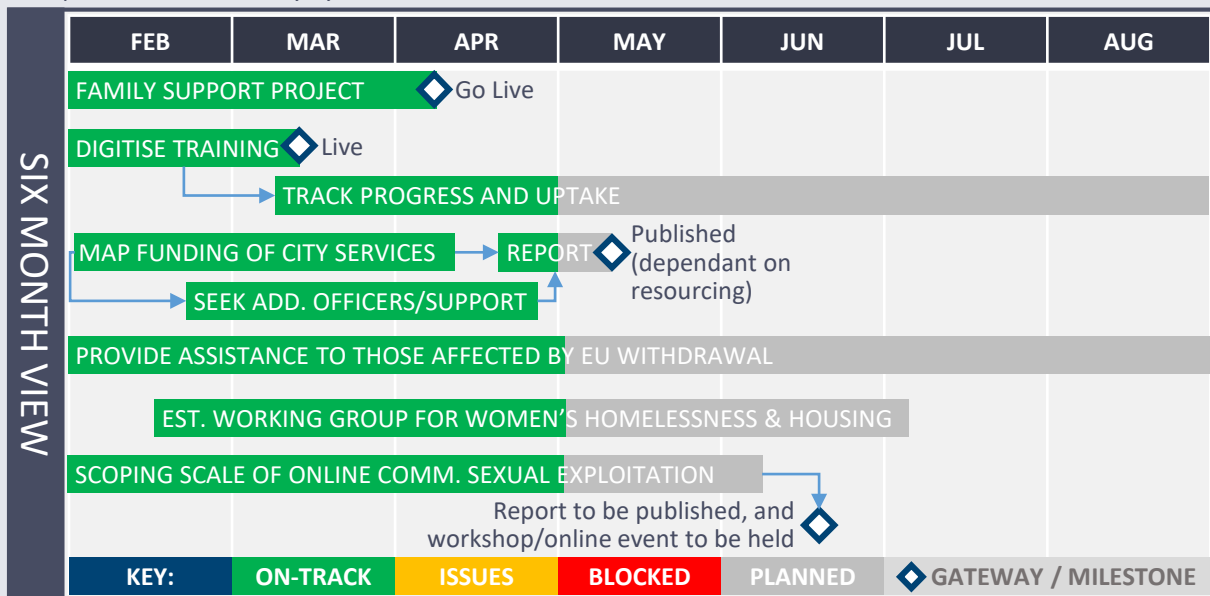
1. Local Knowledge			2. Glasgow's Needs
3. Other Partnerships			4. Lockdown Experience
5. Best First Moves			6. Why Those Moves
7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A



# FLASH REPORT | VIOLENCE AGAINST WOMEN



No Update Provided in May Cycle



LEAD: Kirsti Hay

## KEY MESSAGE

Progressing a range of partnership initiatives. Planning for the potential increase in referrals when restrictions ease. Working to improve connections and pathways to services for those experiencing VAW.

STATUS – KEY MESSAGE

PLAN

GREEN

BUDGET

AMBER

RESOURCE

AMBER

## PAST 4-WEEKS

- Further meeting of the WAIR group and agreed terms of reference.
- The WAIR short term Action plan has been developed with focus on creating clear and consistent guidance and pathways in Glasgow for migrant women experiencing VAW.
- Impact Assessment brief developed and approved
- MARAC Coordinators posts advertised

## NEXT 4-WEEKS

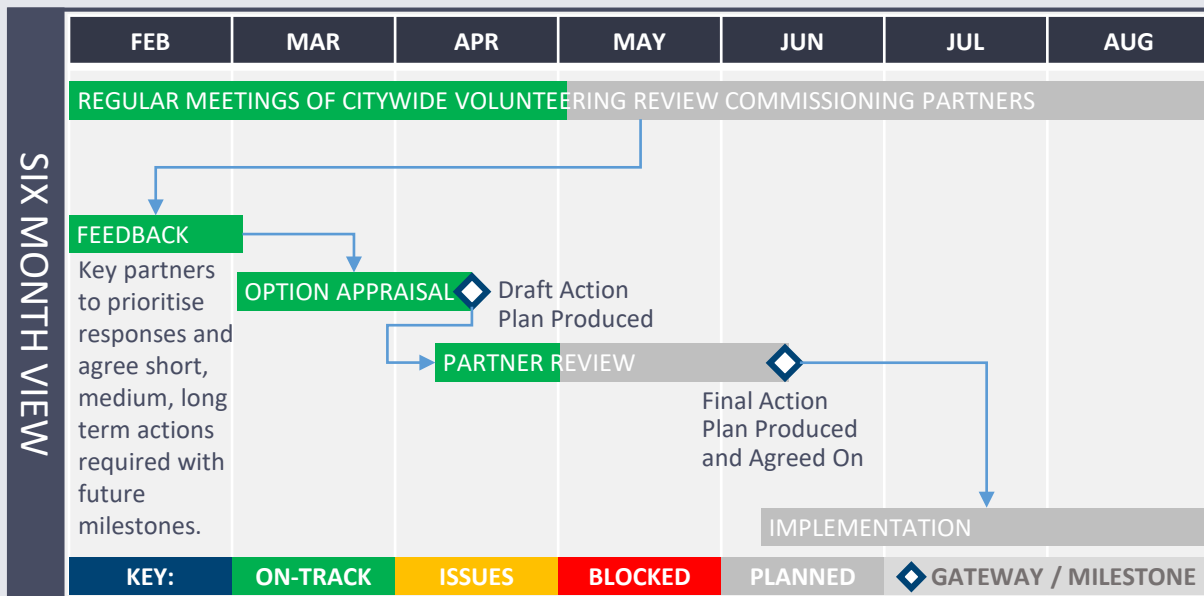
- Confirm training offer for public and voluntary sector in relation to EU withdrawal, providing information on immigration status pre/post June.
- Develop working group to tackle issues relating to women's homelessness and housing – need better co-ordination with partners here
- Additional officer input to be sought to support mapping of investment in VAW Services in Glasgow.

THE 10 QUESTIONS

1. Local Knowledge			2. Glasgow's Needs
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5. Best First Moves			6. Why Those Moves
7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A



# FLASH REPORT | VOLUNTEERING



**LEAD:** Jill Miller

## KEY MESSAGE

An independent review of volunteering has been completed, along with a governance and structural options appraisal. Aim to use the review to develop a whole system approach to policies, programmes, services in the city.

STATUS – KEY MESSAGE

PLAN

GREEN

BUDGET

GREEN

RESOURCE

GREEN

## PAST 4-WEEKS

- Key partners met on 19<sup>th</sup> and 29<sup>th</sup> April to continue discussions on independent review recommendations.
- Three lead organisations joined in a collaborative approach to options appraisal for future governance of city's Volunteering Strategy. Characteristics and options appraised, with preferred options highlighted for further investigation.

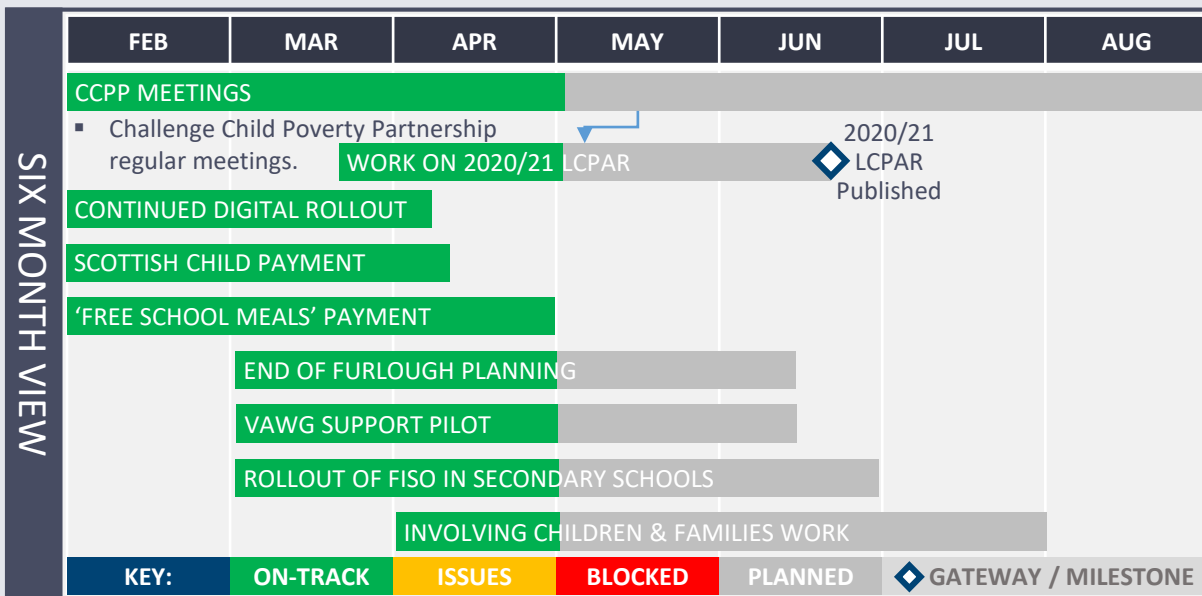
## NEXT 4-WEEKS

- Three lead organisations independently discussing preferred options of proposed models and characteristics with boards.
- Further development of preferred options underway.
- Group meeting 25<sup>th</sup> May to continue conversations on options appraisal along with other review recommendations.

THE 10 QUESTIONS

1. Local Knowledge			2. Glasgow's Needs
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9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

# FLASH REPORT | CHILD POVERTY



**LEAD: Fiona Moss**

## KEY MESSAGE

Early planning for furlough ending financial advice provision

PLAN

GREEN

BUDGET

GREEN

RESOURCE

GREEN

STATUS – KEY MESSAGE

**4-WEEK VIEW**

PAST 4-WEEKS
<ul style="list-style-type: none"> <li>Prep ongoing for 2020/21 LCPAR due for publication this year – aiming for summer</li> <li>Digital rollout has continued for children &amp; families, and SCVO allocations.</li> <li>Follow-up planning session of Challenge Child Poverty Group held and key programmes for development – pathways for financial advice and peer support</li> <li>Glasgow Food Plan finalised with support from CCPP - food security and well-being families pilot commencing in 3 neighbourhoods</li> </ul>

NEXT 4-WEEKS
<ul style="list-style-type: none"> <li>Commencing roll-out of Financial Advice in further secondary schools</li> <li>Involving families project with Get Heard Scotland and Children's Neighbourhood Scotland – data collection commenced with parents from priority families</li> <li>Work to link strategies and plans related to children &amp; families including C&amp;S, CLD, Com. PI &amp; CMH&amp;WB</li> <li>Launch of the Worrying About Money leaflet aimed at ensuring accurate information &amp; advice on supports available when experiencing financial difficulty</li> </ul>

**THE 10 QUESTIONS**

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7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

# FLASH REPORT | YOUNG PEOPLE / TRANSITIONS



No Update Provided in May Cycle

	FEB	MAR	APR	MAY	JUN	JUL	AUG
SIX MONTH VIEW	FINALISE DELIVERY PLANS						
	<ul style="list-style-type: none"> <li>Including appropriate legal/data sharing agreements</li> </ul>						
	EQIA OF YPG PROGRAMME						
			<ul style="list-style-type: none"> <li>Joint workshop held with GCVS and 3rd sector providers to understand gaps in provision and how to address them</li> </ul>				
			DELIVERY OF '20-'21 PROGRAMME				
			DESIGN DELIVERY OF '21-'22 PROGRAMME				
				<ul style="list-style-type: none"> <li>Finalisation of 2021 – 22 YPG budget from Scot. Gov.</li> </ul>			
					REPORTING/MONITORING		
	KEY:	ON-TRACK	ISSUES	BLOCKED	PLANNED	GATEWAY / MILESTONE	

LEAD: Mike McNally

## KEY MESSAGE

GCC are co-ordinating the development and delivery of the Scot Gov Young Person's Guarantee (YPG). A steering group from our Local Employability Partnership is guiding its development. The YPG will offer all young people (16-24) the opportunity to continue in education, training, access volunteering or a job.

STATUS – KEY MESSAGE

PLAN

GREEN

BUDGET

GREEN

RESOURCE

AMBER

## PAST 4-WEEKS

- Finalised project delivery plans with partners, including appropriate legal and data sharing agreements. Completed an Equalities Impact Assessment (EQIA) of the YPG Programme.
- Commenced delivery of activity
- Hosted workshop with GCVS and 3rd sector providers
- Commenced planning of '21-'22 programme

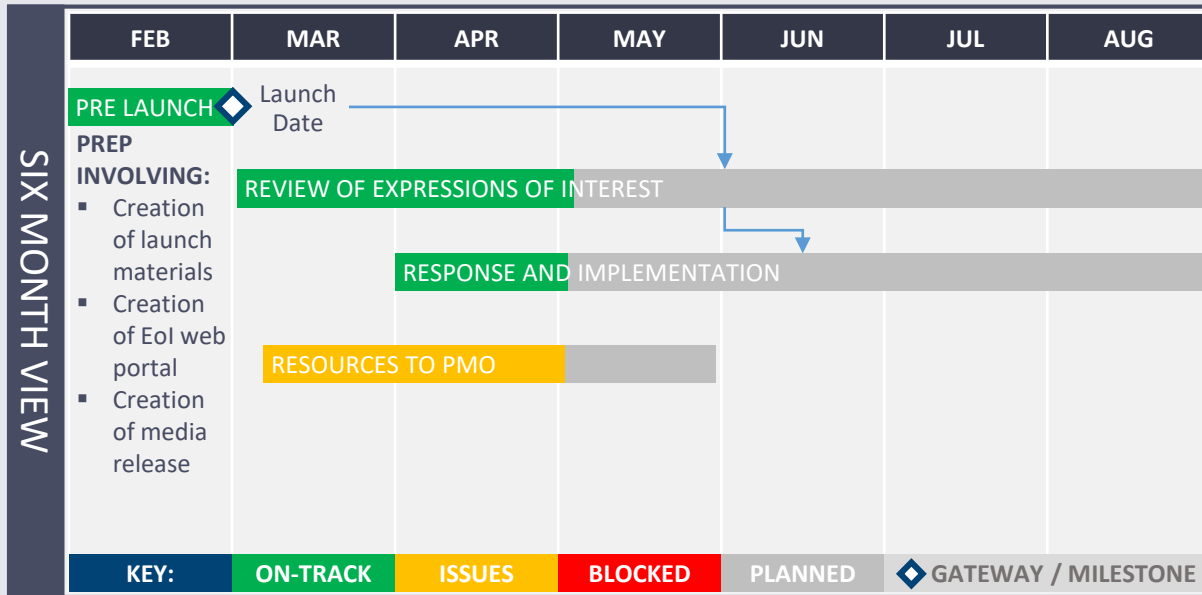
## NEXT 4-WEEKS

- Develop activity following 3rd sector session
- YPG Steering Group continuing to design and plan for '21-'22 programme
- Looking forward - finalisation of 2021 – '22 YPG budget from Scot. Gov likely by May.

THE 10 QUESTIONS

1. Local Knowledge			2. Glasgow's Needs
3. Other Partnerships			4. Lockdown Experience
5. Best First Moves			6. Why Those Moves
7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

# FLASH REPORT | PROPERTY (PMGC)



**LEAD: Ian Robertson**

## KEY MESSAGE

The People Make Glasgow Communities programme will encourage the people who know, use and are passionate about their local resources to make them more relevant and accessible, removing the previous binary choice of having a fully transferred asset or a council owned asset.

STATUS – KEY MESSAGE

PLAN

GREEN

BUDGET

GREEN

RESOURCE

AMBER

## PAST 4-WEEKS

- Identify and allocate resources (people). This has not gone as quickly as desired, however progress was made
- Over 230 (EoIs) have been received via the online portal by interested individuals or organisations
- Initial responses to EoI's have been issued.
- Engagement with Glasgow Life and other parts of GCC over EoI's.
- Initial analysis of EoI's ongoing

## NEXT 4-WEEKS

- The focus for the next 4-weeks needs to be on the allocation of resources to the PMO who will manage the programme.
- Continue to respond to EoI's
- Continue the analysis of each proposal including engagement with those who currently manage or deliver services from the assets.
- Information gathering in relation to individual EoI's
- Engagement with interested parties

THE 10 QUESTIONS

1. Local Knowledge			2. Glasgow's Needs
3. Other Partnerships			4. Lockdown Experience
5. Best First Moves			6. Why Those Moves
7. Measuring Success			8. City Priorities
9. Improve Collaboration			10. Required Sys. Changes
0	10	0	0
ANSWERED	IN PROGRESS	NOT ANS.	N/A

1. **LOCAL KNOWLEDGE:** How can local knowledge and experience be communicated to policy makers at national level in ways that genuinely inform and improve decision making?
2. **GLASGOW'S NEEDS:** How can the Council and its partners better evidence the complex, multiple nature of needs that services in the city of Glasgow are responding to, and more effectively make the case for increased resources and/or support to the city from the Scottish and UK governments that takes account of the higher level of need?
3. **OTHER PARTNERSHIPS:** What robust (i.e. non-anecdotal) evidence do we have about local partnerships that have worked well, enabling voluntary sector, Council and other partners to respond quickly and effectively to the challenges posed by the pandemic? Conversely, what evidence do we have about things that have not worked so well? Evidence in this context might take the form of short case studies, especially if they highlight the complexity of need, challenges and opportunities within partnership working and show what can be done when the right conditions are created or illustrate some of the barriers to effectiveness.
4. **LOCKDOWN EXPERIENCE:** What worked well during the lockdown period and its aftermath in identifying and addressing need? Are the mechanisms involved in the initial emergency response e.g. methods of funding or ways of collaborative working, being adopted or modified in the light of experience? How are partner organisations and the Council learning from experience?
5. **BEST FIRST MOVES:** Given that we face a combined health and jobs crisis, what are the (small number) of best first moves that the partners (not just the Council) should be taking?
6. **WHY THOSE MOVES:** Given limited resource and competing priorities, why are these (the recommended best first moves) the most appropriate steps to take now?
7. **MEASURING SUCCESS:** How would your work stream define and measure success? What evidence is there (or will there be by next July) that the steps recommended and taken will be (or have been) the most impactful and that other options would have (had) less impact?
8. **CITY PRIORITIES:** How would success measures relate to the city's priorities? What evidence is there (or will there be by next July) that steps being taken now or proposed by the social recovery partners will contribute towards key shared objectives including addressing poverty, making progress on equalities, tackling climate change and delivering inclusive growth?
9. **IMPROVE COLLABORATION:** Are there other actions proposed or that should be considered that would help improve collaboration between the social recovery partners and/or lead to enhanced future community engagement?
10. **REQUIRED SYSTEM CHANGES:** Are system changes required in the relationship between the Council and voluntary sector partners to reduce duplication and lead to greater transparency in determining how resources should be distributed between place, interest and identity priorities? The working groups are asked to consider a range of options including the possibility of moving to a commissioning system for service delivery rather than the bidding and scoring system used for the Communities.

# REPORTING SCHEDULE | SOCIAL RECOVERY TASK FORCE

January						
Mo	Tu	We	Th	Fr	Sa	Su
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4	5	6	7	8	9	10
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February						
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March						
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April						
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31						

June						
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August						
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September						
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October						
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November						
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December						
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27	28	29	30	31		

SRTF	REPORT DUE	PRE-AGENDA PAPERS DUE	SP
SRTF	PAPERS ISSUED	PRE-AGENDA MEETING	SP
SRTF	MEETING	GCPP SP MEET	SP

EG	PAPERS DUE
EG	PAPERS ISSUED
EG	GCPP EG MEET

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**Glasgow City Council**

**Social Renewal Task Force  
Report by Chief Digital Officer**

**Contact: Colin Birchenall 07986296877**

**DIGITAL GLASGOW –  
NEW WORKING GROUPS TO FOSTER CITY PARTNERSHIPS FOR DIGITAL**

**Purpose of Report:**

To raise awareness of three new working groups that have been established by the Digital Glasgow Board to foster city partnerships for digital and to extend the invitation to members of the Glasgow Community Planning Partnership

**Recommendations:**

The Social Renewal Task Force is asked to: -

- Note the creation of the Digital Glasgow working groups and to consider representation on the three working groups.
- Discuss priorities for reporting on digital to the SRTF

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

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### 1.0 Background

- 1.1 A review<sup>1</sup> of the progress made delivering the Digital Glasgow Strategy (originally published in 2018<sup>2</sup>) was presented to City Administration Committee in November 2020.
- 1.2 The report highlights progress made against the two part of the strategy:
  - **Digital Economy**, which focuses on connectivity, digital inclusion, digital skills, and digital business
  - **Digital Public Services**, which focuses on the role that digital can play in delivering public services.
- 1.3. The report also highlighted challenges associated with delivering the strategy and provided a summary of the impact of COVID. In particular, the sudden dependency on digital in society, in the economy, and for public services.
- 1.4. Reflecting on the progress made to date during the first two years of the strategy, and the impact of COVID19 the report set out ten priority areas of focus for 2021 and proposed establishing working groups with public, third, and academic sector partners (and elected members) in order to;
  - 1.4.1. To raise the profile of the relevant matter within the city
  - 1.4.2. Enable collective leadership for the matter across (public, voluntary, private, and academic) partner organisations
  - 1.4.3. Foster greater collaboration and sharing
  - 1.4.4. Better coordinate delivery of the actions across city partners
  - 1.4.5. Better align related and dependent actions across different parts of the strategy
- 1.5. In February the Digital Glasgow Board approved the Terms of Reference for three new working groups, that will provide a greater city-focus on;
  - 1.5.1. Digital Inclusion and Participation
  - 1.5.2. Open Data and Open Innovation
  - 1.5.3. Smart Cities

---

<sup>1</sup>

<https://www.glasgow.gov.uk/councillorsandcommittees/viewSelectedDocument.asp?c=P62AFQDNDX0G2U812U>

<sup>2</sup> <https://www.glasgow.gov.uk/CHttpHandler.ashx?id=43572&p=0>



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- 1.6. These three topics were prioritised on the basis that they;
  - 1.6.1. Are aligned to recovery and renewal plans,
  - 1.6.2. Require a more coordinated focus for actions in the strategy that are yet to be delivered,
  - 1.6.3. Can bring together inter-related actions from different parts of the strategy (for example bringing together related actions from across Digital Economy and Digital Public Services),
  - 1.6.4. Would benefit from greater engagement and coordination across city partners,
  - 1.6.5. Would benefit from increased engagement with elected members.

## 2. Working Group Approach

- 2.1. Elected Member representation is based upon an open invitation made to all councillors to be involved, based upon the interest of elected members in the subject matter.
- 2.2. Membership from city partners is being targeted based upon the role (and current and/or likely contribution) of the organisation and the individual.
- 2.3. The working groups are active groups and will operate in an agile manner to respond to changing needs. They are to operate according to a set of operating principles that are aligned to the Renewal Programme;
  - i. Commitment to Vision:

Organisations across the public, third, community and private sectors collectively agree a shared vision for the City and work together to deliver on this. Activities will take place both **within** and **across** organisations that will contribute to shaping and delivering our shared vision. Focus should be on delivery through the most appropriate partner organisation that to ensure the best approach for our citizens.
  - ii. Flexibility and Responsiveness is key:

Our new normal will require very different ways of working. We might not all be able to be in the office, or to work the same hours that we previously did. Our roles might change and dictate new practices. As an organisation it is important that we are able to both respond to, but also predict changes to the way in which we work.
  - iii. Data-Driven

Our insights are gathered from a range of statistical data sources but also qualitative testimony from service users, residents or staff. Collectively this informs our understanding of what is required, what is missing, what works and what doesn't. Understanding the impact of our interventions is crucial

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to be able to effectively respond to new issues and to continually refine and realign our service provision. We will go further however and use our insights to understand emerging trends and challenges

iv. Opportunities and Innovation

Our leaders are forward thinking and embrace different ways of doing things, positively disrupting our current environment. They encourage, support and inspire staff to develop and trial new ideas and ways of working. They champion bold changes to our strategic commitments and how we do business in order to do better.

### 3. Working Group Terms of Reference

3.1. The Terms of Reference for each of three Working Groups is available upon request. The defined purpose of the groups is in line with this report but in terms of the three different groups;

3.1.1. The **Digital Inclusion and Participation** working group seeks to

- Foster greater collaboration across the public and third sector to better align the delivery of digital inclusion services such as the provision of IT equipment, connectivity, and essential digital skills training,
- Ensuring that digital inclusion packages are tailored targeted to the right groups,
- Enabling greater sharing of resources (e.g. training materials) where applicable/appropriate.
- Seek opportunities for funding and investment.

3.1.2. The **Open Data and Open Innovation** working group seeks to;

- Promote the value of open data for increasing transparency, enabling services to become more targeted, enabling open government, and engaging and empowering communities,
- Encourage and enable increased publication of open data,
- Create partnership opportunities to use data to foster innovation, with a focus on opportunities to engage with industry through open innovation challenges.
- Seek opportunities for funding and investment.

3.1.3 The **Smart City** working group seeks to;

- Foster greater city collaboration to better align smart city activities
- Seek opportunities to make better use of smart city investments
- Adopt a “whole system” approach to smart cities across dimensions of “Smart Environment”, “Smart Energy”, “Smart Transport/Mobility”, “Smart Living”, and “Smart Health and Wellbeing”.
- Seek opportunities for funding and investment.

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### **4. Next Steps**

4.1. All three working groups have held at least one meeting. The Open Data and Innovation working group has met twice.

4.2. Members of the Social Recovery Task Force are asked to consider representation from partner organisations at the three groups. The aim of the representation would be to;

4.2.1. Ensure that relevant individual organisations can benefit from involvement in the working groups,

4.2.2. Ensure that representatives of the Social Recovery Task Force can directly influence the priorities for the working groups.

### **5. Recommendations**

The Social Renewal Task Force is asked to: -

- Note the creation of the Digital Glasgow working groups and to consider representation on the three working groups.
- Discuss priorities for reporting on digital to the SRTF

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# **Equality Outcomes**

## **2021 to 2025**

**April 2021**

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**Glasgow Council Family  
Equality Outcomes 2021 to 2025**

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For further information on Glasgow Council Family's Equality Outcomes, please contact the Strategic Policy and Planning team:

Telephone (0141) 287 0411  
Email [equality@glasgow.gov.uk](mailto:equality@glasgow.gov.uk)

Copies in alternative formats and community languages will be made available on request.

## 1. Introduction

- 1.1 The Equality Act 2010 sets out the public sector [general equality duty](#) that requires public authorities to pay due regard to the need to eliminate unlawful discrimination, victimisation and harassment; advance equality of opportunity; and foster good relations. These requirements apply across the protected characteristics of age, disability, gender reassignment, pregnancy and maternity, race, religion and belief, sex, sexual orientation, and (to a limited extent) marriage and civil partnership. Definitions of each of the protected characteristics can be found on the [Equality and Human Rights website](#).
- 1.2 The Scottish Government introduced [specific duties](#) for Scottish public authorities, to enable better performance of the public sector equality duty. One of these specific duties requires the Council to publish a set of Equality Outcomes by 30 April every four years, and publish progress towards the outcomes every two years.
- 1.3 This report presents the Council Family's third set of Equality Outcomes, which build on the existing set and establish some new priorities. These outcomes are not meant to encompass all the work the Council Family does to reduce social inequality in the city. Instead, they reflect what are considered to be the priorities.
- 1.4 This report complements the Equality Progress Report 2021, which provides information on the Council Family's progress towards mainstreaming equality in service delivery and progress towards the previous set of Equality Outcomes.

## 2. Glasgow's Statement of Intent for Equality (2021)

- 2.1 Glasgow is Scotland's largest and most diverse metropolitan area. Although outcomes are generally improving for residents, they are not improving fast enough for the poorest and most disadvantaged people in the city, nor for those who face specific barriers and disadvantage because of their age, disability, gender reassignment, race, religion, beliefs, sex, or sexual orientation.
- 2.2 Glasgow City Council, and the arms-length organisations that make up the Council Family, will not tolerate any form of inequality or discrimination. The experience of inequality and its impact on life experience is complex. Some people may fit within a protected characteristic but may not define themselves that way. Similarly, other people may define themselves by more than one protected characteristic and experience multiple inequalities and discrimination. It is important that protected characteristics are not each viewed separately but the connections and their collective impact are considered.
- 2.3 Tackling poverty and increasing economic growth are key strategic aims of the Council Family, to address the inequality that is often compounded by a person's socio-economic status. There is evidence that people with low income have worse physical and mental health; people living in the most income-deprived areas have a life expectancy that is, on average, 10 years lower than those living in the most affluent communities. The Council Family is committed to removing the barriers that socio-economic circumstances may place on someone. But people with protected characteristics may also experience barriers and disadvantage that is not linked to

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socio-economic circumstances, place, or deprivation. To ensure that the Council Family's approach to reducing inequality is flexible and able to reflect the life experience of all people, we are committed to carrying out Equality Impact Assessments of our policies and changes to service delivery.

- 2.4 Glasgow City Council will not tolerate inequality and discrimination in the city and will take action to address the underlying causes and support its most vulnerable citizens. In particular, the Council Family will work to eradicate the hostility, prejudice and violence that continue to be manifested against particular groups.
- 2.5 To mitigate the effects of inequality, Glasgow City Council is committed to delivering its Equality Outcomes within a policy framework that ensures that the Council Family is:
- Mainstreaming equality in all aspects of policy development and decision making, thereby demonstrating leadership;
  - Promoting human rights;
  - Embedding equality impact assessments into policy, service planning and decision making;
  - Contributing to the development and use of a robust evidence base, which identifies the underlying causes of inequality and supports the activity by which these are addressed;
  - Actively engaging with communities in order to understand their perspectives, concerns and priorities; and
  - Using the framework provided by the Equality Act 2010 and the specific duties set by the Scottish Government to mainstream equality within the day to day work of the Council Family and in working with our Community Planning Partners.

### 3. Impact of COVID-19 on Equality

- 3.1 It is widely acknowledged that the impacts of the coronavirus pandemic are significant and unequal. This is both from the effects of contracting COVID-19 and the restrictions and lockdown measures required to control the spread of the virus. The impacts of COVID-19 have compounded existing inequalities with many protected groups experiencing increased risk from health impacts, mental health and economic disadvantage. Some examples from the Scottish Government's research into COVID-19 impact on equalities has identified that 'disabled people were significantly more likely to experience loneliness and social isolation before the pandemic, and many disabled people have been worried about becoming acutely isolated at this time' and 'there have been reports of an increase in hate crime in the UK against people perceived to be of Chinese, South Asian or East Asian ethnicities since the start of the COVID-19 pandemic'. Each of these factors can be further heightened by intersectionality of protected characteristics or socio-economic disadvantage. Further information on the impacts that have been identified, so far, of COVID-19 on equality can be found on the [Scottish Government website](#).
- 3.2 Tackling these issues will be challenging but there is opportunity as part of recovery and renewal to tackle many inequalities and by including them in our Equality Outcomes it will ensure that equalities are at the forefront of any goals, Equality and poverty will be considered as part of Glasgow's renewal plans and specific actions identified to measure the new equality outcomes for 2021 to 2025.

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## 4. Tackling Poverty and Financial Exclusion

- 4.1 As part of the Equality Act, the Fairer Scotland Duty came into force on 1 April 2018. It requires public bodies to pay due regard to how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making decisions. We have incorporated this duty into the Equality Impact Assessment process and each strategic decision requires an assessment to identify potential impacts on the grounds of socio-economic status and to take steps to mitigate this risk wherever possible.
- 4.2 As outlined in Glasgow's Statement of Intent for Equality (Section 2), people who may face barriers as a result of their protected characteristics may have this further compounded by experiencing socio-economic disadvantage.
- 4.3 While recognising that considerable social and economic improvements have been delivered and continue to transform our city, data in 2020 showed that almost half of Glasgow's residents (275,320 people) live in the 20% most deprived areas in Scotland.
- 4.4 The city's Poverty Leadership Panel (PLP) leads the work to reduce poverty in the city. The [People Make Glasgow Fairer Strategy \(Tackling Poverty\)](#) is an all-age, all-city strategy developed by the partners of the PLP, with particular input and direction from the members of the Community Activist Panel, a group of volunteers from Glasgow communities who have lived in and experienced poverty. The strategy includes practical improvements to services that will help reduce poverty for all of our citizens. A key focus is tackling Child Poverty and a Local Child Poverty Action Report is produced on an annual basis.
- 4.5 Financial exclusion is both a symptom and a cause of poverty. Poor financial wellbeing impacts on all aspects of life and can leave lasting damage on future life chances. The [Financial Inclusion Strategy](#) sets out the Council Family's commitment to providing access to the best financial advice and products to support people to build their financial resilience and confidence to manage their money and deal with financial difficulties and enable them to fully contribute to and participate in the social and economic life of the city. The new strategy for 2020 to 2025 emphasises the need for organisations to work closely together in order to achieve the key principles which includes; reaching out to people who do not currently use advice services and working with citizens, in particular those with the lived experience of poverty, to better understand and improve services aimed at meeting their needs.

## 5. Reducing Health Inequality

- 5.1 In addition to reducing poverty, the Council Family works closely with NHS Greater Glasgow and Clyde through the Integration Joint Board (IJB) that oversees the Health and Social Care Partnership (HSCP) to deliver social care services and reduce health inequality. As a public body, the IJB are also required to develop and publish a set of Equality Outcomes.



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- 5.2 The IJB published its second [equalities mainstreaming report](#) in October 2020 and agreed their [equality outcomes for 2020 to 2024](#) in February 2021.
- 5.3 The IJB sets out its priorities in the [Strategic Plan for Health and Social Care 2019 – 2022](#). This plan presents the IJB's vision and priorities including nine National Health and Well Being Outcomes, three of which are:
- People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community
  - Health and social care services contribute to reducing health inequalities
  - People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being
- 5.4 Given these policy documents and the role of the IJB, we have made limited reference to health-related outcomes that in the past would have been partly delivered by the Council's Social Work Services. Officers representing the IJB continue to participate in the Council Family officers Equality Working Group to share information and best practice.

## 6. British Sign Language

- 6.1 In 2018, Glasgow developed its first [local British Sign Language \(BSL\) action plan](#) showing how we will promote and support BSL. The action plans themes were identified by the Scottish Government, Service Users, Services and Partners. Where appropriate, BSL actions will be drawn into the delivery of the Equality Outcomes in order to support and drive forward the delivery of both plans.
- 6.2 For further information on the implementation of the Glasgow BSL Action Plan see the progress update from 2020 [here](#).

## 7. Empowering Communities

- 7.1 The Council Family is part of the city's Community Planning Partnership (CPP), which includes the NHS, Police Scotland, and others. The Community Empowerment Act (2015) requires each CPP to develop and publish Local Outcome Improvement Plans, commonly known as a [Community Plan](#). Each CPP in Scotland will submit annual monitoring returns to the Scottish Government to report on progress towards outcomes.
- 7.2 The Community Empowerment Act places an expectation on the CPP that it will focus its collective energy on where its efforts can add most value for its communities, with particular emphasis on reducing inequalities and that the partnership develops locality and thematic approaches as appropriate to address these with participation from community bodies representing the interests of persons experiencing inequalities. The CPP will engage with equality groups as part of the development process, to ensure that the views of people with protected characteristics are included in the plans. One way that the CPP does this is via the Equalities Working Group, which

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includes public and Third Sector partners who represent people with protected characteristics. A Social Recovery Taskforce has been established, with partners, to coordinate a response to COVID-19, the work plan from the Taskforce will become the refreshed Community Action Plan for Glasgow Community Planning Partnership which is due to be revised later this year.

### 8. Equality Outcome Development Process

- 8.1 Outcomes are the changes or effects that result from an action the Council Family has taken. Specifically, an Equality Outcome should achieve one or more of the following: eliminate discrimination, advance equality of opportunity, or foster good relations. Equality Outcomes must be evidence-based and authorities should take reasonable steps to involve people who share a relevant protected characteristic and people who represent the interests of those people.
- 8.2 On 3rd March 2020, General Purposes City Policy Committee agreed the [development process for a new set of Equality Outcomes for 2021 to 2025](#). In response to the COVID-19 Pandemic some changes were made to the timeline. These changes took into consideration pressures on time for organisations and individuals as a result of COVID-19 response and the need to avoid face to face meetings to gather views. The revised process included various stages of formal engagement and evidence review during 2020/21 to ensure the Equality Outcomes are evidence-based and developed in consultation with stakeholders.
- 8.3 Developing Draft Outcomes

The following stages outline the approach taken to develop the draft Equality Outcomes: In addition to the overall consultation work there was some targeted consultation in schools and with Council staff to support developing outcomes related to Education and GCC as an Employer.

Evidence Review	Collecting research and data to form a database of evidence to establish our baseline of facts, figures and key issues.
Online consultation with stakeholders	Open from June to mid September for Elected Members and equality organisations in the city. The purpose was to review existing outcomes and identify key equality priorities. (23 respondents)
Workshops	Three workshops were held for; the Glasgow Equality Forum and wider Third Sector, Elected Members and staff from across the Council Family, including frontline, service development staff and Peer Support Network. The workshops considered consultation findings and produced an initial set of priorities for consideration in outcome development. (13 Third Sector Representatives, 6 Elected Members, 26 members of Council Family Staff)

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Follow up engagement	Workshop materials were shared with equality groups through the Glasgow Equality Forum and staff to support feedback from those unable to attend the workshop.
EHRC Event	Participation in the Equality and Human Rights event for Local Authorities. This event focussed on aiding Local Authorities to identify and tackle the most significant and persistent inequalities.
<b>GCC as an Employer</b>	
Consulting as an Employer	In addition to the above, there was specific development for outcomes relating to GCC as an Employer, led by Corporate HR: <ul style="list-style-type: none"> <li>• Employee Survey (247 responses)</li> <li>• Discussions with Network Sponsors and Coordinators</li> <li>• Review of yearly peer support network surveys</li> </ul>
<b>Education</b>	
During the Pandemic Education Services are prioritising frontline support for schools, which has had an impact on consultation activities.	
Staff in schools	<ul style="list-style-type: none"> <li>• The Education Improvement Service carried out an extensive audit across the estate to ascertain the needs of schools on taking forward equalities issues.</li> <li>• Next steps to take forward the race equality agenda were identified following presentation to city Headteachers in partnership with CRER.</li> <li>• Schools have been reissued an equalities self-evaluation tool to improve re equalities in their school.</li> </ul>
Pupils	<ul style="list-style-type: none"> <li>• A young people's forum (YPF) has been established which links closely with the QIO Equalities and the Education Equality Working Group to inform progress and developments through their lived experiences in Glasgow schools.</li> <li>• Evidence was collated by Glasgow Psychological Services who worked with LGBTI+ young people in focus groups to understand their experiences.</li> <li>• Examining the impact of COVID-19 on children and young people, including the evidence in relation to mental health and wellbeing, digital and remote learning, resilience building and more.</li> </ul>
Parents	Views and experiences of the Glasgow Parents Forum have been continually sought to inform and support strategies, It is important to ensure that the Forum has a cross section of parents that represent the diverse communities of Glasgow, this will be monitored to ensure diversity of links and developments.

8.4 The number of responses were lower than hoped for, but not unexpected given the pressures on time for organisations and individuals as a result of COVID-19 response. However, the quality of responses was high with a wealth of detail provided by respondents and specific actions that will be considered by the Council Family as part of the associated action and measure development during 2021. We would like to thank all those who responded and contributed to our consultations.

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8.5 There were consistent themes that emerged through the research and consultation. These were:

- In general, the themes of the existing outcomes continue to be a priority but some adjustments are required to make them more specific to particular groups and to incorporate recommended targeted actions to improve the effectiveness of our work.
- Improve the measurement of outcomes so that we are more able to demonstrate the impact of the work instead of volume.
- Involvement of groups in service design from the earliest stage.
- Commit to the principles of Inclusive Communication.
- Improved communication both internally and with partners about the work being done, sharing best practice and learning.
- Partnership working and utilising specialist knowledge of equality organisations

8.6 The above presents only a brief summary of the feedback generated through the outcome development process. The Council's Strategic Policy and Planning team is able to provide more detailed feedback from the various stages of engagement and consultation.

### Consulting on draft outcomes

8.7 Working with the Equality Working Group and specialist officers, the [existing set of outcomes](#) were amended to reflect the feedback from the consultation and research and suggested areas were developed into new draft outcomes.

8.8 Equality Outcomes were proposed on the following criteria:

- Ability to measure and adequately evidence progress;
- Whether there is a real opportunity that action by the Council Family will bring about positive change; and
- Delivery supports the Council Family's role in society.

8.9 The draft outcomes were then opened up for comment and suggestions with stakeholders in order to highlight and potential gaps and identify any changes required prior to proposing a final set.

Online consultation with stakeholders	Open from December to first week in February for equality organisations in the city, Council Family staff and Elected Members. The survey was also targeted at the Public Petitions and General Purposes Committee. (44 responses)
Continued engagement with equality groups via the Glasgow Equality Forum	Individual meetings with organisations were available on request.

8.10 The feedback on the draft outcomes were generally positive and some adjustments were made in line with comments. There were further recommendations for specific

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actions, particularly around intersectional issues and this will be taken forward through the development of actions.

- 8.11 During the development phase, no specific issues were raised for the protected characteristic of marriage and civil partnership. A specific follow up question was asked through the survey on the draft outcomes and no specific actions for the Council Family to act upon were identified at this stage. This will be monitored throughout the term of these outcomes and reconsidered if a specific issue is identified.

## 9. Glasgow Council Family Equality Outcomes 2021 to 2025

- 9.1 The Equality Outcomes for the next four years are a mixture of a revised outcomes from the set for 2017 to 2021 and a number of new priorities that were identified through research and stakeholder engagement.
- 9.2 Based on the feedback we received from stakeholders, we have also made some more general changes to the set of outcomes including:
- We have separated the outcomes for the Council as an Employer and for the Education Authority, although there is crossover and areas of joint working between the outcomes this ensured clarity over the key target audience.
  - The previous outcome on training will not be carried forward in the same way. Although, based on the consultation and research, staff training and awareness continues to be a priority, the feedback also suggested tailored training may have more impact, therefore training and awareness actions and measures will be incorporated into each of the new outcomes in order to aid in the facilitation of change.
- 9.3 Each Equality Outcome is aligned to the relevant element of the Equality Act 2010's General Duty and to a theme in the Council Strategic Plan. The Equality Outcomes are shared and adopted by the Education Authority (Glasgow City Council's Education Services) and the Glasgow Licensing Board, as well as applying to the Council Family of services and arms-length organisations.
- 9.4 In previous years, when we have presented our new Outcomes, we have set out the actions and measures to achieve them. However, this is not required by the legislation and given COVID-19 response and the flexibility required in the way we deliver services over the short to medium term, we have postponed this section of the development for service delivery outcomes. This will also allow the opportunity to align any actions and measures to Renewal Plans.
- 9.5 The following 14 outcomes are the Council Family's Equality Outcomes for 2021 to 2025. They form a structure for equality-related work by the Council Family, but do not encompass everything we do to address and reduce the inequality experienced by some communities in our city.
- 9.6 Further information for each of the outcomes is available in the appendices. Depending on what stage of development the associated action plans are at, there will be a slight variation in presentation across Service Delivery, GCC as an Employer

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and Education Authority. This will include evidence to support why each outcome is a priority, linked strategies and some of the areas for potential action that will be considered as part of the next steps. Fuller actions and measures to support the employment outcomes have been developed and are available at appendix 2.

<b>Glasgow Council Family Equality Outcomes 2021 to 2025</b>	
1.	An increased proportion of women, black and minority ethnic people, younger people, disabled people and LGBTI+ are supported to enter employment or training.
2.	Disabled people, black and minority ethnic people and older people have an improved experience in accessing services that meet their needs through more regular and systematic involvement in design of service delivery across the Council Family.
3.	Service users are provided with information accessible to them on services provided by the Council Family particularly, those who face barriers through disability, language and digital exclusion.
4.	Glasgow's work to end violence against women and girls results in: <ul style="list-style-type: none"><li>• women and girls can access the right services based on identified need and are protected from further harm;</li><li>• experiences of women and girls inform the planning and activity to eradicate gender-based violence and</li><li>• prevention approaches support tackling the root causes of violence against women and girls</li></ul>
5.	LGBTI+, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime through our work with partners to; <ul style="list-style-type: none"><li>• prevent hate crime before it happens</li><li>• encourage people to report hate crime when it happens</li><li>• improve service responses to victims</li></ul>
6.	The importance of tackling social isolation and loneliness is recognised and prioritised through our work with partners.
<b>GCC as an Employer</b>	
7.	Glasgow City Council create and celebrate a diverse and inclusive workplace.
8.	Black and minority ethnic people and disabled people have increased representation within Glasgow City Council's workforce
9.	Glasgow City Council has reduced barriers faced by women in the workplace.
10.	Glasgow City Council employees are supported to have improved mental and physical health and wellbeing.
11.	Glasgow City Council has progressed LGBTI+ inclusion in the workplace
<b>Education Authority</b>	
12.	Glasgow City Council (Education Services) has developed a more strategic approach to delivering equality and diversity curriculum in schools that has been developed in partnership with the third-sector and achieves external validation where possible.

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13	Glasgow City Council (Education Services) has developed a more strategic approach to challenging discrimination in schools and ensuring that everyone is engaged in taking forward this approach.
14	Glasgow City Council (Education Services) has continued to improve outcomes in relation to attainment and achievement for children and young people including those experiencing socio-economic disadvantage, those for whom English is not their first language, those who identify as black and minority ethnic and disabled children and young people.

## 10. Other Areas for Further Development and Action

10.1 Equality outcomes are not all that the Council Family do to tackle inequalities in the City. There are a number of areas of activity where evidence continues to be gathered and approaches developed. Although their current status does not support our evidence-based outcome approach, these areas will be closely monitored and reported on in the mid-term review of outcomes. We will look to enhance our evidence base for these areas and where appropriate develop outcomes that reflect the delivery aims of clear targeted work. These include:

### Black Lives Matter

10.2 In line with the motion approved by the Council in September 2020; the Council acknowledges the anger, frustration and anguish of our black citizens who experience racism in their daily lives and who expressed that through joining Black Lives Matter protests and in online teach-ins across Scotland during the summer.

10.3 Much work in these areas has been undertaken; and will continue to be undertaken across the Council by key strategic groups; including but not limited to; the BME Employment Working Group, the Hate Crime Working Group, Education Services and the newly appointed Diversity Manager at Glasgow Life.

### Forum of Faiths

10.4 Originally founded in 2002, the Forum was reinvigorated in 2020 to reflect on the fact that there had been a gap, both in terms of a consistent civic engagement with the Lord Provost's office; and a more policy focussed link to the Chief Executive Department; in order to directly raise matters relevant to faith groups, that could inform the Council's approach to the Public Sector Equality Duty.

10. The purpose of the group includes; promotion of good relations/community cohesion, provision of advice to public bodies, acting as a consultative forum on local issues for local government and directly link faith groups to the civil and policy infrastructure of the city. As work develops across these areas; we will reflect in equality progress updates, on the development, scope and activities of the Forum.

## 11. Next Steps

- 11.1 Development of actions and measures will be ongoing throughout 2021, working closely with officers from the Equality Working Group, the Glasgow Equality Forum and wider Third Sector. The action plan and baseline will be reported, in line with the first year of the outcomes.
- 11.2 We will work to set ambitious actions, which are more robust and demonstrate impact rather than volume. This may not always be possible due to the nature of the work delivered, however it is something we will continue to improve. When we report on progress, we will also include more comparative data where possible. We will align equality-related performance reporting with existing public performance reporting and embed actions within the Council's annual service planning documents (the ASPIRs).



## Appendix 1: Council Family Equality Outcomes 2021 to 2025

### OUTCOME 1

**An increased proportion of women, black and minority ethnic people, younger people, disabled people and LGBTI+ are supported to enter employment or training.**

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: A Thriving Economy*

### WHY WE HAVE PRIORITISED THIS OUTCOME

The Council's vision for Glasgow to be a world class city with a thriving, inclusive, economy where everyone can flourish and benefit from the city's success. Employment rates across the identified groups are still below the Scottish average and continue to be a priority for Glasgow. The impact of COVID-19 has resulted in greater levels of unemployment and it is estimated that the unemployment rate in Scotland could take between 3 and 6 years to recover to pre-crisis levels. To improve the economic outcomes of people with protected characteristics, we will continue to support people into employment and training opportunities, specifically people who face additional barriers because of a protected characteristic.

#### **Employment Rates of People of Working Age (16 to 64 years)**

*Source: [Annual Population Survey \(2019\)](#)*

	Glasgow	Scotland
Employment Rate (16 – 64 years)	67.3%	74.8%
Black and Ethnic Minority	47.8%	59.3%
Disabled People	45.2%	49%
Young people (16 to 24 years)	47.5%	57.9%
Women	66.9%	71.7%

In Scotland, the employment rate for the minority ethnic population aged 16 to 64 was 59.3%. This is lower than the rate for white population (75.7%) giving a gap in employment rates between minority ethnic and white of 16.4 percentage points. The white population has consistently had an employment rate that exceeds the minority ethnic population. The minority ethnic employment gap was much higher for women than men. For women the gap was 22.0 percentage points and for men it was 9.5 percentage points.

Across Scotland, the employment rate for the disabled population was 49.0% which was significantly lower than the employment rate for those not classed as disabled (81.6%). In 2019, the disability employment gap was 32.6 percentage points, lower than the gap the year before which was 35.5 percentage points.

## WHY WE HAVE PRIORITISED THIS OUTCOME

Glasgow has one of the lowest youth employment rates in Scotland of 47.5%, although it should be noted that youth employment rates in university areas are likely to be lower due to higher levels of economically inactive students.

Source: [Annual Population Survey 2019](#)

Sex also plays a role in someone's economic outcomes, and although the gender pay gap in Scotland has improved over the last few years, there is still a difference of 4% between men and women's pay levels.

Source: [Office of National Statistics](#)

Further support is required to support LGBTI+ young people to enter training and employment. From a survey carried out by LGBT Youth Scotland in 2018, 18% of respondents were unemployed, significantly above the unemployment rate in Scotland of 4.2%.

Source: LGBT Youth Scotland - [Life in Scotland](#)

## HOW WE WILL DELIVER THIS OUTCOME

<b>Areas that will be considered for potential action, but not limited to:</b>	<ul style="list-style-type: none"> <li>• European Regional Development Fund</li> <li>• Community Business Boost Programme</li> <li>• Glasgow Guarantee</li> <li>• Apprenticeship programme</li> <li>• RSBi</li> <li>• Adult learning (literacy and numeracy)</li> <li>• ESOL classes</li> <li>• European Social Fund</li> <li>• The Scottish Government's Young Persons Guarantee</li> <li>• Draft Transport Strategy Outcome: Transport responds and contributes to continued and inclusive economic success and a dynamic, world class city</li> <li>• LGBTI+ Working Group</li> </ul>
<b>Linked Strategies and Plans:</b>	<ul style="list-style-type: none"> <li>• <a href="#">Glasgow Economic Strategy</a> and its <a href="#">refresh</a>.</li> <li>• Economic Recovery Plan</li> <li>• <a href="#">Glasgow Community Learning and Development Plan</a></li> <li>• <a href="#">Glasgow's Volunteering Strategy</a></li> <li>• <a href="#">Disability Employment Gap Action Plan</a></li> <li>• <a href="#">People Make Glasgow Fairer Strategy</a></li> <li>• <a href="#">Digital Glasgow Strategy 2018 - 2023</a></li> <li>• Inclusive Growth Programme</li> <li>• <a href="#">Child Poverty Delivery Plan</a></li> </ul>

## OUTCOME 2

**Disabled people, black and minority ethnic people and older people have an improved experience in accessing services that meet their needs through more regular and systematic involvement in design of service delivery across the Council Family.**

*General Duty: Fostering good relations  
and Advancing equality of opportunity*

*Strategic Plan Theme: Resilient and Empowered Neighborhoods and  
A Well Governed City That Listens and Responds*

## WHY WE HAVE PRIORITISED THIS OUTCOME

We aim to empower our citizens, giving them a stake, and a say, in what happens in their local communities and communities of interest and the services they use. Stakeholders responded to our consultation to ask that we involve people with protected characteristics more systematically in our decision making and design at the earliest possible stage, and we have set a commitment to ensure this happens and that services meet the needs of all of the city's residents.

Percentage of respondents who agree or strongly agree:

	2019
The council rarely takes residents' views into account when making decisions that affect them	41%
Would like to be more involved in decisions that affect their area	52%
The council designs its services around the needs of the people who use them	43%

Source: [Glasgow Household Survey](#)

Those aged 16 – 34 (31%) and black and minority ethnic people (35.4%) were least likely to agree that the Council rarely takes local residents' views into account when making decisions that affect them. People with a disability in the household were the most likely to agree (46.9%).

People who identified as black and minority ethnic were the most likely to agree that the Council designs its services around the needs of the people that use them (56.5%). Women (39.2%) and those with a disability in the household (41.1%) were less likely to agree.

Black and minority ethnic people (60.2%) and younger people were more likely to want to be involved in decisions that affect their local area. People with a disability (41.9%) in the household and those aged over 65 were least likely to want to be involved. (65 – 74 years 31.3%, 75+ 21.3%)

The findings from the Glasgow Household Survey and the consultation we conducted to develop these Equality Outcomes suggests that there is more we can do to ensure that people do not experience barriers when accessing our services. We will continue to work to improve access to the services we deliver as well as satisfaction with these services.

## WHY WE HAVE PRIORITISED THIS OUTCOME

Percentage of respondents who agree or strongly agree

2019

Overall satisfaction with Council Family services 67%

Overall satisfaction with Council Family services (BME) 73%

Overall satisfaction with Council Family services (Disability in the household) 64%

The Council provides high quality services 48%

The Council provides high quality services (60 – 74) 39%

Source: [Glasgow Household Survey](#)

## HOW WE WILL DELIVER THIS OUTCOME

<b>Areas that will be considered for potential action, but not limited to:</b>	<ul style="list-style-type: none"> <li>• Targeted actions should be considered for each characteristic</li> <li>• Thriving Places</li> <li>• Participatory Budgeting</li> <li>• Community Empowerment</li> <li>• Community Councils</li> <li>• Consultations - different techniques for different target groups</li> <li>• Accessibility of public spaces</li> <li>• Placemaking Principles</li> <li>• Recovery Plans</li> <li>• Community development approaches in local communities.</li> <li>• Draft Transport Strategy Outcomes: 'Transport has a positive role in tackling poverty, improving health and reducing inequalities' and 'Places are created where we can all thrive, regardless of mobility or income, through liveable neighbourhoods and an inclusive City Centre.</li> <li>• Contact Centre</li> <li>• Information for staff on translations</li> <li>• Contact Scotland Training</li> <li>• Museum and Art Gallery access</li> <li>• Sports and Physical Activity</li> <li>• Financial Support</li> <li>• Roads and pavements – safe access for people living with a disability and older people</li> <li>• Availability of information about services in an accessible format via our websites or social media</li> <li>• LGBTI+ Working Group</li> </ul>
<b>Linked Strategies and Plans:</b>	<ul style="list-style-type: none"> <li>• <a href="#">Locality Planning</a></li> <li>• <a href="#">Community Plan</a> and <a href="#">Action Plan</a>,</li> <li>• <a href="#">Consultation Principles</a> and <a href="#">Guidance</a></li> </ul>

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	<ul style="list-style-type: none"><li>• <a href="#">Community Learning and Development Plan</a></li><li>• National Standards for Community Engagement</li><li>• GCHSCP <a href="#">Participation and Engagement Strategy</a></li><li>• GC IJB <a href="#">Strategic Plan and Locality Plans</a></li><li>• GCHSCP <a href="#">Consultation Guidelines</a></li></ul>
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## OUTCOME 3

**Service users are provided with information accessible to them on services provided by the Council Family particularly, those who face barriers through disability, language and digital exclusion.**

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: A Well Governed City That Listens and Responds*

## WHY WE HAVE PRIORITISED THIS OUTCOME

The findings from the Glasgow Household Survey and the consultation we conducted to develop these Equality Outcomes suggests that there is more we can do to ensure that people do not experience barriers when accessing our services. One way we will do this is by improving the information about the services available and how to access them as well as ensuring that information is available in a suitable format for the target audience.

Responding to COVID-19 has highlighted the importance of how we share information with Glasgow residents, particularly those who face barriers due to their protected characteristic or those who are digitally excluded.

Percentage of respondents who agree or strongly agree

2019

The council is good at letting residents know about the services it provides

39%

### Online Service Use:

Respondents aged 16-24 years were more likely to have a lack of awareness of council's online services (20%) compared to the average (14%).

Those aged 65+, were more likely than average to say they did not like using computers (33% compared with 13%) and did not have access to the internet (25% compared with 10%).

BME residents were more likely than non-BME residents to say they were not aware any of the council's online services were available (21% compared with 13%).

Source: [Glasgow Household Survey](#)

## HOW WE WILL DELIVER THIS OUTCOME

<b>Areas that will be considered for potential action, but not limited to:</b>	<ul style="list-style-type: none"> <li>• Inclusive Communications</li> <li>• Web accessibility</li> <li>• BSL translations</li> <li>• Use of translated materials for service communications eg Roads and Lighting</li> </ul>
<b>Linked Strategies and Plans:</b>	<ul style="list-style-type: none"> <li>• <a href="#">Connecting Scotland Strategy</a></li> <li>• <a href="#">Digital Glasgow Strategy 2018 - 2023</a></li> </ul>

## OUTCOME 4

**Glasgow's work to end violence against women and girls results in:**

- **women and girls can access the right services based on identified need and are protected from further harm;**
- **experiences of women and girls inform the planning and activity to eradicate gender-based violence; and**
- **prevention approaches support tackling the root causes of violence against women and girls**

*General Duty: Eliminating discrimination, harassment and victimisation*

*Strategic Plan Theme: A Well Governed City That Listens and Responds*

## WHY WE HAVE PRIORITISED THIS OUTCOME

Violence against women and girls is a global issue and one that we all have a part to play in finding the right solutions to ensure safety and wellbeing for everyone who lives, works or visits the city. The risk of domestic abuse has been magnified by the COVID-19 pandemic and the resulting lockdown. As well as escalations in abuse and increased difficulty in accessing help.

On 1st April 2019 the Domestic Abuse (Scotland) Act 2018 was enacted. This piece of legislation criminalised behaviour known as coercive control. In the first year this legislation was in place 1,681 crimes were recorded. Of those new crimes, 94% (or 1,577) involved a female victim and 6% (or 104) had a male victim.

Source: [Scottish Government](#)

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

Source: [Scottish Government](#)

There were 112 incidents of domestic abuse recorded by the police in Scotland per 10,000 population in 2018-19. At a local authority level, Glasgow City (147) recorded the highest incident rates per 10,000 population.

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

Source: [Scottish Government](#)

In 2018/19 there were 60,641 incidents of domestic abuse recorded by the police in Scotland, an increase of 2% on the previous year.

Where sex was recorded, around four out of every five incidents of domestic abuse in 2018-19 had a female victim and a male accused. This proportion has remained very stable since 2011-12. In 2018-19, 16% of domestic abuse incidents involved a male victim and a female accused (where sex was recorded). Again, this proportion has remained stable since 2011-12 (ranging from 16% to 18%).

Sexual crimes account for 5% of all crimes recorded in Scotland in 2019-20 (13,364).

Source: [Scottish Government](#)

## HOW WE WILL DELIVER THIS OUTCOME

<b>Areas that will be considered for potential action, but not limited to:</b>	<ul style="list-style-type: none"> <li>• Drawn from Glasgow Violence Against Women Partnership Strategic Delivery Plan</li> <li>• Intersectional issues, including black and minority ethnic women and members of LGBTI+ community</li> </ul>
<b>Linked Strategies and Plans:</b>	<ul style="list-style-type: none"> <li>• Glasgow Violence Against Women Partnership Strategic Delivery Plan</li> <li>• <a href="#">Equally Safe.</a></li> </ul>



## OUTCOME 5

**LGBTI+, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime through our work with partners to;**

- **prevent hate crime before it happens**
- **encourage people to report hate crime when it happens**
- **improve service responses to victims**

*General Duty: Eliminating discrimination, harassment and victimisation*

*Strategic Plan Theme: A Well Governed City That Listens and Responds*

## WHY WE HAVE PRIORITISED THIS OUTCOME

Hate crime is any crime motivated by prejudice against someone because of their actual or perceived: race, sexual orientation, religion, disability or transgender identity.

We take a zero tolerance approach to Hate Crime and are committed to ensuring that all of Glasgow's residents are equally able to live, work and study without fear of being targeted due to an aspect of their identity. Along with our partners, we work to increase awareness of hate crime, prevent hate crime from happening, encourage reporting when it does happen and, ultimately, put a stop to it.

Hate Crime: Number of Charges Reported in Glasgow

	2019/20
Racially aggravated crime	689
Religiously aggravated crime	254
Disability aggravated crime	70
Sexual orientation aggravated crime	343
Transgender identity aggravated crime	*Under 5

\*Under 5 noted so as not to identify individuals

Source: [Crown Office and Procurator Fiscal Service](#)

Percentage of respondents who were aware that they could report to the police about being insulted, pestered or intimidated through....

	2019
The Police Scotland website	61%
A Third Party Reporting Centre	23%

Source: [Glasgow Household Survey](#)

From the 2019 Glasgow Household Survey:

## WHY WE HAVE PRIORITISED THIS OUTCOME

- 22% of respondents to the Glasgow Household Survey worried about being insulted, pestered or intimidated based on their protected characteristics; 10% worried about sectarianism; 6% in relation to their ethnic origin or race, disability, religion, or gender; 4% in relation to their age; 3% their sexual orientation; and 2% their trans status.
- 76% of those who had experienced hate crime or harassment had not reported the most recent incident.

## HOW WE WILL DELIVER THIS OUTCOME

<b>Areas that will be considered for potential action, but not limited to:</b>	<ul style="list-style-type: none"> <li>• Actions and measures for 2021 to 2025 will be aligned to the themes of the Glasgow Hate Crime Strategy:               <ul style="list-style-type: none"> <li>○ Prevention - We will work together to stop hate crime before it happens</li> <li>○ Reporting - We will work together to encourage people to report hate crime when it happens</li> <li>○ Responding - We will work together to improve Glasgow's service responses to victims</li> </ul> </li> </ul>
<b>Linked Strategies and Plans:</b>	<ul style="list-style-type: none"> <li>• <a href="#">Glasgow Hate Crime Strategy</a></li> </ul>

## OUTCOME 6

**The importance of tackling social isolation and loneliness is recognised and prioritised through our work with partners**

*General Duty: Fostering good relations*

*Strategic Plan Theme: A Healthier City*

### WHY WE HAVE PRIORITISED THIS OUTCOME

Loneliness and social isolation can have a powerful negative effect on health, well-being and life chances. We believe that tackling this effectively is fundamental to improving the health of Glaswegians and effectively tackling health inequalities. The COVID-19 pandemic has accentuated this issue, making it harder to be with others and social and leisure activities restricted. Research and testimonials have indicated that social isolation and loneliness has had an impact across the protected groups, more so for groups already at risk prior to the pandemic.

- 6% of adults have contact with family, friends or neighbours less than once or twice a week
- 21% feel that they don't have a strong sense of belonging to their local community  
Source: [Scottish Household Survey](#)
- 11% of adults in Scotland often feel lonely, and 34% feel lonely sometimes  
Source: [The Mental Health Foundation \(2010\)](#).
- 31.5% of working-age adults who were disabled or off work for long periods due to illness were "frequently lonely"
- 17% of men and 15% of women living in deprived areas reported "frequent loneliness"  
Source: [Loneliness in Glasgow's Deprived Communities. GoWell](#)

A series of short films and case studies from the Glasgow Health Commission can be found on our [website](#).

Other Research and Testimonials:

- [Glasgow Health Commission](#)
- Local Government Association. [Combating Loneliness, A guide for local authorities.](#)
- [Jo Cox Commission on Tackling Loneliness](#)
- [Supercharged: a human catastrophe](#)
- [The impact of the Covid-19 pandemic on equalities and human rights](#)
- [Social isolation and loneliness in Scotland: a review of prevalence and trends. NHS Health Scotland.](#)

### HOW WE WILL DELIVER THIS OUTCOME

<b>Areas that will be considered for</b>	<ul style="list-style-type: none"> <li>• Priority in the Glasgow Community Fund</li> <li>• Investment to strengthen social cohesion</li> </ul>
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<p><b>potential action, but not limited to:</b></p>	<ul style="list-style-type: none"> <li>• Awareness raising for front line staff</li> <li>• Public Health Oversight Board</li> <li>• Promoting social inclusion and community cohesion through cultural and creative activities.</li> <li>• Promoting access to support and advice that enables people to develop and improve their financial capability.</li> <li>• Draft Transport Strategy Outcomes: 'Transport has a positive role in tackling poverty, improving health and reducing inequalities' and 'Places are created where we can all thrive, regardless of mobility or income, through liveable neighbourhoods and an inclusive City Centre</li> </ul>
<p><b>Linked Strategies and Plans:</b></p>	<ul style="list-style-type: none"> <li>• Social Recovery Taskforce Action Plan</li> <li>• <a href="#">A Connected Scotland Strategy</a></li> <li>• People Make Glasgow Fairer</li> <li>• Glasgow Community Plan/Community Action Plan</li> <li>• <a href="#">Health Commission</a></li> <li>• Financial Inclusion Strategy</li> <li>• Community Learning and Development Strategy</li> <li>• <a href="#">Community Learning and Development Plan</a></li> </ul>

## Appendix 2: Council Family Equality Outcomes 2021 to 2025: GCC as an Employer

### OUTCOME 7

**Glasgow City Council create and celebrate a diverse and inclusive workplace.**

*General Duty: Fostering good relations*

*Strategic Plan Theme: A Well Governed City That Listens and Responds*

### HOW WE WILL DELIVER THIS OUTCOME

Action	Why	Measurement
Develop Equality Diversity & Inclusion Strategy & Action Plan outlining activity to increase diversity and inclusiveness of the organisation and mitigate the impact of COVID19  <i>Protected Characteristic: All</i>	Brings all activity together in one place including day to day and specific outcomes	CMT, Committee approval & Updates Include Governance Structure to drive service activity.
Work with employees to bring together ED&I activities and showcase GCC as a Diverse Employer & Inclusive Employer  <i>Protected Characteristic: All</i>	To assist cultural change. Showcase what we're doing. Internal and external activity to showcase us as an employer of choice.	Celebration Event Yearly Post Event feedback Me@GCC Activity to influence and assist achievement of other outcome.
Develop a package of ED&I Training to support employees  <i>Protected Characteristic: All</i>	<ul style="list-style-type: none"> <li>• Feedback is it's needed</li> <li>• Building on what we have already planned</li> </ul>	<ul style="list-style-type: none"> <li>• Materials developed</li> <li>• Usage</li> <li>• Training delivered</li> </ul>
Develop our ED&I Peer Support Networks to deliver events on digital platforms to mitigate the impact of COVID-19 and connect with as many employees as possible  <i>Protected Characteristic: All</i>	<ul style="list-style-type: none"> <li>• Required due to COVID-19</li> <li>• Feedback is that out with city centre people can't attend or don't know about networks.</li> </ul>	<ul style="list-style-type: none"> <li>• Events held online</li> <li>• Attendance Figures</li> <li>• Membership Numbers</li> </ul>

## HOW WE WILL DELIVER THIS OUTCOME

<p>Develop guidance to assist the creation of local ED&amp;I activities and networks linked to overall organisational activities</p> <p><i>Protected Characteristic: All</i></p>	<ul style="list-style-type: none"> <li>• Expand reach of ED&amp;I activity from out with city centre</li> <li>• Assist change culture</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance developed</li> <li>• Links to central groups</li> <li>• Local groups established</li> </ul>
<p>Take action to encourage employees to disclose demographic information by raising awareness of why this information is collected and how it used.</p> <p><i>Protected Characteristic: All</i></p>	<ul style="list-style-type: none"> <li>• Carried forward outcome</li> <li>• ED&amp;I Celebration Activity should assist</li> </ul>	<ul style="list-style-type: none"> <li>• Reduction in non-disclosure</li> </ul>
<p>Develop a package of independent ED&amp;I Support for employees through our Employee Assistance Provider</p> <p><i>Protected Characteristic: All</i></p>	<ul style="list-style-type: none"> <li>• Follows on from phone lines</li> <li>• Independent</li> <li>• Available through EAP</li> <li>• Assist cultural change</li> </ul>	<ul style="list-style-type: none"> <li>• Calendar of events planned</li> <li>• Attendance levels</li> </ul>

## OUTCOME 8

### Black and minority ethnic people and disabled people have increased representation within Glasgow City Council's workforce

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: A Well Governed City That Listens and Responds*

## HOW WE WILL DELIVER THIS OUTCOME

Action	Why	Measurement
<p>Continue work of BME Cross Party Working Group to increase BME Representation across the organisation and ensure BME employees are supported and developed.</p> <p><i>Protected Characteristic: Race</i></p>	<ul style="list-style-type: none"> <li>• Commitment has been made by committee already.</li> <li>• To be representative of the city</li> <li>• Continue on the work already done with a focus on reducing barriers to progression and increasing representation at all levels of the organisation.</li> <li>• Race Equality Framework</li> </ul>	<ul style="list-style-type: none"> <li>• Activity included in ED &amp; I Strategy &amp; Action Plan</li> <li>• CMT &amp; Committee Scrutiny</li> <li>• % of workforce</li> <li>• Workforce progression statistics</li> <li>• Tailored development activity.</li> </ul>
<p>Continue to work with BME Partner Organisations to deliver programme of positive action to increase BME representation in the organisation.</p> <p><i>Protected Characteristic: Race</i></p>	<ul style="list-style-type: none"> <li>• Carried forward activity</li> <li>• Activity is happening and producing results this will continue this activity.</li> </ul>	<ul style="list-style-type: none"> <li>• % of BME</li> <li>• Delivery of specific recruitment events</li> </ul>
<p>Establish a Cross Party Disability Working Group to increase Disabled Representation across the organisation and ensure Disabled employees are supported and developed.</p> <p><i>Protected Characteristic: Disability</i></p>	<ul style="list-style-type: none"> <li>• We are not representative of make-up of city.</li> <li>• Replicate model used for BME activity with disabled specific organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Activity included in ED &amp; I Strategy &amp; Action Plan</li> <li>• CMT &amp; Committee Scrutiny</li> <li>• % of workforce</li> <li>• Workforce progression statistics</li> <li>• Tailored development activity.</li> </ul>
<p>Rollout 'Disability Passports' to ensure we appropriately support employees with health conditions, disabilities or impairments.</p>	<ul style="list-style-type: none"> <li>• Feedback is there can be issues with reasonable adjustments</li> <li>• Ensure we meet legislative requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Guidance and rollout</li> </ul>

HOW WE WILL DELIVER THIS OUTCOME

<i>Protected Characteristic:</i> <i>Disability</i>	<ul style="list-style-type: none"><li>• Assist change culture</li></ul>	
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## OUTCOME 9

**Glasgow City Council has reduced barriers faced by women in the workplace.**

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: A Well Governed City That Listens and Responds*

### HOW WE WILL DELIVER THIS OUTCOME

Action	Why	Measurement
Progress Job Evaluation and update Equal Pay Policy Statement  <i>Protected Characteristic: Sex</i>	<ul style="list-style-type: none"> <li>In line with commitment made to Job Evaluation.</li> </ul>	<ul style="list-style-type: none"> <li>Achievement in line with agree plans</li> <li>CMT, Committee approval &amp; appropriate working group Updates</li> </ul>
Continue work of Gender Pay Gap Cross Party Working Group to reduce the inequalities experience by women in the workplace  <i>Protected Characteristic: Sex</i>	<ul style="list-style-type: none"> <li>Commitment has already been made through full council motion and work started</li> <li>Link to Fairer Scotland for Women Strategy</li> </ul>	<ul style="list-style-type: none"> <li>Activity included in ED &amp; I Strategy &amp; Action Plan</li> <li>CMT &amp; Committee Scrutiny</li> <li>Gender pay gap and occupational segregation information</li> <li>Tailored development activity.</li> </ul>
Further develop our Gender Pay Gap Reporting to include Ethnicity & Disability  <i>Protected Characteristic: Race and Disability</i>	<ul style="list-style-type: none"> <li>Proposed legislation on this</li> <li>Shows our clear commitment to other actions we're taking around progression</li> </ul>	<ul style="list-style-type: none"> <li>Publication of data</li> <li>Activity on back of data analysis</li> </ul>
Achieve accreditation as an Equally Safe at Work Organisation (in line with Scottish Government rollout)  <i>Protected Characteristic: Sex</i>	<ul style="list-style-type: none"> <li>Currently on shadow group of Scottish Government Pilot project</li> <li>CMT commitment given to progress</li> <li>Regularly raised by trade unions</li> <li>Supports other outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Achieve Accreditation</li> <li>Outcomes from implementation action plan</li> <li>Improved survey results</li> </ul>
Analyse recent survey of employees returning from maternity or adoption leave to ensure the Council is meeting its aim of supporting pregnant women, adopters and working parents	<ul style="list-style-type: none"> <li>Carried forward outcome</li> <li>Survey work and consultation completed this will move this forward.</li> </ul>	<ul style="list-style-type: none"> <li>Survey established and action plan developed</li> </ul>

HOW WE WILL DELIVER THIS OUTCOME		
<i>Protected Characteristic: Sex, Pregnancy and Maternity</i>		

**OUTCOME 10**

**Glasgow City Council employees are supported to have improved mental and physical health and wellbeing.**

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: A Healthier City*

**HOW WE WILL DELIVER THIS OUTCOME**

Action	Why	Measurement
Develop Health & Wellbeing Strategy & Action Plan to support our employees and mitigate the impact of COVID-19  <i>Protected Characteristic: All</i>	<ul style="list-style-type: none"> <li>Brings all activity together in one place including day today and specific outcomes</li> </ul>	<ul style="list-style-type: none"> <li>CMT, Committee approval &amp; Updates</li> </ul>

**OUTCOME 11**

**Glasgow City Council has progressed LGBTI+ inclusion in the workplace**

*General Duty: Fostering good relations and Advancing equality of opportunity*

*Strategic Plan Theme: A Well Governed City That Listens and Responds*

**HOW WE WILL DELIVER THIS OUTCOME**

Action	Why	Measurement
Take part in Stonewall Scotland's Workplace Equality Index to progress LGBTI+ Inclusion in the workplace  <i>Protected Characteristic: Sexual Orientation</i>	<ul style="list-style-type: none"> <li>Recently became a member of Stonewall</li> <li>Commitment and accreditation to LGBT workforce in line with other ED&amp;I accreditations</li> <li>Supports other outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Take part in index</li> <li>Outcomes from implementation action plan</li> <li>Improved survey results</li> </ul>

### Appendix 3: Council Family Equality Outcomes 2021 to 2025: Education Authority

During the Pandemic Education Services are prioritising frontline support for schools, which has had an impact on consultation activities.

## OUTCOME 12

**Glasgow City Council (Education Services) has developed a more strategic approach to delivering equality and diversity curriculum in schools that has been developed in partnership with the third-sector and achieves external validation where possible.**

*General Duty: Fostering good relations*

*Strategic Plan Theme: Excellent and Inclusive Education*

## WHY WE HAVE PRIORITISED THIS OUTCOME

In 2017 the HSCP Health and Wellbeing survey identified that LGB young people were had poorer mental health and wellbeing outcomes. This led to a strategic review of what supports were in schools and the school environment itself in relation to the experiences of LGBT young people. Part of this identified a need for curriculum review. We have worked with partners in identifying resources and this work continues, including the external verification through the LGBT Scotland Chartermark Award. In addition, the Scottish Government published guidance which included the need for schools to review their curriculums to reflect a more positive and equitable approach with LGBT children and young people, staff, families and the wider community.

Further analysis of wider equalities needs with establishments Glasgow wide in September 2020 made it clear that whilst significant developments had taken place in some schools around LGBT developments, more work needed to be taken forward. This analysis also showed that more work was required across other protected characteristics, particularly race equality.

The Black Lives Matter global campaign has galvanised many young people in our schools and this was clear in the recent Pupil Voice schools' activity (December 2020). Young people want to see more race equality development, and this includes work on the curriculum. Our school leaders simultaneously highlighted the need for change through our existing communication channels. Furthermore, with our Third Sector partnerships, the Education Equalities Working Group identified the need to do more specific development work on race equality. We are working closely with Glasgow's Parent Forum who have identified the need to develop actions in this area, particularly with parents, schools and communities.

We intend to keep listening to our stakeholders and the actions we will take may increase and change over time.

## HOW WE WILL DELIVER THIS OUTCOME

<b>Areas that will be considered for</b>	<ul style="list-style-type: none"> <li>To widen the participation in the Black Young People's forum to help inform curriculum developments in school.</li> </ul>
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<b>potential action, but not limited to:</b>	<ul style="list-style-type: none"><li>• To establish a Curriculum Dev Group (Social subjects) involving primary and secondary practitioners to collate and develop learning and teaching resources for Race Equality.</li><li>• To continue to develop our online platform to make more resources available to schools. This will include both Glasgow Online and GLOW tiles.</li><li>• The EAL team will support schools in developing appropriate and relevant anti-racist and equality materials. They will encourage schools to consider their context in relation to the diversity of the community they serve when developing new resources and planning activities.</li><li>• To continue to work with schools to examine their curriculum to ensure that it is reflective of all our communities.</li></ul>
<b>Linked Strategies and Plans:</b>	Education Equalities Working Group Action Plan 2020/21 EAL Thematic Review and Action Plan

## OUTCOME 13

**Glasgow City Council (Education Services) has developed a more strategic approach to challenging discrimination in schools and ensuring that everyone is engaged in taking forward this approach.**

*General Duty: Eliminating discrimination, harassment and victimisation*

*Strategic Plan Theme: Excellent and Inclusive Education*

## WHY WE HAVE PRIORITISED THIS OUTCOME

Working with our partners in the Education Equalities Working Group, we had already identified focusing more on our race equality work as a priority for session 2020 onwards.

The Black Lives Matter global movement have propelled the need for greater race equality and anti-racist work to be taken forward across society which, of course, includes our schools. All our previous work on leadership shows that for systemic change to take place there needs to be an emphasis on working with leaders to build their capacity, understanding and commitment to challenge structural and cultural discrimination to bring about real change.

## HOW WE WILL DELIVER THIS OUTCOME

<p><b>Areas that will be considered for potential action, but not limited to:</b></p>	<ul style="list-style-type: none"> <li>• Systemic Change in 'Leadership of Race Equality' training will be rolled out across Education Services establishments. Schools will be identified in a pilot activity to inform the wider training rollout. Our partner, CRER, Glasgow will support this programme.</li> <li>• Education Services will work to support all schools in re-establishing and reviewing their Equality policy and procedures. With the headteacher being the lead for the Equalities Policy, all schools will ensure that all developments/plans linked to equalities work will be shared through school annual reporting procedures.</li> <li>• To widen the participation of the Black Young People's forum to enable the voices of black minority ethnic young people to influence developments in education.</li> <li>• Psychological Services will undertake research into experiences of black Young People. This will assist in ensuring there is clearer understanding on challenges faced by black young people as well as considering staff support needs.</li> <li>• Undertake a review to ensure that we make better use of the evidence that comes from the 'Bullying and Harassment' SEEMIS data.</li> <li>• Develop our race equality training input to probationer teachers.</li> <li>• Work closer with our Higher Education partners to support race equality and anti-racism to underpin our profession.</li> <li>• Continue to develop our race equality training input to our leadership and Into Headship programmes.</li> <li>• Promote events to encourage diversity in career considerations, including teaching.</li> </ul>
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	<ul style="list-style-type: none"><li>• Organise events such as Pride Lite to promote equalities awareness and provide opportunities for young people to network.</li><li>• Continue to work with LGBT Scotland to engage schools in the Chartermark process since this encourages systemic change.</li><li>• Encourage more Early years establishments to be involved in the Gender Friendly nurseries initiatives.</li><li>• Encourage greater use of the EQIA approach with establishments.</li><li>• Continue to promote and develop the Sense Over Sectarianism programme.</li><li>• Continue to promote events and projects which highlight the Holocaust and the importance of combating discrimination.</li></ul>
<b>Linked Strategies and Plans:</b>	Education Equality Working Group Action Plan 2020/21

## OUTCOME 14

**Glasgow City Council (Education Services) has continued to improve outcomes in relation to attainment and achievement for children and young people including those experiencing socio-economic disadvantage, those for whom English is not their first language, those who identify as black and minority ethnic, and disabled children and young people.**

*General Duty: Advancing equality of opportunity*

*Strategic Plan Theme: Excellent and Inclusive Education*

## WHY WE HAVE PRIORITISED THIS OUTCOME

The need to improve attainment and achievement is the core aim of Education Services. The statistics from Focus (Glasgow's data tool) and Insight (the national data school) show sustained improvement and we are driven to continue to improve for all our children and young people.

## HOW WE WILL DELIVER THIS OUTCOME

<b>Areas that will be considered for potential action, but not limited to:</b>	<ul style="list-style-type: none"> <li>• Take forward initiatives and activities which support recovery for children and young people following the Covid pandemic.</li> <li>• To continue to support targeted programmes and developments to improve the attainment of children and young people.</li> <li>• To continue to support targeted programmes and developments to improve the achievements of children and young people.</li> <li>• Work with Third sector partners to support improvements in schools for disabled children and young people.</li> <li>• Review the curriculum in ASL schools to ensure it is more personalised to meet the needs of learners.</li> </ul>
<b>Linked Strategies and Plans:</b>	Glasgow's Improvement Challenge Glasgow's Additional Support for Learning Reform following the national ASL Review



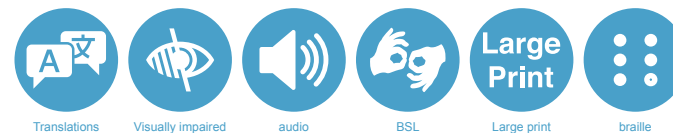



# Glasgow Council Family Equality Outcomes 2021 to 2025 Summary

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This resource may also be made available on request in the following formats:



 0141 287 0411

 [equality@glasgow.gov.uk](mailto:equality@glasgow.gov.uk)

# Foreword



Councillor **Jennifer Layden**  
City Convener for Community  
Empowerment, Equalities and Human  
Rights

“ I am pleased to introduce our Equalities Outcomes for 2021-25. The outcomes have been developed in partnership with key stakeholders across the city; including staff, elected members, third sector partners, teachers, pupils, and parents. They reflect the diverse needs of our city and the range of services we deliver. The Equality Outcomes are intended to provide a focus for our actions over the next four years and enable Council Family services to provide access and support to the greatest diversity of our citizens. ”



An aerial photograph of a city grid, likely New York City, showing a dense arrangement of buildings and streets. The image is overlaid with large, semi-transparent geometric shapes in various shades of teal and green. A large teal shape covers the top right, while a green shape covers the bottom left. A diagonal band of lighter green and teal shapes runs from the top left towards the bottom right. The text "Service Delivery" is written in white on the teal background in the lower right quadrant.

# Service Delivery

# Outcome<sup>1</sup>

An increased proportion of women, black and minority ethnic people, younger people, disabled people and LGBTI+ are supported to enter employment or training.



## Why have we prioritised this outcome?

The Council's vision is for Glasgow to be a world class city with a thriving, inclusive, economy where everyone can flourish and benefit from the city's success. Employment rates across the identified groups are still below the Scottish average and continue to be a priority for Glasgow.

The impact of COVID-19 has resulted in greater levels of unemployment and it is estimated that the unemployment rate in Scotland could take between 3 and 6 years to recover to pre-crisis levels.

To improve the economic outcomes of people with protected characteristics, we will continue to support people into employment and training opportunities, specifically people who face additional barriers because of a protected characteristic.



# Outcome 2

Older people have an improved experience in accessing services that meet their needs through more regular and systematic involvement in design of service delivery across the Council Family.



## Why have we prioritised this outcome?

We aim to empower our citizens, giving them a stake, and a say, in what happens in their local communities and communities of interest and the services they use.

Stakeholders responded to our consultation to ask that we involve people with protected characteristics more systematically in decision making and design at the earliest possible stage, and we have set a commitment to ensure this happens and that services meet the needs of all of the city's residents.

# Outcome<sup>3</sup>

Service users are provided with information accessible to them on services provided by the Council Family particularly, those who face barriers through disability, language and digital exclusion.



## Why have we prioritised this outcome?

We want to ensure that people do not experience barriers when accessing our services. One way we will do this is by improving the information about the services available and how to access them, as well as ensuring that information is available in a suitable format for the target audience.

Responding to COVID-19 has highlighted the importance of how we share information with Glasgow residents, particularly those who face barriers due to their protected characteristic or those who are digitally excluded.

# Outcome 4

Glasgow's work to end violence against women and girls results in:

- women and girls can access the right services based on identified need and are protected from further harm;
- experiences of women and girls inform the planning and activity to eradicate gender-based violence and
- prevention approaches support tackling the root causes of violence against women and girls



## Why have we prioritised this outcome?

Violence against women and girls is a global issue and one that we all have a part to play in finding the right solutions to ensure safety and wellbeing for everyone who lives, works or visits the city.

The risk of domestic abuse has been magnified by the COVID-19 pandemic and the resulting lockdown. As well as escalations in abuse and increased difficulty in accessing help.



# Outcome 5

LGBTI+, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime through our work with partners to;

- prevent hate crime before it happens
- encourage people to report hate crime when it happens
- improve service responses to victims



## Why have we prioritised this outcome?

Hate crime is any crime motivated by prejudice against someone because of their actual or perceived: race, sexual orientation, religion, disability or transgender identity.

We take a zero tolerance approach to Hate Crime and are committed to ensuring that all of Glasgow's residents are equally able to live, work and study without fear of being targeted due to an aspect of their identity. Along with our partners, we work to increase awareness of hate crime, prevent hate crime from happening, encourage reporting when it does happen and, ultimately, put a stop to it.

# Outcome 6

The importance of tackling social isolation and loneliness is recognised and prioritised through our work with partners.



## Why have we prioritised this outcome?

Loneliness and social isolation can have a powerful negative effect on health, well-being and life chances. We believe that tackling this effectively is fundamental to improving the health of Glaswegians and effectively tackling health inequalities.

The COVID-19 pandemic has accentuated this issue, making it harder to be with others and social and leisure activities restricted. Research and testimonials have indicated that social isolation and loneliness has had an impact across the protected groups, more so for groups already at risk prior to the pandemic.



# Glasgow City Council as an Employer



# Outcome<sup>7</sup>

Glasgow City Council create and celebrate a diverse and inclusive workplace.



## Why have we prioritised this outcome?

Achieving a diverse and inclusive workplace is very important to us.

It isn't about complying with the law; it's about recognising and valuing each other's differences and treating each other fairly and with respect.

We believe that people who feel appreciated, valued and supported can be themselves; and that when people can be themselves they perform better.



# Outcome 8

**Black and minority ethnic people and disabled people have increased representation within Glasgow City Council's workforce**



## **Why have we prioritised this outcome?**

Black & Minority Ethnic people and disabled people are underrepresented in our workforce. We aim to have a workforce that represents the make-up of the citizens of our City therefore we recognise we have to take particular action to achieve that.



# Outcome 9

Glasgow City Council has reduced barriers faced by women in the workplace.



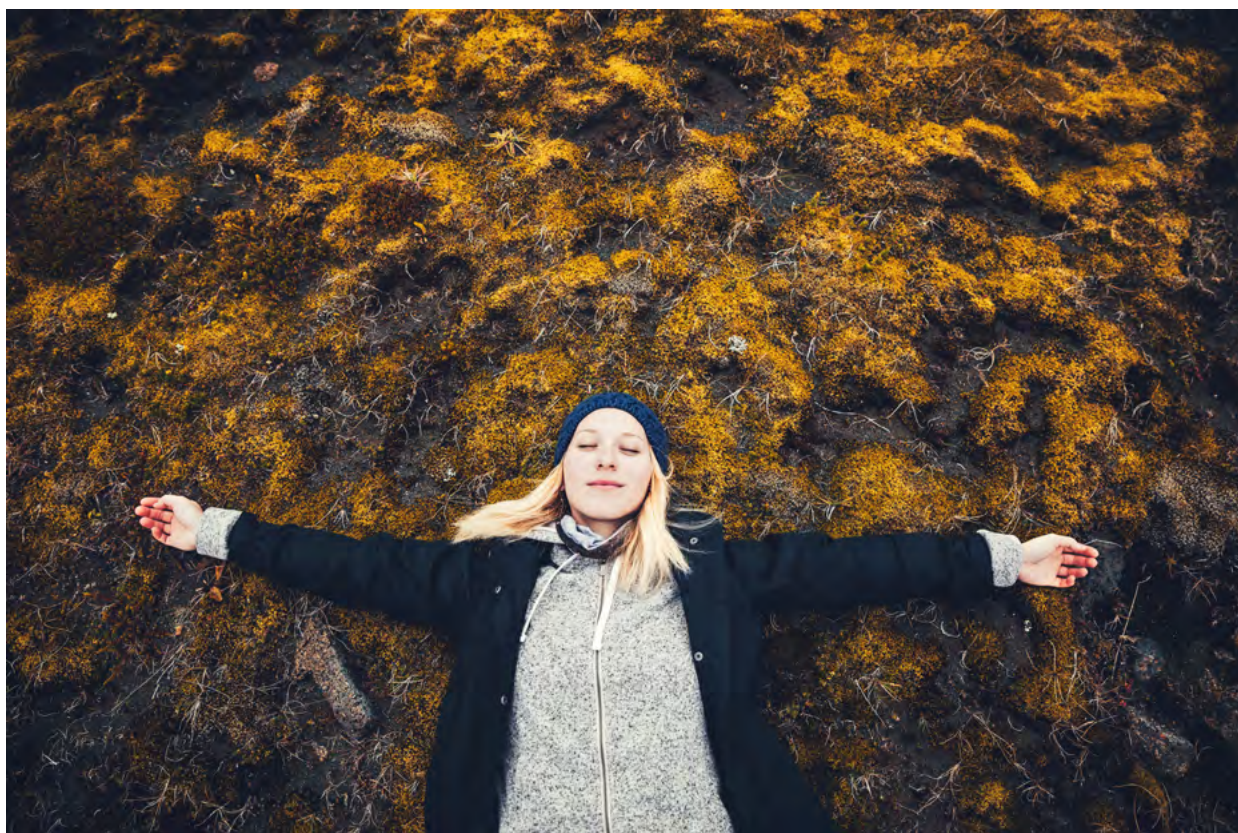
## Why have we prioritised this outcome?

We understand that women may face barriers into employment and while at work. The council is committed to providing all the support possible to remove these barriers.

Our Women's Employee Peer Support Network will work with us as we progress this outcome.

# Outcome 10

Glasgow City Council employees are supported to have improved mental and physical health and wellbeing.



## Why have we prioritised this outcome?

The hard work and dedication of our staff has always been the key to our continued success. It has never been so evident than with the response our staff made to supporting our citizens, our communities and one another through the impact of the pandemic, which will ripple through our lives for the years to come.

With that the importance of employees' health, safety and wellbeing has been brought into even sharper focus as we continue to deliver our services through difficult times. Therefore, it's important to that staff can be supported to flourish, to be well, engaged and balanced their own lives while working towards the council's key objectives.



# Outcome 11

Glasgow City Council has progressed LGBTI+ inclusion in the workplace



## Why have we prioritised this outcome?

LGBTI+ people are under are underrepresented in our workforce. We aim to have a workforce that represents the make-up of the citizens of our City therefore we recognise we must take particular action to achieve that.

Our LGBTI+ employee peer support network members will work with us as we progress this outcome.







**Education Authority**

# Outcome 12

Glasgow City Council (Education Services) has developed a more strategic approach to delivering equality and diversity curriculum in schools that has been developed in partnership with the third-sector and achieves external validation where possible.



## Why have we prioritised this outcome?

We want our schools' curriculum to reflect a positive and equitable approach to equality and diversity. Feedback from Health and Wellbeing surveys and a recent 'Pupil Voice' survey have supported this and the Scottish Government has issued new guidance. We have been working with partners to identify curriculum resources and produce new resources where necessary. Much of this work has been in relation to supporting LGBTI+ children and young people.

Continued review and engagement with Pupils' Voice, Teachers, Third Sector Partners and Glasgow's Parent Forum has identified a need for this work to be widened to include other protected characteristics, particularly race.

# Outcome 13

Glasgow City Council (Education Services) has developed a more strategic approach to challenging discrimination in schools and ensuring that everyone is engaged in taking forward this approach.



## Why have we prioritised this outcome?

Race equality work is a priority for our schools. The Black Lives Matter global movement have propelled the need for greater race equality and anti-racist work to be taken forward across society which, of course, includes our schools. All our previous work on leadership shows that for systemic change to take place there needs to be an emphasis on working with leaders to build their capacity, understanding and commitment to challenge structural and cultural discrimination to bring about real change.



# Outcome<sup>14</sup>

Glasgow City Council (Education Services) has continued to improve outcomes in relation to attainment and achievement for children and young people including those experiencing socio-economic disadvantage, those for whom English is not their first language, those who identify as black and minority ethnic, and disabled children and young people.



## Why have we prioritised this outcome?

The need to improve attainment and achievement is the core aim of Education Services. The statistics from local and national data show sustained improvement and we are driven to continue to improve for all our children and young people.



For full details of the equalities outcomes including;  
supporting evidence and the development process  
please see our full [Equality Outcomes Report](#).

## **OFFICIAL**

### **Social Recovery Taskforce - Women's Workstream**

Covid 19 has magnified the inequalities that women experience in our communities. The Women's Workstream will;

- Identify changes that are required to mitigate current inequalities experienced by women in relation to Covid 19 and potential future pandemics.
- Ensure research on women's experiences is available to both the Social Recovery Taskforce and the city's economic growth structures to aid their decision making. The Economic Recovery Taskforce has now formally wound down with action being passed to existing economic structures including the Glasgow Economic Leadership Group and the Glasgow Partnership for Economic Growth. The latter is represented on the Social Recovery Taskforce and leads on the Youth Employment Workstream. Officers from the Council are working on a new Glasgow Economic Strategy which will be presented to a Council Committee later in 2021
- Identify key themes for the Equality Impact Assessments of current and future GCC policy and strategy work.
- Highlight long term impacts of Covid 19 on women and how these can be addressed.
- Utilise the 4 priorities of the Equally Safe Strategy to ensure all decisions are made with women who experience violence are included.
  - Scottish society embraces equality and mutual respect, and rejects all forms of violence against women and girls
  - Women and girls thrive as equal citizens – socially, culturally, economically and politically
  - Interventions are early and effective, preventing violence and maximising the safety and wellbeing of women, children and young people
  - Men desist from all forms of violence against women and girls, and perpetrators of such violence receive a robust and effective response
- Work with partners and other workstreams to identify potential working opportunities.

#### **Potential areas of work and members**

Women's Rights:	Dawn Fyfe – GWVSN / Wise Women.
Homelessness:	Jackie Smith – Women's Services Manager, Simon Community.
Women's Health:	Allison McKenna Breen – GGNHSB
Digital Exclusion:	Patricia Glynn – Learning Tutor, Glasgow Life
Mental Health:	Lucy Butterworth - SAMH
Human Rights:	Clare McGilveray – Co-ordinator, Making Rights Real

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Families: Jackie Tolland – CEO, Parenting Network Scotland

Criminal Justice: Anne Gallacher, Tomorrow's Women

Violence Against Women:

Anne Fehilly and Kirsti Hay – NRS, Glasgow City Council

Research: Louise Lawson, Glasgow University, "Women in low-paid employment: pathways between work, care and health

Addictions: tbc

Union rep: tbc

Employability: tbc

### **Chair**

It is proposed that the Women's Workstream will be co-chaired by Dawn Fyfe and Bernadette Monaghan, Director of Community Empowerment and Equalities, Glasgow City Council

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