



Equality Outcomes and Mainstreaming Report (2017- 2021)



**Customer
Service
Charter**

**PEOPLE ARE
RESILIENT,
INCLUDED
AND SUPPORTED
WHEN IN NEED**

Local Outcome
Improvement Plan



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Documents to be published alongside this report:

- Appendix 1a - Aberdeen City Council Employee Information
- Appendix 1b - Answers to 15 March Full Council Questions
- Appendix 2 - Education and Children's Services Equality Outcome Information
- Appendix 3 - How We Have Mainstreamed Equality (2015-17)
- Appendix 4 - Summary Equality Outcomes 2017-21
- Appendix 5 - Equality Outcomes 2017-21 easy read version
- Appendix 6 - GREC Creating a Fairer Aberdeen Summary Report

These can all be found online at:

http://www.aberdeencity.gov.uk/council_government/equality_and_diversity/eqd_report_2017_21.asp

Foreword



As Leader of Aberdeen City Council, I am delighted to present the Equality Outcomes and Mainstreaming Report for 2017.

This report sets out the progress we have made in delivering our Equality Outcomes from 2015 and how these were translated into actions which made a difference to people's lives. The report also sets out the Aberdeen City Council Equality Outcomes 2017-21.

Our Equality Outcomes and its principles focus on having an engaged, informed and safe community, who enjoy life in an accessible city, where equality and diversity are celebrated. They recognise what people bring to the city; they hold a Vision of Aberdeen as a city of sanctuary, with values such as inclusion, tolerance and respect.

We should be aware of the impact of the Brexit vote on local Eastern European communities, the effect of recent USA and French elections and the potential challenges and tensions which this brings, and their effect on community relations. In light of recent terrorist events in the United Kingdom, our focus has to be on Community Integration and Cohesion and ensuring Aberdeen as a multi-national, multi cultural city is a place where everyone feels welcome, supported, and included.

There is a key opportunity for us now within the council as we enter a new council administrative period with a new set of Equality Outcomes for 2017-21; the opportunity to ensure that the quality and design of our services and those of our partners deliver on improving our customer experience and, that people are valued, included and supported when in need.

In this way we will mainstream equalities throughout the organisation and across the city.

This is a new council and a new set of Equality Outcomes, and with that marks a great opportunity, building on a solid foundation of previous equalities activity, to deliver outcomes that bring positive change in peoples' lives.

Councillor Jenny Laing
Leader, Aberdeen City Council

Equality Outcomes and Mainstreaming Report 2017- 2021

Introduction - The Legal requirement

Equality outcomes are strategic and are what the local authority, often in partnership, will try to achieve to improve local people's lives. In 'Equality Outcomes and the Public Sector Equality Duty: A Guide for Public Authorities in Scotland' (2016), the Equality and Human Rights Commission (EHRC) has provided a guide on preparing and publishing equality outcomes. It states that outcomes should be relevant and realistic. Aberdeen City Council set their equality outcomes for the period 2013 – 2017 with a review of progress on these outcomes in 2015. The outcomes were subsequently updated for 2015-2017 and the feedback from this community engagement and exercise suggested the continued inclusion or update of some of the previous outcomes. This report represents the Council's second set of Equality Outcomes to run from 2017 to 2021.

A key legal requirement under the Equality Act 2010 is for local authorities to publicise and deliver equality outcomes. An equality outcome must further one or more of the aims of the public sector general equality duty:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010;
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not;
- Foster good relations between people who share a protected characteristic and those who do not.

The public sector equality duty covers all of the protected characteristics, which are: **Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion and belief, Sex and Sexual orientation.**

Many of the specific equality duties require information to be reported upon and published in a reporting cycle of either two or four years. As part of the specific duty to report on mainstreaming the equality duty, the local authority is required to publish a report on the progress it has made to make the general equality duty integral to the exercise of its functions. These should be published at intervals of not more than two years apart.

These reports must include (if not published previously); an annual breakdown of the information the authority has gathered under its duty to gather and use employee information and details of the progress made in using that information to enable the authority to better perform the general equality duty.

The local authority must publish a fresh set of equality outcomes within four years of publishing its previous set. In preparing a set of equality outcomes, the authority must take reasonable steps to involve people who share a relevant protected characteristic and anyone who appears to the authority to represent the interests of those people.

The authority must also consider relevant evidence relating to people who share a relevant protected characteristic. If an authority's set of outcomes does not further the needs of the general equality duty in relation to every relevant protected characteristic, it must publish the reasons for this.

Review and Research

In producing our new Equality Outcomes, we undertook surveys and community engagement exercises with various communities. We also took account of up to date and solid evidence based research and consultation in tandem with the emerging new requirements of the Scottish Government Race Equality Framework and the BSL action plans. Finally we ran a validation survey to support our result.

1. Review of the Equality Outcomes 2015-2017

Community engagement:

Grampian Regional Equality Council (GREC) undertook community engagement activities on equality outcomes from July- December 2016 as part of work done to support the Equalities agenda of Aberdeen City Council.

The project named, '*Creating a Fairer and More Equal Aberdeen*', used surveys and community engagement discussions in order to gain the views of local residents in Aberdeen.

The aim of the project was to provide evidence and recommendations for Aberdeen City Council to help them set their equality outcomes for 2017 – 2021 and review their progress. In preparing equality outcomes, local authorities must consider evidence relating to equality groups and communities and should take steps to include them in the equality outcomes.

GREC and the Equalities Team of Aberdeen City Council worked on the development of the '*Creating a Fairer and More Equal Aberdeen*'

survey, which was circulated; by an email link to Equalities contacts lists, on paper at community engagement events, through various community forums and social media such as the GREC, Aberdeen City Council, Police Scotland and Multi-cultural Aberdeen Facebook pages. A web-link to the survey was also included in the Equalities Team's Fortnightly News Collective 'Information for All'. The survey was also produced in an Easy-Read plain English version which was circulated at community engagement events.

As community engagement is a process of involving people in decisions that affect them; groups and organisations which represent a whole range of interests in Aberdeen, as well as individual respondents, were targeted. These included: faith-based groups, local resident's groups, local community groups and virtual groups (active on Facebook/social media), ensuring that as far as possible, the engagement activities reflected the diversity of Aberdeen's population. The groups in the box below are a sample of those included

• North East Scotland Equalities Network (NESEN)	(All protected characteristics)
• Generations Working Together (GWT)	(age)
• Tea and Talk	(age)
• Multi Faith Forum	(religion or belief)
• Thai Buddhist Centre	(religion or belief and race/ethnicity)
• Ethnic Minority Forum (EMF)	(race/ethnicity)
• Disability Equity Partnership (DEP)	disability)
• Learning Disability Group Aberdeen and Aberdeenshire	(disability)
• LGBT + Network event	(sexual orientation, gender reassignment)
• Aberdeen Women's Alliance	(sex)
• Violence Against Women Partnership (VAWP)	(sex)

A literature review was conducted to identify national evidence on equalities to set the findings from the community engagement activities in a wider context.

The Summary Report appears at **Appendix 6 - GREC Creating a Fairer Aberdeen Summary Report**. However key issues of importance to highlight here include:

- Although good work is being done, and much has already been done to promote understanding, fairness and respect for diversity in Aberdeen.

There were views that we still have discrimination and harmful attitudes. (Ethnic Minority Forum)

- Participants described a wide range of discriminatory and exclusionary experiences in the workplace. Many of these experiences are illegal under current legislation, while others point to a general lack of awareness of the needs and issues faced by LGBT+ people.

Participants spoke of the positive effects of staff networks and how they could be used to foster awareness and to promote rights. (LGBT + Network).

- There are still considerable challenges around schools and discrimination – there are negative attitudes and bullying of children of different ethnicities.

One example was given from a member who said that children had said: ‘You brought Ebola’.

Although good work is being done on this (launch of the Prejudice and Discrimination Reporting Form (PDRF)) there are still issues around bullying and racism that need to be tackled. (Ethnic Minority Forum).

There is also the need to build the confidence of young people.

- The issue of feeling unsafe was reported by different groups of people with protected characteristics.

One Disability Equity Partnership (DEP) member stated

“we are unfortunately living in a more hateful and intolerant time and people often witness racial abuse and keep quiet (other passengers on buses) as they may be afraid to respond.”

- There are particular issues around prejudice raised by members of the Jewish and Baha’i communities, with individuals sharing examples of hate crimes they had directly witnessed or experienced. (Multi Faith Forum).
- It is very clear that there is a great amount of support for events both by the council and community groups which bring people of different protected characteristics together, and for these to be well publicised. These should not be about “putting on a show”, rather being focused on raising awareness, breaking down cultural barriers and embedding respect for difference and the benefits of having diverse communities and workplaces, as we build positive relationships.

Sandra Howard, Equalities Manager taking part in an Intergenerational Project with pupils of Ferryhill Primary. (2016)





'New Scots' Syrian Refugees playing football, facilitated by Aberdeen FC Community Trust

- There is recognition of the very good work by the council with partners regarding Syrian refugees – they have been welcomed in Aberdeen with local people volunteering to help.

- Similarly, there are good opportunities for people of all ages to participate in public life, however transport and the **cost of public transport is an issue and potential barrier** (buses in Aberdeen).

It can be a challenge to get accessible taxis for people with disabilities. Another barrier is lack of affordable childcare. Scotland has the 2nd highest cost of Childcare in the U.K. (DEP).

- For disabled and older people, as well as families with buggies there are issues around accessibility of buildings and the environment and having sufficient accessible toilets in the city.

There are challenges for groups, organisations and churches looking for meeting space in the city and the significant number of young people who attended the LGBT + Network event pointed to the fact that here is a clear need for spaces/ events that aren't adult themed. (LGBT+ Network meeting).

a) City Voice

From responses to a City Voice (citizens' panel questionnaire, published Autumn 2016); although there are small numbers who are reporting discrimination when accessing council services, it is noted that the respondents were disappointed with the council response.

It is concerning that the majority (66%) of respondents do not feel informed, consulted and engaged in decisions that affect equality groups, and that only around a third of respondents are aware of the Council's work in improving quality of life for equality groups.

The new Prejudice and Discrimination Incident Reporting Form is far more user friendly so that we encourage reporting of incidents and provide a more timely and effective response. The form can be found on the council's website under the "Report It" section: <http://tinyurl.com/gvjbn2l>



The Equalities Team organises and supports community groups with high profile events throughout the year:

Holocaust Memorial Day (January), LGBT+ History Month (February), International Women's Day (March),

Gypsy/ Traveller History Month (June), Aberdeen Mela (September). They have also established, as well as the new Disability Equity Partnership, a new Multi-Faith Forum for the city (October 2016).

The Equalities Team produces a fortnightly news collective ('Information for All') promoting its work in this area to show how we are making a difference, as well as sharing information about local/ regional projects and events. We continue our work with colleagues in Corporate Communications to ensure our key messages are being presented in a range of formats.

The valuable feedback from City Voice particularly around issues of disability and age help set the priorities of the Council's new Equality Outcomes and serves as a timely reminder that council services should not rely solely on web based information and advice as many older people are not comfortable using the internet to access services. Lack of awareness of services is a significant barrier, particularly for those aged 50-70 who may not have had any previous need for services.

b) How We Have Mainstreamed Equality (2015-17)

Our key achievements in this period include:

- A stronger community voice for the equalities groups through the launch of new forums - a refreshed LGBT+ Network and Ethnic Minority Forum.
- DEP launched in September 2016 and chaired by Dame Anne Begg, aims to improve life in the city for those with disabilities. More information on DEP is available online at: http://www.aberdeencity.gov.uk/council_government/equality_and_diversity/eqd_disability.asp
- Increased support to groups and individuals with disabilities through the new post of Disability Access Officer. This was in response to the community requests for a single point of access in the council.
- The City Centre Masterplan (CCMP) team has set up a schools group to improve engagement with youngsters. Nine schools are involved: a special school; three secondaries; five primaries. The CCMP team has also worked with the Children's Parliament in reaching youngsters and giving them a voice and the Ideas Hub, and innovative digital platform aimed at identifying challenges and crowd-sourcing solutions within schools. The team has also held meetings with the local Health and Social Care Partnership to explore ways of capturing the views of those in receipt of services and support when progressing plans and projects. Other stakeholders engaged with directly on CCMP projects include the groups representing people with disabilities: the Disability Equity Partnership (DEP) and Bon Accord Access Panel. When conducting surveys, copies are sent to Sheltered Housing complexes and family centres.

● Through our joint funding of an Ethnic Minority Housing Outreach worker post, ethnic minority communities are consulted and involved where appropriate and better able to articulate their housing needs.

● Mainstreaming of Equality within the Development of the LOIP (10 year local improvement plans) as part of the new powers from the Community Empowerment Act. Alongside this engagement events were held within Aberdeen's 3 localities to determine what actions should be included in their plans. This has also led to the development of Locality Partnerships to complement the LOIP development; here the focus is on participation and engagement with these partnerships having at least 50% of Community representation, thus better reflecting the demographics in the area.

● The Council's Equality Outcomes, as well as sitting beneath the Local Outcome Improvement Plan and Strategic Business Plan, are firmly embedded within the Customer Service Charter and Standards and the Customer Services Improvement Plan. In this way we evidence that, as a council, we are paying due regard to the public sector general equality duty to :

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010;
- Advance equality of opportunity between people who share a relevant Protected Characteristic and those who do not; and
- Foster good relations between people who share a Protected Characteristic and those who do not.

Our aim is to mainstream equality throughout the organisation and to provide a service for staff and customers that is always improving and becoming more accessible .

Our Customer Service Standards include

WE ARE HERE ...

We will make it easy for you to get in touch with us by offering a range of ways to do this. We will deliver services in a variety of ways so you can access them and review them to make sure they meet your needs.

HERE TO HELP YOU . . .

We will have friendly staff that are happy to help you and provide a comfortable environment when you visit us. We will help you to access the right services and refer you based on your needs. We will not discriminate against you.

HERE TO LISTEN TO YOU . . .

We will listen and respond to your needs: respecting your privacy as we do this.

HERE TO ANSWER YOU . . .

We will communicate with you simply and clearly about your enquiry until it is resolved. Supply information in formats suitable for you on request.

HERE TO BE OPEN WITH YOU . . .

We will not tolerate the verbal or physical abuse of our employees or our customers.

● The Sections "Equality Initiatives 2015" and "Equality Initiatives 2016" on pages 104-122 of **Appendix 1a - ACC Employee Information** - set out how the Human Resources and Organisational Development service have mainstreamed equality throughout the workplace. Similarly extensive information is available on mainstreaming progress within Education and Children's Services.

● Aberdeen City Council is committed to best value and promoting fairness and equality in procurement.

From our internal procurement guidance , and the Draft Joint Procurement Strategy for Aberdeen City and Aberdeenshire Councils ... "The strategy is aligned to the services that are agile, affordable, rise to the challenge of tackling inequalities, support economic growth

across Scotland, and empower communities to take responsibility for their own actions.”

Below is the table of themes used to meet requirements under the sustainable procurement duty/community benefits. Procurement Officers are trying to form closer ties with the 3rd sector...especially “supported businesses”...as they employ disabled or disadvantaged people and it the only opportunity exercise favouritism in procurement.

Included with the questionnaires to potential tenderers , the Council Statement on Fair Working Practices states

“ The Council considers the delivery of high quality public services to be inextricably linked with workforces that are well- regarded, well-motivated, well-led, have access to appropriate opportunities for training and skills development, recognise and respect diversity and are involved in some key decisions affecting them.

These factors are also considered to be important for workforce recruitment and retention, and thus continuity of service.

In order to ensure the highest standards of service quality in this Contract we expect Contractors to take a similar positive approach to fair work practices as part of a fair and equitable employment and reward package.

Factors demonstrating a positive approach to fair work practices include such things as:

- A fair and equal pay that includes a commitment to supporting the Living Wage
- A strong commitment to Modern Apprenticeships and the development of Scotland’s young workforce
- Promoting equality of opportunity and developing a workforce which reflects the population of Scotland in terms of characteristics such as age, disability, gender, religion or belief, sexual orientation, pregnancy and maternity, gender reassignment, marriage and civil partnership and race (including Gypsy/ Travellers). And
- Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance.”

At the end of this Equality Outcomes and Mainstreaming Report there follows Best Practice Case Studies which demonstrate examples of how we have mainstreamed equality.

IMPROVE (WELLBEING)	PROMOTE	FACILITATE (INVOLVE)
Social	Innovation	SMEs
Economic	Equalities/reduce inequality	3rd Sector organisations
Environmental	Ethical trading and social justice	Supported Businesses
Health	Fair Work Practices/ The Living Wage	Prompt Payment throughout the supply chain
Food poverty/fuel poverty/ energy efficiency	Resource efficiency and the circular economy	Community engagement and community empowerment; community projects
Air quality/reduction of harmful emissions/reduction of waste and packaging	Education; employability and skills training	Collaboration and collaborative working

c) Work with Partners

- The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 were amended in 2015 to bring new public bodies such as the Aberdeen Health and Social Care Partnership (H&SCP) within its scope. One of the requirements of the Regulations is that public bodies such as the new Aberdeen H&SCP must produce and publish an Equality Outcomes Report setting out the objectives we wish to achieve in the field of equality and diversity. These were published in the H&SCP Equality Outcomes Report for the period April 2016 to March 2018 at <http://www.aberdeencityhscp.scot/en/progress/news/achscp-mainstreaming-equality-and-diversity-report/>

- Aberdeen's Community Planning Partnership, Community Planning Aberdeen, is committed to developing, where appropriate, city wide Equality Outcomes and indicators to reflect the collaborative and partnership approach taken to develop joined up solutions to the inextricably linked issues of inequality, poverty, health and well-being.

- The Equality Outcome 4 from North East Scotland College (NESCol) Equality Outcomes 2017-21 is "The College and its Regional partners will work together to reduce inequality and remove barriers to attainment and employment across all protected characteristics to meet the aspirations of community planning regionally."

- The promotion of equalities is reflected in our Local Outcome Improvement Plan (LOIP).



2. Research - the City and Globally

a) Behind the Granite -

Aberdeen City Key Facts 2016

From this overview of statistics from local sources and information about the population and topics such as housing, education and safety, in June 2014, Aberdeen City had an estimated population of 228,990 with 113,474 men and 115,516 women. Between June 2013 and June 2014, Aberdeen City's population increased by 1,860 and most of that change was accounted for by migration.

- According to the National Records of Scotland as outlined in 'Behind the Granite,' Aberdeen's population is projected to rise to 300,000 by 2037, with the older age population in Aberdeen City to grow by 55% from 33,166 to 51,531. The local ageing population is important to consider when creating equality outcomes for services, and planning for the future.
- Incidents of domestic abuse recorded by the police in Aberdeen City have increased by 24% from 2013/14 to 2014/15.
- According to the 2011 Census, around 16% of people in Aberdeen City have a long-term illness, health problem or disability that limits their daily activities or the work they can do.
- The 2011 census recorded a total of 68 languages used in Aberdeen. Following English, the most common language used at home was Polish. The most common languages (other than English, Polish or other UK languages) were: French, Chinese, Russian, Spanish, German and Arabic. However, by 2014-15 the most common languages requested by InterTrans (our in-house service that provides translation, interpreting and communication support to users and providers of Aberdeen City Council services) were Polish, Russian and Lithuanian.

b) Briefing Paper 2016/04 Migration Report, Aberdeen

The Research and Information Team at Aberdeen City Council produced a briefing paper, which is based on official data from the National Records of Scotland (NRS).

Between 2014 and 2015, the population in Aberdeen rose from 228,820 to 230,250 and most of this growth was due to migration (96%). Most of the migrants to and from Aberdeen are in the 16 – 30 year old age group. In 2014/15 the percentage of National Insurance number registrations in Aberdeen were; Polish (23%), Romanian (9.2%), Nigerian (5.7%) and Indian (4.5%).

c) Local Data: Gypsy/Travellers

Between June - July 2015, 24 Gypsy/Travellers in Aberdeen and Aberdeenshire, from 12 different groups of Gypsy/Travellers took part in a consultation exercise to assess the accommodation needs of the Travelling community.

Results showed that all participants thought there should be an increase in site provision in both Aberdeen and Aberdeenshire. There was no clear preference on whether they are developed and managed privately or by the local authorities.

d) SSAMIS Social Support and Migration in Scotland second Interim Report November 2016

Living and Working in Scotland: Employment, Housing, Family and Community



- In some cases workers spoke of feeling insecure in their employment due to being a migrant, or “not Scottish” and indicated differences in treatment from their employers in comparison to local workers. Although there were many positive experiences of employers, the power of employers was highlighted, as was the “acceptance of deskilling” the compromise they had to accept to work in an unskilled job. People also being “trapped” in particular jobs due to the difficulty in improving their language.

- Vulnerabilities were heightened for migrants due to a lack of knowledge and different information relating to employment, for example, not having a written contract. Many of the people involved in the research talked about the stress of trying to find (suitable/ acceptable accommodation), especially in the first period after arrival in Scotland.

- A significant number of people had decided to move on the advice of family members already in Scotland. Migration and settlement in Scotland requires a renegotiation of relationships with family who have remained in the country of origin. Concern was expressed about older relatives in migrants’ country of origin.

- Women mentioned the difficulties in managing childcare alongside their employment and the cost of childcare. Ensuring financial security for the family in Scotland was seen as very important as was children’s education. Parents wanted them to achieve but often struggled with the language issues and time to support children in their learning.

- Research involved over 200 migrants as well as approximately 60 representatives of local authorities, service providers and migrant associations. The report focuses on key themes of employment, housing and family issues which

emerged from the interviews with migrants and “expert” interviews with other stakeholders.

Scottish Government Equality Evidence Finder – 2015

The Scottish Government and its Agencies collect, analyse and publish equality evidence across a wide range of policy areas.

The Evidence Finder brings together this information, allowing users to find evidence by policy area and by equality characteristic.

- There are statistically higher rates of overcrowding for some ethnic minority communities with minority ethnic people disproportionately renting accommodation from private landlords

- The private rental sector is generally more expensive, sometimes of a poorer quality, and although subject to legal obligations, in many ways less stringently controlled than social housing.

- Issues around immigration status may cause additional difficulties for some individuals and families.

- Race hate crimes continue to make up the largest proportion of reported hate crimes in Scotland.

e) Zero Tolerance Research 2017

A study by violence against women charity Zero Tolerance has shown high levels of sexism and harassment are being experienced in Scotland’s public sector workplaces.

The charity said the findings expose a forthcoming “mental health time bomb”, as many women reported being stressed, agitated and depressed.

- Almost two-thirds of respondents to a survey said they had suffered or witnessed sexual harassment or innuendo at work.

- One in 10 females polled had been subjected to physical or mental violence in the workplace, including serious attacks.

- Half had also experienced sexual objectification.

f) Disability Inequality - The Equality and Human Rights Commission (EHRC)

In February 2017 the Equality and Human Rights Commission (EHRC) published a report entitled “Being Disabled in Britain 2016: A Journey Less Equal”. The Study shows:

- Disabled people in Britain are more than twice as likely to be living in food poverty than non-disabled people: 18% of disabled people live in food poverty, compared with 7.5% of non-disabled people.
- The study also showed the disability pay gap in Britain has grown further in recent years, with disabled people aged 16-24 and disabled women having the lowest median hourly earnings of the population. 46.7% of disabled people are employed, compared with almost 80% of non-disabled adults, and the gap has widened since 2010-11.
- The qualifications gap has narrowed, although the proportion of disabled people with no qualifications is nearly three times that of non-disabled people.
- Educational attainment among disabled pupils remains much lower than their non-disabled counterparts, and problems were also highlighted with regards to accessing housing and healthcare. Detentions under the Mental Health Act 1983 have also surged since 2009/10.

Source:

<https://www.equalityhumanrights.com/sites/default/files/being-disabled-in-britain.pdf>

g) The Impact of the Brexit Referendum and Populism Internationally

The period following the Brexit Referendum vote, the recent USA election and French election campaign, and potentially the U.K's general election has highlighted polarised and entrenched positions around equality and human rights issues.

There is, nevertheless, a raised awareness of the risks of reinforcing stereotypes and myths and in discriminating against others who are “different”.

There is at national and local government level a renewed commitment to social justice and equality, and this report makes it clear that equality and human rights are central to the success and wellbeing of our local communities.

h) New duties for local government

The new Equality Outcomes will take account of this up to date and solid evidence base of research and consultation and of the emerging new requirements of the Race Equality Framework and the BSL action plans

- The Race Equality Framework for Scotland sets out how the Scottish Government aims to advance race equality, tackle racism and address the barriers that prevent people from ethnic minorities from realising their potential over a 15 year period from 2016 to 2030.
- The passing of the BSL (Scotland) Act 2015 will lead to the creation of the first BSL National Plan in October 2017, and local authorities following with their own action plans by October 2018. This will improve access to information and services for our citizens whose first or preferred language is BSL.
- A Fairer Scotland for Disabled People, the Scottish Government Delivery Plan for the United Nations Convention on the Rights of Persons with Disabilities, was published in December 2016. The Plan is built around five key ambitions:
 1. Support services that promote independent living, meet needs and work together to enable a life of choices, opportunities and participation
 2. Decent incomes and fairer working lives
 3. Places that are accessible to everyone
 4. Protected rights
 5. Active participation

3. Benchmarking on Equalities

Since April 2015 the Council has been working with seven other local authorities (Dundee City Council, East Dunbartonshire Council, Edinburgh City Council, Falkirk, Glasgow City Council, North Lanarkshire Council and West Dunbartonshire Council) to benchmark and share best practice in relation to employment equalities , with contributions from Human Resources and Equalities staff.

In its first phase this work has looked at success rates for different groups of employee applicants, why these might vary and what measures might be taken, including recruitment practices and staff development. This work will feed into our approaches to increasing diversity in employment at Aberdeen City Council to make it more representative of the local population.

Aberdeen City Council continues its membership of the Stonewall Workplace Equality Champions scheme, completes an annual submission and is ranked annually against the Work Place Equality Index(WEI). Similarly the council is also a Stonewall Education Equality Champion and the annual submission is ranked against the Education Equality Index(EEI).

4. Validation Survey

To validate the Equality Outcomes, which we have developed from the research and consultation, a 'SurveyMonkey' questionnaire ran until 31st March 2017.

Respondents confirmed that they agreed with the importance of these Equality Outcomes for Aberdeen's Communities.

Aberdeen City Council - New Equality Outcomes (2017-21)

To ensure that the Equality outcomes from 2015-17 do not get lost or diluted as we set our proposed new Equality Outcomes, these have been mainstreamed into the "way we work around here". These will become our Best

Practice principles. To help mainstream this approach and to promote these principles, we propose a network of Equality Ambassadors across the organisation.

Mainstreamed Equality Principles:

a. An engaged community

The Community Empowerment (Scotland) Act (2010) - giving community bodies new rights and public sector authorities new duties to boost community empowerment and engagement – Support to all Community Forums.

b. An informed community

An Interpreting and Translation service – Support to all whose first language is not English or who have other communication needs.

c. An accessible City

Support to Disability Equity Partnership - 10 Point Accessible Communications guidelines

d. A safe community

Prejudice and Discrimination Reporting Form (PDIRF) – Support to Violence against Women Partnership

e. Equality and Diversity welcomed and celebrated

The different events we deliver and/or support including: Holocaust Memorial Day, International Women's Day, #weareaberdeen campaign, One World Day.

f. Services understand and take into consideration Protected Characteristics specifications – Trained staff and robust Equality and Human Right Impact Assessments.

The New Equalities Outcomes (2017-21)

We have retained two Equality Outcomes from 2015-17 in recognition that there needs to be a continued focus on these.

- Engaged and committed leaders;
- Human Rights based culture within our organisation.

“Engaged and committed leaders” since we have a new council of elected members from May 2017 who will have an important role to play with new responsibilities to deliver on the equalities agenda.

The council has an important leadership role to highlight civic rights and protect its people and Community Planning Aberdeen is keen to develop Equality Outcomes and indicators across the city to promote equality.

“A Human Rights based culture” as it is recognised that further work is needed here in awareness raising and challenging myths in an increasingly hostile environment where sometimes there is little understanding of the meaning of and origin of Human Rights.

The Equality Outcomes for the protected characteristics set out below take account of the key issues which have emerged in 2016-17.

Generic Equalities Outcomes:

E.O.1: We have engaged and committed leaders, with the council and partners working together to reduce inequality, remove barriers and promote a culture of respect.

E.O.2: We have a clear action plan in place to deliver a human rights based culture within Aberdeen City Council.

Age

Key issues emerging:

- An empowered, actively involved, community voice for older people;
- Reduced loneliness and social isolation for older people;
- An empowered, actively involved, community voice for younger people.

Equality Outcome:

E.O.3: Older people and younger people have an empowered, actively involved community voice.

Disability

Key issues emerging:

- Raised awareness and understanding of council's statutory duties;
- A thriving and vibrant new community forum, Disability Equity Partnership, in place and with other representative groups evidence of their impact on council planning and decision making;
- All council plans, policies and procedures have been equality impact assessed with evidence of community input;
- Interconnectedness (evidence of golden thread) of corporate, local and regional plans and decisions.

Equality Outcome:

E.O.4: Physical and social barriers are removed for those with a disability to access services and public space.

E.O.5: We have in place support for BSL users to access services, information on services and to be involved in making improvements for the deaf and deaf/blind communities

Race

Key issues emerging:

- Aberdeen – a welcoming place for all e.g. “City of Sanctuary”
- Reduced discrimination;
- Increased proportion of ethnic minority people and ethnic minority women in work;
- Meeting space for ethnic minority groups and/or communities;
- Integrated communities and reduced community tensions;
- Supported and welcomed Syrian refugees who are making their home in Aberdeen;
- A high quality interpreting and translation service which meets the needs of all our communities;
- Learning and accommodation needs of Gypsy/ Traveller families met;
- Raised awareness and understanding of council’s statutory duties.

Equality Outcome:

E.O.6 There is learning provision and accommodation in place to meet the needs of Gypsy/ Traveller families.

Religion and Belief (faith)

Key issues emerging:

- Quiet, contemplation room in place within Marischal College for use of employees, elected members and visitors;
- A thriving and vibrant community forum, the Aberdeen Multi Faith Forum, in place and evidence of their impact with that of other representative groups on council planning and decision making.

Equality Outcome:

E.O.7: Aberdeen is a city of sanctuary with positive relations amongst Aberdeen’s diverse communities, where everyone is welcome and respected, regardless of religion, belief, ethnicity or background.

Sex

Key issues emerging:

- Good affordable flexible childcare;
- Gender pay gap and occupational segregation reduced;
- Increase in positive imagery and coverage of women in the media;
- Increased confidence of young women to challenge.

Equality Outcome:

E.O.8: In Aberdeen there is a culture in which women’s lives, opportunities and confidence are improved.

LGBT+

Key issues emerging:

- A thriving and vibrant community forum, the LGBT+ Network, in place and with other representative groups’ evidence of their impact on council planning and decision making.
- Greater awareness and understanding of issues around Transgender.
- A safe space for young LGBT+ community members.

Equality Outcome:

E.O.9: Aberdeen is an LGBT+ friendly city where LGBT+ communities can confidently express their identity and views.

Easy read version of the Equality Outcomes

An easy read version of the new Equality Outcomes for 2017-21 is available in **Appendix 5 – Easy Read Version.**

Employment Equality Outcomes

The specific equality duty requires the organisation to gather annual information on the composition of employees as well as annual information on recruitment, development and retention of employees with respect to the number and relevant protected characteristics of employees. The information must be used to better perform the general equality duty.

The mainstreaming report must include an annual breakdown of the information gathered and must also include details of the progress that the organisation has made in gathering and using the information to enable it to better perform the general equality duty.

It is intended to seek to continue to develop the employee information in line with the Equality and Human Rights Commission guidance to cover other areas.

The employee information in this 2017 mainstreaming report comprises the following by protected characteristic:-

- Composition of employees (as at January 2016 (for year 2015) and as at January 2017 (for year 2016))
- Recruitment information, namely applicants and successful applicants for calendar years 2015 and 2016
- Development information, namely employees who undertook corporate training in calendar years 2015 and 2016 and also employees involved in discipline and grievance cases in calendar years 2015 and 2016

- Retention information, namely employees who left the organisation in calendar years 2015 and 2016

In accordance with the requirements stated in the guidance, the above has been produced for the organisation as a whole and also in relation to the Education Authority (which comprises teachers and other employees within Education and Children's Services).

This substantial volume of information is available at **Appendix 1a - ACC Employee Information.**

The Employment Equality Outcome is:

- Aberdeen City Council - a fair employer
- The two actions that sit below this equality outcome are:

1. We will maintain a diverse workforce and a culture that is free from unlawful discrimination and
2. Achieve and maintain pay equality within the workforce.



Education and Children's Services

Equality Outcomes

● Equality Outcome 1:

Children and young people with a disability and their families are supported and included enabling them to achieve their full potential.

● Equality Outcome 2:

Pre-birth children (unborn babies) at risk due to issues that parents are dealing with such as; mental health, substance use and domestic violence are identified at an earlier stage. Vulnerable pregnant women are identified and supported at an early stage.

● Equality Outcome 3:

LGBT+ pupils feel safe, respected and included in school.

● Equality Outcome 4:

All children and young people in Aberdeen have an understanding of their rights and develop the ethos and culture to improve well-being and develop every child's talents and abilities to their full potential.

● Equality Outcome 5:

External cultural organisations who receive investment from Aberdeen City Council actively promote and engage with those with protected characteristics in designing, planning and delivering activity.



Aberdeen City Licensing Board

Equality Outcomes

Aberdeen City Licensing Board is required to prepare and monitor the progress towards achieving Equality Outcomes in terms of Regulation 4 of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The Board published their Equality outcomes in April 2013. In April 2015 the Board published a report, in accordance with its legal duties, on the progress towards achieving those outcomes.

In terms of the required reporting cycle the Board requires to publish a further report on its Equality outcomes by 30 April 2017.

In terms of the Licensing (Scotland) Act 2005, Section 5, there is to be a Licensing Board for the area of each Council under Section 46(1) of the Local Government (Scotland) Act 1994. The members of the Licensing Board are to be elected by the relevant Council from among their members. The Licensing Board although comprised of councillors is a separate legal body from the Council. The Council must, at its first meeting after each ordinary election of the Council, hold an election of members to the Licensing Board for their area.

Scottish Council Elections were held on 4 May 2017. Therefore a new Aberdeen City Council elected a new Aberdeen City Licensing Board at the first Council meeting of 16 May 2017.

It is therefore proposed that this new Aberdeen City Licensing Board, should review, consider and approve the required report on its Equality Outcomes.

The new Aberdeen City Licensing Board will also publish their new Statement of Licensing Policy by November 2018 which will include a statement as to their duties under the Equality Act 2010 as well as their Equality Outcomes. As part of preparing their new Statement of Licensing Policy the new Board will complete an Equality and Human Rights Impact Assessment.

Best Practice Case Studies

Here are some examples of best practice initiatives from the Council's activities:

Communication

We identified need for consistent standards in customer service, including in terms of accessibility. Created Customer Service Charter and Standards to include accessibility outcomes, for example "we will make it easy for you to get in touch with us by offering a range of ways to do this," and "we will deliver services in a variety of ways so that you can access them and review them to make sure they meet your needs."

Security team

As part of the tendering process for external security providers we had a requirement that security team participated in mental health awareness training to help create a more understanding and secure environment at the Customer Service Centre.

Gypsy/Travellers

We have been meeting the learning needs and supporting families for over three years, building on earlier success and reviewing/updating plan based on identified need. Partnerships across agencies and services have been key to this positive development.

Clinterty Family Numbers

On-Going: 10 families consisting of 19 Adults and 14 Children and Young People.

New Families: 6 families consisting of 9 adults and 8 Children and Young people.

(These numbers vary throughout the year as families move on/move to the site for the summer season etc).

We are currently working on :

Developing contacts /support to new families
Continued identification of needs/support with established families on site

Partnership working to develop site, Action Plan Developed 2015/16.

Social Inclusion encouraging adults and children to access off site activities.

One to one working with adult learners, literacy and numeracy are most highlighted need but

we are also asked about ICT. This is provided when requested.

We also have learners undertaking SVQ and Adult Achievement Awards.

Additional Activities are provided during:

Summer and Easter Holidays- Play and learn activities ie Listening, being a part of a team, numeracy and literacy through reading instructions and counting goals etc.

Christmas party, referrals are made to North Sound as some families are on very low incomes.

These activities continue to be well attended with parents helping out and becoming actively involved.

On-Going Support.

Continued provision of one to one classes, four of which are linked to Jobcentre and personal advisors.

Continued provision of adult activities group, attendance numbers vary but feedback very positive.

Children/Young People's Activity Group, we encourage play and participation ie Fun Science projects. Young people very vocal about their group and activities. They are at the core of all relevant developments.

Numbers vary but are quite steady at around 10-12 for homework group, parents/ grandparents are becoming more actively involved and learning at the same time as their children.

Numbers always increase during Autumn/Winter as site is usually full and learners pick up where they left off before summer.

Continued support to access local community services, we have assisted with three housing applications recently and are involved in child protection as well.

Advocacy and mediation support is also provided. This is quite regular and involves all services particularly benefit.

Young People

Aberdeen City Council Youth work team has worked with young people in schools to support them on their learning journey. This includes provision linked to the Curriculum for Excellence Capacities and National Youth Work Outcomes, support to encourage involvement in Youth Democracy including the development of youth forums and assistance to Scottish Youth Parliament members, employability support including providing work experience opportunities, supporting young people with wider achievement awards and support to develop equalities for young people including the city-wide LGBT group. Members of the Streetwork team actively engaged with young people with the aim of promoting inclusion and contributing towards building a safer community where young people have the confidence to participate and contribute to youth provision in their area. Through community engagement and collaboration, this project supported individuals to engage and become positive community participants.

Waste and Recycling

The Council team has been working with SEPA and Aberdeen Multi-Cultural Centre in getting messages out to the ethnic minority business communities to help them meet their legal obligations for waste and recycling. In addition, work has been ongoing to get the recycling messages across to householders, in particular with the Polish community. An engagement guide was produced and listed organisations/businesses where Polish community members may be employed and the Polish Association Aberdeen were targeted with a translated leaflets campaign. A link to the council web page was provided via a web banner to Polish Catholic group website.

Community Cohesion and Integration

Following the success in March 2016 of the United Aberdeen Event, a first steps conversation around the complex and multi-factors which may lead to radicalisation, a new partnership has formed between The Ethnic Minority Forum and The Aberdeen City Youth Council. This partnership aims to continue the dialogue and awareness-raising on causes of radicalisation and explore ways to keep the communities united amongst young people across the diverse communities of Aberdeen.

Engagement

NETRALT – North East Tenants Residents and Landlords Together – as all social landlords find it challenging to engage with Young People, we organised a Radio Show with SHMU (Station House Media Unit) on Housing to engage with teenagers – this won a National Award.

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