

Notice of Meeting and Agenda Leadership Board

Date	Time	Venue
Wednesday, 01 April 2015	13:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Board Membership

Councillor Lorraine Cameron: Councillor Eddie Devine: Councillor Andy Doig: Councillor Roy Glen: Councillor Jim Harte: Councillor Jacqueline Henry: Councillor Terry Kelly: Councillor Eileen McCartin: Councillor Iain McMillan: Councillor Iain Nicolson: Councillor Allan Noon: Councillor Tommy Williams

Councillor Mark Macmillan (Convener): Councillor Michael Holmes (Depute Convener)

Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at www.renfrewshire.gov.uk/agendas.

For further information, contact
democratic-services@renfrewshire.gov.uk.

Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.

Items of business

Apologies

Apologies received from members of the Board.

Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

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| 1 | Presentation and Update on City Deal
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| 2 | Equality Outcomes and Mainstreaming Progress Report
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To: Leadership Board

On: 1 April 2015

Report by: Director of Development and Housing Services

Heading: Update on City Deal

1. Summary

- 1.1 This report seeks to update the Board on the work that has been progressing on delivering the Renfrewshire Council City Deal commitments, following the formal signing of the City Deal in August 2014
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2. Recommendations

- 2.1 The Board is asked to note the progress made by the Council on establishing the governance and staffing structures to deliver the City Deal projects, together with the progress to date on development of the projects.
- 2.2 It is recommended that the Board notes the allocation of DWP grant to the Council and notes the Council's match funding contribution of £507,150 for the Working Matters programme from existing funding sources.
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3. Background

- 3.1 The City Deal will deliver an investment of £1.13bn across the Glasgow City Region, including £274m on three infrastructure projects in the Renfrewshire area, together with additional investment into employment support through the Labour Market Project.
- 3.2 The infrastructure projects are forecast to result in an additional 29,000 permanent jobs for the City Region and provide enhanced accessibility for

Renfrewshire residents to 59,000 jobs. There will be significant local business and investment opportunities over the lifetime of City Deal. The construction of the projects will provide a large number of local job opportunities, with appropriate Community Benefit clauses incorporated into the contracts.

- 3.3 As part of the City Deal provision was made for support to 3 employability programmes (from May 2015) with a view to introducing new ways of working to assist specific groups identified as suffering greater disadvantage in the labour market.

Infrastructure Projects

- 3.4 With an infrastructure cost of £51m, the **Glasgow Airport Investment Area Project** will provide investment in road infrastructure enabling expansion of Glasgow Airport and the development of other key business sites in the vicinity of the airport. Improvements to walking and cycling links will be incorporated in to the project to promote active travel.
- 3.5 With an infrastructure cost of £78m, the **Clyde Waterfront and Renfrew Riverside Project** includes a new lifting bridge over the River Clyde between Renfrew and Yoker along with the construction of the Renfrew North Development Road and other infrastructure improvements which will enhance accessibility to key development sites along the River Clyde including Braehead.
- 3.6 With an infrastructure cost of £144m, the **Airport Access Project** will be jointly delivered by Glasgow City Council and Renfrewshire Council. The project aims to deliver a new fixed link between Glasgow Airport and Central Station, stopping at Paisley Gilmour Street station.

Labour Market Projects

- 3.7 There are three labour market projects currently being progressed by the Councils and the PMO, namely
- the new £9million **Employment Support Allowance (renamed “Working Matters”) Project** which aims to assist long term unemployed adults with complex issues back into suitable work.
 - The £300,000 **In Work Progression Pilot Project in Glasgow** which aims to support people stuck in a cycle of low paid, temporary work and benefits
 - The £15million **Youth Employment Project involves the Councils working together** to set out and provide a minimum employability service guarantee for young people across the City Region, aligning existing activity across the Glasgow & Clyde Valley Region to maximise outcomes.

Renfrewshire Council is working closely with the other member authorities to ensure that the Labour Market projects deliver maximum benefits and aligns with existing Renfrewshire employment support activities.

The Working Matters programme is based on a budget of £9million over a 3 year period - this is being funded on the basis of 50% DWP and 50% Local Authority Funding.

The Working Matters Project grant allocation from DWP is £4.5m with this being matched by £4.5m of cash and in-kind match from across the participating Authorities. The proposed allocation is based on two elements:-

- Number of Incapacity Benefit (IB)/Employment Support Allowance (ESA) claimants per local authority; and
- Anticipated Work Programme Leavers per local authority.

There are a number of areas that need to be funded at a Clyde Valley level such as performance management and evaluation. Agreement has been reached that Glasgow City Council will take the lead in managing performance management activity to ensure consistency across the City Deal region and providing a programme monitoring function at local authority level and performance management reports to the Clyde Valley PMO.

The Lead Authority costs, information systems and evaluation have therefore been deducted from the DWP grant and the balance has been allocated across the Local Authorities. Renfrewshire's share of the funding after the deduction of the Lead Authority Costs is £449,559 with a required match of £507,150.

The anticipated programme in Renfrewshire will be delivered as part of the wider Invest in Renfrewshire and employability programmes, with financial support from existing and planned IIR and EU funding budgets, matched to DWP support.

Programme Management Office (PMO) and Governance Arrangements

- 3.8 Following the formal signing of the City Deal agreement on 19 August 2014, work has been progressing on establishing formal governance arrangements to manage the delivery of City Deal.
- 3.9 The Cabinet Agreement has now been signed by all 8 Councils and the first meeting of the Cabinet was held on 20 January 2015, with meetings being held on a quarterly basis.
- 3.10 The Chief Executive's Group has been established with the first meeting held on 4 February 2015, with meetings on a monthly basis thereafter.
- 3.11 The central Programme Management Office (PMO) has been established, based in Glasgow City Council (as Lead Authority) and work is ongoing in developing this resource to monitor and report on the City Deal programme and projects.

- 3.12 The PMO has been working on finalising the Assurance Framework which will govern the process for decision making and delivery of the City Deal. The Assurance Framework is in three parts.
- Part 1 sets out the governance structures including membership, roles and responsibilities of the Cabinet and the processes for ensuring accountability, probity, transparency, legal compliance and value for money, together with the role of other groups and partners in supporting the work of the City Deal.
 - Part 2 sets out the funding mechanism and explains the process for progressing and evaluating Business Cases and how the overall programme outputs will be measured.
 - Part 3 sets out the requirements for managing and reporting the agreed projects.
- 3.13 The Assurance Framework is to be formally signed off by UK and Scottish Governments by the end of March 2015 to enable the implementation stage of City Deal to commence in April 2015.

Renfrewshire Governance Arrangements

- 3.14 At a local Renfrewshire level, the internal governance arrangements have been developed and implemented with a City Deal Programme Board chaired by the Chief Executive and attended by the Directors of Development & Housing, Finance & Resource and Community Resources along with the City Deal Project Director, Heads of Corporate Governance, Planning & Housing and the Procurement Manager.
- 3.15 Governance arrangements have been agreed with Glasgow City Council for the joint Airport Access project, with a Chief Executives Steering Group established and meeting on a monthly basis.
- 3.16 A Project Directors Delivery Group comprising officers from Glasgow and Renfrewshire meets to discuss the operational detail of progressing the project. Discussions with Glasgow City Council have resulted in an agreement that a suitably experienced member of staff will be seconded from Glasgow to act as project manager for the Airport Access project.
- 3.17 In due course a Stakeholders Working Group, comprising representatives from key stakeholders such as Glasgow Airport, Network Rail and Transport Scotland will also be established to assist in the delivery of this project.

Business Cases

- 3.18 The City Deal team are currently developing draft Strategic Business Cases (SBCs) for the three infrastructure projects, which require to be submitted (in draft) to the PMO by 31 March 2015. The final versions of the SBCs will be brought to the Board for approval prior to formal submission.

Project Status

- 3.19 Stakeholder meetings are progressing to engage with key stakeholders for the three Infrastructure Projects to ensure that projects are developed taking in to account the wider development environment.

- 3.20 Work is progressing on a procurement strategy for Consultants for the two Renfrewshire Infrastructure Projects with a PIN notice issued on 20 March 2015.
- 3.21 Significant work is being undertaken jointly by the Project Team and the Economic Development team to ensure that each project will deliver the maximum benefits to Renfrewshire and the City Region in the short, medium and long term. This is a key element of City Deal and will be a focus for the development of the projects, ensuring alignment with other policy priorities and investments.
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Implications of the Report

1. **Financial** - There are significant financial implications arising from the Council's participation in City Deal. These are set out in detail in section 6.13 of the report approved by Council on 14 August 2014. In particular the Council is estimated to receive £112 million of government grants towards the cost of the two projects set out at section 3.4 and 3.5 and the airport link will be funded by grant. The Labour Market Programme's match funding requirements are set out in paragraph 3.7, and will be funded from the Council's Invest and Renfrewshire Programme Budgets.
2. **HR & Organisational Development** - A staffing structure has been agreed for the City Deal, with costs met through the City Deal funding.
3. **Community Planning – Jobs and the Economy** The Renfrewshire City Deal projects will result in a significant increase in jobs and improved economic conditions in Renfrewshire and will increase the accessibility to the wider job market across the Glasgow and Clyde Valley Region for residents of Renfrewshire. Delivery of improved access to Glasgow Airport will support passenger growth and the consequent economic benefits of increased jobs and visitors within Renfrewshire.
4. **Legal** – The Council has formally signed up to the City Deal Cabinet Agreement. Further legal agreements are likely to be required in due course as the projects develop.
5. **Property/Assets** - The projects will, upon completion, require an element of routine and cyclical maintenance. This will be accommodated within the revenue maintenance budget.
6. **Information Technology** - None
7. **Equality & Human Rights** -
The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because for example it is for noting only. If required following implementation,

the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** - None
9. **Procurement** – An initial Renfrewshire City Deal procurement strategy has been developed and a City Deal Legal & Procurement Sub-Group has been established across all member authorities to optimise the overall procurement approach to City Deal, where appropriate.
10. **Risk** – Project specific and Programme level risk registers have been established as part of the project initiation. These will be kept under regular review and reported to the Programme Board.
11. **Privacy Impact** - None

List of Background Papers

(a) none

Author: Barbara Walker, 0141 618 7156 and Stephen McFadden, 0141 618 5709

To: Leadership Board

On: 1st April 2015

Report by: Chief Executive

Heading: Equality Outcomes and Mainstreaming Progress Report

1. **Summary**

- 1.1 Renfrewshire Council has a statutory duty to report on both progress in achieving its set equality outcomes and mainstreaming the general equality duty by April 2015. The attached report includes this report, and further information the Council is required to report, including employee equalities information and gender pay gap information.

2. **Recommendations**

- 2.1 To note the progress documented within the attached report
- 2.2 To approve the publication of the attached report
- 2.3 To request further progress reports against the equality outcomes and mainstreaming the equality duty

3. **Background**

- 3.1 Renfrewshire Council has a general equality duty, which requires it to pay due regard to the need to eliminate unlawful discrimination,

advance equality of opportunity and foster good relations as set out in section 149(1) of the Equality Act 2010. There are a number of Specific Duties laid out for public authorities by Scottish Ministers to support the general equality duty.

- 3.2 In line with these Specific Duties, Renfrewshire Council is required to report on its progress with mainstreaming equality, its progress against its equality outcomes, employee information and gender pay gap information by April 2015. The Leadership Board previously approved the Council's 12 equality outcomes at its meeting on 17 April 2013.
- 3.3 The progress report provides a single report to provide an update on our progress, and meet our duties to report this progress publicly and in an accessible manner. The report provides information on the actions agreed to deliver each equality outcome, along with information on what activities have been delivered in the reporting period from 2013-2015. The report also details the areas of the focus for the next reporting period from April 2015 – April 2017.

Key highlights

- 3.4 There has been significant work undertaken through the Equality and Human Rights Impact Assessment Pilot in partnership with the Scottish Human Rights Commission and Equality and Human Rights Commission. The pilot was nationally recognised as good practice, and the embedding of this process is a priority for the next reporting period.
- 3.5 Adult Learning and Literacies have undertaken development work to improve English for Speakers of Other Languages (ESOL) provision. They have seen an increase in the number of learners participating, and a volunteer training programme is now being delivered that will further support job seeking and in-work progression for ESOL learners.
- 3.6 The Diversity and Equality Alliance in Renfrewshire Group has been working in partnership to produce a range of events across '16 days of action' which raised awareness of gender-based violence internally and in the wider community.
- 3.7 The Council has undertaken a range of activities to improve both the physical and social accessibility of its premises, including working with the Disability Resources Centre on the layout and facilities of the new Customer Services Centre.
- 3.8 Social work services have undertaken extensive consultation with stakeholders and equality groups to inform service delivery in key areas such as self-directed support.

- 3.9 Human Resources have undertaken an exercise to encourage Renfrewshire Council employees to update their equalities monitoring information, with a significant increase in the number of employees responding to the survey.
- 4.0 There have been a number of activities undertaken to encourage unrepresented groups to participate in public life, including Local Area Committees who have supported a wide range of equality-led groups in Renfrewshire's communities.
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Implications of the Report

1. Financial – N/A
2. **HR & Organisational Development** – continue to gather and use employee information to better perform the general equality duty and publish information on gender pay gap, statement on equal pay and occupational segregation
3. Community Planning – N/A
4. **Legal** – The reports attached are designed to satisfy a statutory equality duties which are enforceable by the Equality and Human Rights Commission
5. Property/Assets – N/A
6. Information Technology – N/A
7. **Equality & Human Rights** - The report attached details the Council's performance against the general equality duty and meets various specific duties. The recommendations do not require an Equality Impact Assessment, and the areas of focus identified for the next reporting period are specifically designed to improve the Council's fulfilment of its Equality Duties.
8. Health & Safety – N/A
9. Procurement – N/A
10. **Risk** – N/A
11. Privacy Impact – N/A

List of Background Papers

- (a) Background Paper: Renfrewshire Council's Progress Report April 2015: Equality Outcomes and Mainstreaming Equality

The foregoing background papers will be retained within Chief Executive's Service for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Yasmeen Khan, Senior Policy Officer, 0141 618 7404

Author: **Annabelle Armstrong-Walter, Policy Lead, 0141 618 5968**
 Yasmeen Khan, Senior Policy Officer, 0141 618 7404

Renfrewshire Council

Equality Outcomes and Mainstreaming Equality

Progress Report for 2013-2015

Executive Summary

Renfrewshire Council is committed to ensuring equality in its policies and practices in order to improve outcomes for its citizens.

The progress report provides a single report to provide an update on our progress, and meet our duties to report this progress publicly and in an accessible manner. The report provides information on the actions agreed to deliver each of our equality outcomes, along with information on what activities have been delivered in the reporting period from 2013-2015. The report also details the areas of the focus for the next reporting period from April 2015 – April 2017.

Key Highlights

There has been significant work undertaken through the Equality and Human Rights Impact Assessment Pilot in partnership with the Scottish Human Rights Commission and Equality and Human Rights Commission. The pilot was nationally recognised as good practice, and the embedding of this process is a priority for the next reporting period.

Adult Learning and Literacies have undertaken development work to improve English for Speakers of Other Languages (ESOL) provision. They have seen an increase in the number of learners participating, and a volunteer training programme is now being delivered that will further support to job seeking and in-work progression for ESOL learners.

The Diversity and Equality Alliance in Renfrewshire group has been working in partnership to produce a range of community-led programme of events to celebrate diversity across Renfrewshire, including a range of events across '16 days of action' which raised awareness of gender-based violence internally and in the wider community.

The Council has undertaken a range of activities to improve both the physical and social accessibility of its premises, including working with the Disability Resources Centre on the layout and facilities of the new Customer Services Centre

Social work have undertaken extensive consultation with stakeholders and equality groups to inform service delivery in key areas such as self-directed support.

Human Resources have undertaken an exercise to encourage Renfrewshire Council staff to update their equalities monitoring information, with a significant increase in the number of staff responding to the survey.

There have been a number of activities undertaken to encourage unrepresented groups to participate in public life, including Local Area Committees who have supported a wide range of equality-led groups in Renfrewshire's communities.

Introduction

Renfrewshire Council is committed to providing equality in its policies and practices in order to improve outcomes for citizens. In 2013, we published our first mainstreaming report and our Equality Outcomes for 2013-2017.

This report provides an update on how Renfrewshire Council is mainstreaming equality, and the progress we have made with our equality outcomes. It also includes updates on the profile of Renfrewshire Council's staff, and gender pay gap information.¹

This information is provided in this single report, and is structured in line with our 12 equality outcomes. The information provides updates on progress against the actions identified to achieve our outcomes, and information on our areas of focus for the next reporting period.

A key achievement of the Council in the last reporting period has been the Integrated Equality and Human Rights Impact Assessment, which was undertaken in partnership with the Scottish Human Rights Commission and the Equality and Human Rights Commission. The project received national recognition, and is shared as an example of good practice on both the SHRC and EHRC websites.

The focus for the next reporting period is on continuing to integrate equalities into the day-to-day workings of the Council, and the embedding of our Equality and Human Rights Impact Assessment is at the heart of delivering this.

The Council will also be reviewing the action plan and processes that support our Equality Outcomes, with a specific focus on improving our equalities evidence gathering – both in the way we collect and use our equalities data, and in the way that we use intelligence from our equalities communities to shape and influence our service delivery.

Progress against Equality Outcomes is measured on an ongoing basis across the Council's services, and is aligned to the Council's performance management system. The Council's progress is monitored by the Corporate Management Team, and the Leadership Board.

Legal background

The General Equality Duty requires listed public authorities to have due regard to the need to:

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

In addition to the General Equality Duty, there are also Specific Duties which are designed to help public authorities meet the requirement for the general duty.

¹ Information from Education and Leisure Services is included in this document, but Licensing provide their statutory report in a separate document.

Renfrewshire Context

Renfrewshire Council is less ethnically diverse than Scotland as a whole, with almost 95% of Renfrewshire citizens identifying as White Scottish or White British. Almost half of Renfrewshire citizens born outside of the UK have been here for over 10 years. However, Renfrewshire's Black and Minority Ethnic population is rising gradually, particularly with economic migrants from other European countries such as Poland.

Across Scotland and the UK, the number of people identifying as Christian has fallen between the 2001 and 2011 census, and the number of people identifying as having no religion has risen. 0.8% of citizens are Muslim, and 0.9% of citizens have another religion.

There is some evidence to suggest there are more disabled people in Renfrewshire than in Scotland as a whole. 20.5% of economically inactive people between 16-74 are long-term sick or disabled. The profile of different disabilities is similar to Scotland, and of those whose day to day life is limited a lot by health or disability, 31% of people have more than one condition.

Reliable statistics on sexual orientation remain an issue. Household surveys indicate that over 99% of adults identify as heterosexual, with younger people much more likely to identify as lesbian, gay or bisexual. It should be noted that the Stonewall estimate of lesbian, gay and bisexual people is between 5-7%, and this estimate is widely used within public authorities.

Renfrewshire's Equality Outcomes

Equality Outcome 1:

Underrepresented groups and those with protected characteristics are empowered to actively contribute and participate in public life

Renfrewshire Council's Key Actions:

- Engage and involve underrepresented groups and those with protected characteristics.
- Build capacity and empower underrepresented groups and those with protected characteristics to access funding opportunities to enable them to contribute and participate in public life.
- Promote positive relations to raise awareness using a wide range of events and communication channels.

What's gone well?

We have worked with a range of partners and community groups to help us deliver on this outcome. We have increased the participation of older people and their families to engage and play a key role in shaping policy and service delivery. Our progress has been achieved as a result of implementing and supporting various community development initiatives and creating consultation and involvement opportunities. These include:

- Social work services have actively supported and engaged older people and their families contributing to the design and delivery of health and social care services in Reshaping Care for Older People policy. As well as the ten year joint Commissioning Plan for Older People's Health and Social Care Services in Renfrewshire, we have also

launched a 'Guide to Health and Wellbeing in Later Life' specifically aimed at older people.

- The success of the 2013 AgeFest programme of events attracted 600 older people to attend the 2014 Strengthening Opportunities for Older People In Renfrewshire (SOOPIR). At this event an older people's network, an initiative to break down social isolation was successfully launched.

We are working with key partners to improve access to funding opportunities. A range of outreach work involved, dissemination of information on a range of funding has helped build capacity of equality groups. We have increased the engagement and involvement of disabled people at Local Area Committees. As well as continuing to award grants to support the development of local initiatives by equality groups.

- The provision of British Sign Language (BSL) interpreters has enabled Renfrewshire Deaf Group to make representation in support of their application. Providing information and Local Area Committee papers in preferred format such as CD format has facilitated the attendance of Renfrewshire Visually Impaired Forum.
- Additionally funding is provided to enable individuals and members to attend monthly Renfrewshire Visually Impaired Forum meetings.
- Access to Local Area Committee grants has assisted deaf people in Renfrewshire to secure a meeting place to socialise, keep fit and learn about the wide range of services that are being delivered by statutory, voluntary and community organisations. The Association of the African Communities in Renfrewshire has built its capacity to provide support and information to African communities in Renfrewshire. Renfrewshire Interfaith Group has been supported to promote religious tolerance, as well as funding Renfrewshire Women's Association to assist with re-marketing and rebranding costs. Renfrewshire Polish Association has developed Polish language classes for young people. I Am Me project has also received significant grant aid to raise awareness of disability hate crime.
- Grant aid from Local Area Committees is helping and supporting a range of individuals and groups with protected characteristics to progress the equality and human rights agenda. This includes Buddy Beats and RAMH helping people with mental health issues, Greensyde Carers, Renfrewshire Environmental Trust, Renfrewshire Access Panel and Shopmobility are supporting a wide range of partners to raise awareness of the physical and mental health barriers and issues. The Seniors Groups are actively representing older people and helping with reducing isolation, exclusion and poverty.
- Equality groups have been supported by officers from Local Area Committees, West of Scotland Regional Equality Council and Engage Renfrewshire to increase their capacity to participate in a range of settings by securing funding from various sources. Grant aid was successfully secured from the Scottish Refugee Council, Heritage Lottery Funding and Awards for All from the Big Lottery Funding.
- Engage Renfrewshire and West of Scotland Regional Equality Council continue to promote access to funding. Workshops and specific funding fayres were held on the process of applying and reporting on grant awards.

We strongly value the views of our looked after children and young people and have ensured that we create meaningful opportunities for engagement.

- Thirty young people have been involved in the Children's Champions Board, a forum for our looked after and previously looked after young people. It allows them to make their needs and wishes known directly to those who make decisions about the services that affect all looked after children in Renfrewshire.

- The Board membership includes young people looked after at home as well as accommodated young people in foster care, kinship care and our children's houses, elected members, Directors and senior managers of services across the partnership. The Board aims to create a meaningful dialogue between our looked after young people and their corporate parents.
- The Community Planning and Partnership is committed to ensuring that the areas identified by young people for development and improvement are acted upon.

Community development initiatives have significantly increased the participation of local women's groups.

- Women from diverse backgrounds are leading and engaging campaigns, delivering training and awareness raising programmes on Gender Based Violence. Community development support has assisted Renfrewshire Women's Association to re-brand itself as Renfrewshire Rising.
- We continue to work in partnership with West of Scotland Regional Equality Council (WSREC) and have developed a network specifically for the black and minority ethnic communities to increase civic participation.

Education and Leisure Services have been undertaking work to ensure the voices of young people from equalities communities in Renfrewshire are heard.

- Opportunities for young Lesbian Gay Bisexual and Transgender people to have a voice are being progressed through a partnership project between youth services and LGBT Youth Scotland. Young people have been supported to undertake a research project about LGBT issues in Renfrewshire. This project has helped give a voice to young people's concerns and issues, and express their views such as through youth forums.
- Youth Services staff and volunteers have undertaken LGBT awareness and Race Equality training to ensure they are empowered to actively represent the needs of young LGBT and minority ethnic people.

Our focus until 2017 will be:

- Working with Lesbian Gay Bisexual & Transgender (LGB&T) Renfrewshire to help us in developing a better understanding of our local LGB&T residents' needs and aspirations to support involvement and engagement in a range of settings.
- Collaborating with West of Scotland Regional Equality Council (WSREC) to identify and support individuals and groups from black and minority ethnic communities to participate in the decision making structures, policy and service development initiatives.
- The creation of opportunities for young people from minority ethnic groups to be represented in youth forums and youth services through projects and programmes that celebrate the diverse culture and languages spoken within Renfrewshire.

Equality Outcome 2:

Local people who experience discrimination and disadvantage have a better quality of life and live independently in their home wherever possible

Renfrewshire Council's Key Actions:

- Ensure that people with disabilities have access to pull out services for domestic bins and gardening services.
- Support disabled tenants in Council housing and private homes with adaptations.

- Implement and monitor service take up of the new integrated community hubs located in leisure centres for people with learning disability.
- Pilot and implement successful initiatives focusing on equality groups with specific needs to reduce barriers to participation, social isolation and deprivation.

What's gone well?

We have improved access to information and service delivery. Our performance for 2013/14 indicates that more people are living independently in the community with control over their care and support compared to 2012/13. We have made significant progress to enhance the quality of life for disabled people and adults with learning disabilities.

- Adults with learning disabilities are being supported to access services at the new integrated community hubs operating at 100% capacity. The community hubs offer a wide variety of activities ranging from cooking, gardening, computing, skills for travelling independently and handling money and budgeting.
- Adults with learning disabilities have been supported to make decisions about their care packages and accommodation. We worked with an external provider to place a small number of adults who are on the autistic spectrum, in accommodation at Blackhall as a key development to ensuring that adults with learning disabilities can live as independently as possible in local communities, rather than living in external placements away from the local area.
- Self Directed Support in Renfrewshire is being successfully implemented following extensive consultation with stakeholders and equality groups such as Disability Steering Group, Seniors Forums, Diversity and Equality Alliance in Renfrewshire Group. We have used the results to establish a Steering Group to support implementation programme. A key element of Self Directed Support is giving people control over their individual budget to make informed choices about living independently at home and this will be monitored and subject to ongoing review and consultation with service users and their families/carers.
- We have produced the Renfrewshire Autism Strategy which makes eleven recommendations to take forward the work addressing key priorities, recognising that the strategy is a first step in the development of an overarching plan for Autism in Renfrewshire. A key purpose is to identify the gaps in information as this relates to developing a better understanding of the needs of people with autism in Renfrewshire.

Fulfilling our role as a landlord, we are providing support to home owners and tenants with disabilities to adapt their house to make it more suitable for their needs and to ensure that people continue to live in homes wherever possible. We have completed 98.6% of medical adaptations during 2013/2014 compared to 82.5% in 2012/13.

- We have completed 575 adaptations in Council houses costing £371,085 during 2013/14. An additional £300,000 was spent in adaptations through the Scottish Housing Quality Standards. We provided support to private housing to complete 121 jobs costing £374,000 for adaptations. Local housing associations have also carried out 197 adaptations during 2013/14 this is an increase from the 177 adaptations completed in 2012/13.
- We are focussing our efforts and our work to improve the Council's housing stock and making sure that all registered landlords are also meeting the Scottish Housing Quality Standard of good quality, energy efficient, safe and secure, modern, acceptable housing providing a better quality of life . We are consulting and seeking feedback from residents using a range of communication methods, the results and responses from tenants have been very positive.

- Access to information about tenancy agreement has been made easier. We have taken out the complexity by providing a summarised tenancy agreement to a short DVD which we have made available in five different languages and also in British Sign Language.
- We promoted our assisted bin pull service to everyone and over 3,400 people who are medically unfit have benefited. We also supported 2,500 residents medically unfit to receive help with our gardening service.

As a local authority we have adopted a supportive approach to Gypsy/Travellers during their unauthorised encampment periods. During 2013 there were 13 unauthorised encampments and 31 visits were made to the site. During 2014 to January 2015 there were 15 unauthorised encampments and 30 visits have been undertaken. During the visits to the sites we provide information on how to access all services in Renfrewshire in particular, health, Social Work Services, Education and homelessness. Support is also provided for the collection and management of rubbish and sanitation to ensure health and wellbeing of Gypsy/Traveller families and the protection of the physical environment.

Our focus until 2017 will be:

- Integrate recent good practice research on successful site provision for Scotland's Gypsy/ Traveller communities into our practice.
- Support the implementation of the proposed pilot day care initiatives focusing on older and disabled people from black and minority ethnic communities to reduce barriers to social isolation

Equality Outcome 3:

Women, older people and disabled people have access to safe and sustainable transport

Renfrewshire Council's Key Actions:

- Continue to improve key bus corridors by raising kerbs and considering road networks for treatment.
- Actively enforce the Disabled Parking Bay Act and implement traffic order to prevent the misuse of disabled parking bays.
- Involve equality groups to identify needs and barriers specific to public and social transport.
- Continue to inspect footways on an annual cycle (more often in town centres) and repair any defects which result in a change in level of more than 20mm.
- Continue to plan, implement and review transport schemes to upgrade lighting, improve or install new bus shelters, raise kerbs along key bus corridors and maintain Statutory Quality Bus Partnership in Scotland by complying with the standards.

What's gone well?

We are continuing to make improvements to the built environment and working with local bus operators to enable women, older people and disabled people to access safer and sustainable transport. We have invested £1,144,000 funding to improve street lighting to achieve community safety across seven selected priority locations in Renfrewshire. We also allocated £175,000 to improve our built environment and access to safe and sustainable transport.

- Renfrewshire Access Panel is at the forefront of promoting access to the built and natural environment and services in order to make Renfrewshire accessible for everyone. Renfrewshire Access Panel works with various local and national groups including Renfrewshire Council on a range of projects contributing to the progress and

achievement of the Council's equality outcomes. A major success achieved by Renfrewshire Access Panel during 2014 includes the support to Omniserv at Glasgow Airport providing volunteers to assist athletes for Commonwealth 2014. Renfrewshire Access Panel continues to work in partnership with local public and social transport providers to raise awareness of accessibility and sustainable transport for disabled people.

- We continue to work in partnership with Strathclyde Partnership for Transport and improved access to social transport for disabled people by providing travel information in an accessible and preferred format at various locations.
- To ensure that women, older people and disabled people feel safe to access transport particularly during the evening and at night we have installed new bus shelters with improved lighting, seating and signage.
- To support people with a dual sensory impairment access public and social transport we have made improvements to our built environment with installation of new traffic signals.
- Throughout Renfrewshire we are making progress with maintaining a barrier free pedestrian environment. Work is carried out to cycle routes, and drop kerbs making it more accessible for wheelchair users, mobility scooters, people who are blind or partially sighted and people who have difficulty walking.
- We have raised kerbs to enable low floor buses to stop level with the kerb allowing easy access for those with mobility problems and pushchairs/prams. Bus operators are also using bus boarders to improve access and boarding onto buses.

We are continuing to monitor disabled parking bays in Renfrewshire to prevent misuse including processing Traffic Regulation Orders for all disabled parking places to make them legally enforceable. The Warden Service plays an active role in managing and enforcing parking regulations including the Disabled Parking Bay Act.

Our focus until 2017 will be:

- Further research is required to understand transport issues impacting on people with disabilities, and benchmarking with other local authority areas to establish and implement different method used for improving accessibility to public and social transport for disabled people, women and older people.
- Support the Transport Scotland, Police and Access Panels events being run across Scotland to connect and engage with disabled people to shape Transport and Police services.

Equality outcome 4:

Service users across the equality groups are positive and engaged with a wide range of services

Renfrewshire Council's Key Actions:

- Develop customer insight segmentation by equality groups to establish satisfaction and experience of engaging with services to achieve customer service excellence.
- Implement the local autism strategy to ensure that care needs, independence, emotional well being and dignity of all users is met.
- Budgetary decision, changes to existing, introduction of new policies and services are impact assessed. Results are published accessible to the public. Monitoring and review arrangement are in place to achieve the actual intended outcome.

- Ensure that service design and delivery takes account of physical and social accessibility needs and experiences of service users with protected characteristics.
- Develop customer information management systems to record communication and physical accessibility needs of service users to ensure best customer experience possible.
- Continue to maintain high standards of housekeeping services at care home to achieve positive health and wellbeing outcomes.
- Ensure effective engagement of service users as an integral part of a public procurement exercise, award criteria and performance conditions complying with the requirements of equality duty.
- Review and update licensing applications forms to ensure equality monitoring forms an integral part of understanding customer profile to assess engagement requirements.
- Undertake visits to all licensed premises within Renfrewshire to ensure licensed premises are accessible for all equality groups.

What's gone well?

Services across the Council are using a range of methods to improve customer contact and engagement using face to face, telephony and technology. We are determined to make our services inclusive but recognise that all people have different needs, are treated fairly, sensitively and with respect at all times.

Our performance information indicates that 84% of customers feel they are treated fairly and sensitively when contacting the Council. Our progress to date includes:

- Services across the Council have undertaken a range of actions to improve physical and social accessibility needs of service users. This includes the Customer Services Unit engaging with the Disability Resources Centre on the physical layout of the waiting area and the relevant colours of the furniture that takes into consideration the needs of people with visual impairment. The new Customer Service Centre offers large text capability in the self service area and the right to privacy is being considered with the facilities for deaf customers who have access to interactive 'sign language' meeting with an advisor. We continue to improve our customer satisfaction rating, during 2014/15 70% of customers stated that they were very satisfied/satisfied with the services delivered by Renfrewshire Council compared to 59% satisfaction rating during 2011/12.
- During 2013/14 the Libraries service worked with an education professional to undertake work with families whose first language is not English. The service sourced some picture books that were in Polish and the English language equivalents so that work could be undertaken on a dual language basis. Due to its success there are plans to purchase dual language books in other languages to use with families from Turkish, Urdu and Spanish backgrounds.
- Development and Housing Services are continuing to actively engage with service users supported by a translation service, telephone interpretation through Language Line, information provision in different formats such as Dolphin software, text phones, SMS texting, British Sign Language Interpreters, portable hearing Loops.
- 83% of all Council buildings with public areas are accessible to disabled people. Our residents who have a visual impairment can request a waste collection calendar in large text from Community Resources.
- A range of information has been disseminated by the local Registrar to promote equal marriage. The Council's web pages and all relevant documents continue to be updated.

The first Civil Partnership to be changed to a Marriage through the administrative route was in Renfrew.

- Renfrewshire libraries offer a wide selection of books that represent a range of cultures. A book delivery and collection service is available to house bound residents who are mainly elderly and to residents with a visual impairment. The housebound library service is provided by volunteers and currently there are 30 housebound users receiving the service.
- A new purpose built supported accommodation resource for young people leaving residential care opened in September 2013. The accommodation also has an amenity flat for disabled young people.
- We continue to provide support and information through Community Groups and Forums promoting Community Safety and specific issues through consumer protection such as bogus callers, electrical safety, and having Keep Safe venues in Community Halls.
- The majority of our staff have completed the online training module in respect of Equalities and Human Rights, and are aware of their responsibilities in respect of the Public Sector Equality Duty. A cross section of managers also attended Third Party Hate Crime Training sessions during 2013/14, and cascaded relevant learning via team meetings. A regular working group takes place every six weeks with a wide cross section of staff including two Head teachers from pre-five, primary and secondary and ASN as well as representatives from Youth Services and Adult Literacies and Learning. This arrangement includes the agreement that information taken from these meetings is relayed to their colleagues.
- Diversity continues to be promoted through Curriculum for Excellence and by other agencies through partnership working. Rights Respecting Schools and initiatives such as Respect Me also encourage diversity through fostering consideration and understanding amongst school pupils regardless of background.
- A draft, 'Tackling bullying' policy has been produced and is currently subject to a consultation process. Following this, the policy will be presented to a policy board in March 2015.

Our focus until 2017 will be:

- Develop customer insight information by equality to establish satisfaction and experience of engaging with services, and use the information within service design and delivery.
- Integrate assessment of equality and human rights impacts in the development, introduction and changes to budget, policies and service.

Equality Outcome 5:

Everyone has an opportunity to access learning, skills and wellbeing

Renfrewshire Council's Key Actions:

- Gather employee information on recruitment, development, retention, number of employees to understand needs of protected groups, impact of policies, identify causes of gaps in employee information and performance to make improvements.
- Develop an outreach programme targeting men to engage in adult learning programmes.

- Offer a wide range of community based employability skills programmes and educational opportunities including English for Learners of Other Languages.
- Develop a portfolio of initiatives to support teenage mothers wishing to sustain their educational aspirations.
- Support the diverse business communities' representative of protected characteristics to enhance language skills in order to enable compliance with relevant regulations and support business growth.
- Work in partnership with Business Gateway empowering diverse business communities to develop a local enterprising culture that helps to create jobs, deliver services and attract inward investment.
- Work in partnership to deliver supported employment opportunities improving skills and wellbeing.

What's gone well?

Individuals have been supported to access a range of high quality and flexible educational and skills development programmes as an opportunity to improve numeracy and literacy skills and access employment. The programmes are helping individuals to achieve their potential and maintain wellbeing, as well as increasing knowledge of the options and opportunities to employment, training, further and higher education.

- An employability key worker from Assurance House is assigned to each of the children's houses and to the new accommodation resource for care leavers. Young people have been supported to access a full range of employability and training options which suit their needs. The key worker is present in the houses at specified times in order to facilitate building up an informal relationship in a familiar setting. All young people involved with the Throughcare and Aftercare service are engaging with the employability service at Assurance House with support from the key worker.
- Renfrewshire Learning Disability Service is currently working in partnership with Capability Scotland to develop a Horticulture based Social Enterprise Business to provide voluntary work, training and employment opportunities for adults with Learning Disabilities/Autism in Renfrewshire. The initiative is in keeping with the recommendations contained within "The Keys to Life", the National ten year strategy for Learning Disabilities across Scotland. We have enhanced the partnership working between Further Education (West College Scotland), Voluntary Sector and Renfrewshire Council/CHP (Environmental Services, Economic Development, Health Promotion).
- Adult Learning and Literacies Services adapted its outreach programme and marketing to encourage more men to take part in community based learning. Outreach workers visited a range of organisations, such as bookmakers to encourage more participation by men and unemployed groups. A men's group has been established in Glenburn Learning Centre and has a wide and varied learning programme attended by 13 men during 2014.
- A new partnership has been established between Adult Learning and Literacies Services, Invest in Renfrewshire and Job Centre Plus, to help people back into employment by offering digital access and tutor support with job searches and CVs. This programme supports 8 work clubs and 8 new Essential IT for Jobseekers classes with over 50% of those taking part being men. Through this initiative, a new Community Learning Officer post, with an employability remit, is now in place to support the project and to help encourage participation by men.
- English for speakers of other languages (ESOL) programme has continued to provide beginner language skills and support for learners whose first language is not English.

The programme is delivered in local learning centres we also work with partners such as Renfrewshire Effort to Empower Minorities (REEM) and West College Scotland. There are currently 13 community based ESOL sessions being delivered on a weekly basis throughout Renfrewshire in learning centres and partner venues.

- The number of English for Speakers of Other Languages (ESOL) learners participating in the learning programme has increased from 561 to 646 learners. As a result ESOL learners are developing language skills to support job seeking and progression within employment. An ESOL volunteer training course was delivered by the adult learning and literacies service in November 2013. 8 new ESOL volunteers have been recruited and are currently being matched into future ESOL sessions.
- Training on the ESOL national initial assessment tool to place learners into appropriate ESOL provision was successfully delivered to nine adult learning staff tutoring ESOL groups. The ESOL national assessment tool is being used in all ESOL beginners' classes to enable staff to guide learners in relation to their individual needs.
- An ESOL volunteer training programme is being delivered in February/ March 2015. The ESOL team has worked with learners who have completed the ESOL programme, and through this consultation learners who want to further develop their skills will be offered a place on the training programme.
- A new initiative "Housing Approach" was launched in 2014 and provided tailored guidance and support to sustain employment, training and advice on learning opportunities and assistance with job searches.

In Education and Leisure Services, there has been a significant amount of work contributing to ensuring everyone has an opportunity to access learning, skills and wellbeing.

- Annual school census data continues to be analysed in respect of the protected characteristics to establish levels of local need.
- National guidance provided in Standard Circular 8 regarding Exclusions, and the role of the authority to be strategic, enabling and supportive has been reviewed and embedded within local policy and approved by Policy Board.
- Research, discussion and activity continues to take place with Head Teachers in relation to the reasons why boys are more likely to be excluded than girls. Due to revised policies on exclusion, the completion for this action has been extended to 2015/16 to allow a thorough analysis of exclusion statistics.
- The Promoting Positive Relationships policy has been reviewed and launched in all establishments during August 2014.
- A mapping exercise for the levels of support available for pupils whose first language is not English and the impact this is having on ESOL learners has been completed. A structure, based on research and existing good practice elsewhere is now in place (January 2015) to allocate levels of support to pupils to allow them to access the mainstream curriculum. Priority is given to those pupils who are new to English. The ESOL curriculum framework is increasingly being used to allow progression for senior pupils by improving opportunities for employment and access to further/higher education.
- An English as Additional Language policy has been developed in relation to supporting pupils whose first language is not English. Following internal discussion, this will be disseminated to all school establishments for the benefit of staff and pupils. As part of this process, early intervention strategies have been developed and a guidance booklet produced specifically for children in early years education.

- Good progress continues to be made on the design of the new special school in Linwood through a consultative approach involving parents, staff and pupils. Once complete, this school will enhance the educational experience of children and young people with severe and complex needs, and will also support highly specialised learning approaches. The capital budget required for the project has been identified at £18.862m and will be funded through a combination of £10.134m from the Council's strategic asset management fund with the balance of £8.728m provided by Scottish Futures Trust (SFT) through the Scotland's Schools for the Future Programme.

Our focus until 2017 will be:

- Prioritise the collection of high-quality equalities monitoring information from our staff, and improve the usage of this information at both a corporate and service level
- Further research into business ownership and start-ups by equality groups to establish language skills in order to enable compliance with relevant regulations and support business growth
- Reviewing the authority's Autistic Spectrum Disorder (ASD) provision within secondary establishments to ensure that there is equality across provisions. It is anticipated that this process will be complete by the end of 2015.
- A management information framework and system is being developed for children's support services and is due for completion in June 2015.

Equality Outcome 6:

Council employees are skilled, flexible and confident when engaging with the communities of protected characteristics

Renfrewshire Council's Key Actions:

- Review Human Resources equality policies and associated training to ensure accessibility and compliance with equality duty.
- Continue to provide access and identify learning and development packages to improve and embed equality and human rights impact assessments in practice, decision making and evaluation.
- Integrate equality into Service Learning and Development plans to support the mainstreaming of equality in service delivery.
- Integrate equality into all performance, development and competency frameworks, to support employees to understand the importance of treating everyone fairly and with respect at all times and reflected in Individual Development Plans.
- Develop and up skill targeted employee groups to work in new, more flexible ways improving service delivery and work life balance, confidence to meet the needs of changing services for the future embracing new and innovative ways of working.
- Consult with the Employee Equality Focus Group to better understand views, issues and experiences of employees across the equality groups, develop existing work practices and promote a more inclusive working environment.

What's gone well?

We are making significant efforts to ensure that our workforce consisting of 6,670 full time equivalent employees remains skilled, knowledgeable and flexible. The composition of the Council's workforce for recruitment, development and retention disaggregated by protected characteristics will be available on the Council's website. We are determined to be an

organisation that is adaptable and flexible to meet the needs of the changing and diverse population.

- All employment policies include a section on equality that is regularly reviewed to ensure compliance with the equality duty. The Equality and Diversity, and Respect at Work Policies were reviewed and implemented to comply with the Equality Act 2010. Equality and Diversity e-learning is accessible for employees via i-learn which is reviewed on a regular basis and new Public Sector Equality Duty e-learning for managers developed in partnership with the EHRC and Improvement Service was launched in October 2013.
- 189 managers from across the Council have completed the Public Sector Equality Duty e-learning for managers developed in partnership with the Equality and Human Rights Commission, and Improvement Service. The e-learning module was launched across Scotland in October 2013.
- Regular briefings on the equality and human rights are provided to both the Corporate Management Team and all Service Senior Management Teams. In addition, guidance and training has been provided to managers to help them complete equality and human rights impact assessments as and when required.
- The Renfrewshire Community Health Partnership (now the Renfrewshire Health and Social Care Partnership) is a key member of the Diversity and Equality Alliance in Renfrewshire and as a result we were able to deliver Sensory Impairment Awareness Training for 12 front line staff (6 from Renfrewshire Council and 6 from RCHP). Evaluation and feedback from participants indicated that they would be confident/very confident in being able to identify a person with a dual sensory impairment (Deaf/blind). 100% of participants stated that they would recommend the course to others.
- Renfrewshire Council received national recognition on the successful completion of the Pilot Project to develop an integrated approach to equality and human rights impact assessment (EQHRIA). The work on Pilot Project was undertaken in partnership with Scottish Human Rights Commission (SHRC) and the Equality and Human Rights Commission (EHRC).
- The learning from the EQHRIA pilot project continues to be shared as an example of good practice and is hosted on SHRC and EHRC's website launched on 23 April 2014.
- 313 managers participated in the end line evaluation of the pilot and results for 2013 indicated that the level of importance given to equality and human rights remained high at 75% the same as the baseline evaluation conducted in 2012 with 221 managers taking part.
- We developed an in-house EQHRIA e-learning module to support managers and officers across the Council and improve skills and confidence around impact assessment. The e-learning module was launched in June 2013 and 183 staff across the Council have completed the e-learning module.
- To increase awareness and knowledge of equality and human rights we have centralised a range of information accessible to staff on our intranet – Renfo. Staff can navigate to 'Renfrewshire Today' which provides a wide range of evidence across the protected characteristics and policy themes to support impact assessments.
- Equality has been integrated into all Service Improvement Plans and the People and Organisational Development Strategy and regular progress reports are submitted to service policy boards for approval.
- Equality is mainstreamed throughout the Council's MDP programme, 360 review and MTIPD processes. In addition, a new Performance, Development and Review policy (PDR) and associated competency frameworks with dedicated equality competencies

has been drafted and will be taken forward in partnership with the Council's Strategic change partner.

- The Council continues to implement flexible/agile working across relevant service areas. In addition, flexible working continues to be promoted to increase employees' work life balance whilst balancing the needs of the service. In support of achieving a more agile/flexible workforce, the Council will review, develop and implement key people management and development policies and procedures to prepare the route to Agile readiness.
- The Council's Employee Equality Focus Group meets on a regular basis to discuss matters relating to improving equality within the Council. Examples of improvements include feedback on the development of HR policy and practice, learning and development and communications.

Our focus until 2017 will be:

- Reviewing our equalities training strategy, including our e-learning content
- Reviewing the Employee Focus Group remit, and producing a work programme closely aligned to the organisation's equalities priorities

Equality Outcome 7:

Council employees with disabilities are fully supported in all areas of their employment

Renfrewshire Council's Key Actions:

- Provide reasonable adjustments to support employees with disabilities to reach full potential and retain valuable skills of employees.
- Engage and involve employees who have a disability to improve the working environment and existing work practices.
- Improve the accuracy and reporting of information held regarding the disabilities of employees.
- Ensure employees with disabilities and managers are aware of additional support provision available from the Council and its partners.
- Retain the Double tick award from the Jobcentre plus demonstrating that Renfrewshire Council's practices are fair and positive.

What's gone well?

The Council is taking measures to ensure reasonable adjustments are being made to support disabled employees to achieve their full potential. To achieve this we have made the following progress:

- Employees are supported with reasonable adjustments through a variety of employment policies such as supporting attendance, equality and diversity, MTIPD, special leave and recruitment processes and practices. Employees at any time can request via their manager for reasonable adjustments to be made to their working environment, particularly due to service changes.
- The Council engages with employees with a disability on matters concerning the working environment and working practices through the Equality Focus Group and the annual equality awareness week staged every October. The employee survey also encourages employees to share views on any issues that employees with disabilities would like to see improved within the Council.

- The Council carries out an annual equality monitoring exercise whereby all employees are asked to update all their equality information held in personal records. This includes disability and the type of disability. The 2014 exercise was carried out towards the end of October and results are currently being analysed. This year saw in excess of 3000 employees returning equality monitoring forms.
- Managers and employees are made aware of support provisions available through a number of communication channels including employment policies and advice from HR. As part of the annual equality awareness week, the Council and its partners promote services available and contacts who can support employees with disabilities.
- The Council retained its double tick award for another year from Jobcentre Plus in April 2014, and an assessment is due later in 2015.

Our focus until 2017 will be:

- Ensuring that we can identify and communicate with disabled staff within Renfrewshire Council
- Better understanding of the issues and examples of good practice arising from Equality Awareness Week to support our disabled staff

Equality Outcome 8:

Communities with protected characteristics feel safe, confident and supported to report hate crime to police or third party reporting centres

Renfrewshire Council's Key Actions:

- Work in partnership with Police, community and voluntary agencies to raise public awareness of the negative impact of hate crime on individuals and communities of Renfrewshire.
- Support and contribute to partnership initiatives preventing escalation of hate crime related to anti social behaviour by persistent offenders.
- Support the development and delivery of training for local organisations to promote use of third party reporting centres.
- Work with partners to ensure support is offered to all victims of hate crime.

What's gone well?

Police Scotland and the Council are working in partnership to address the under reporting of hate crime. As a result additional third party reporting centres have been established giving options and choices to individuals and groups to report hate crime. Our progress includes:

- We have worked with Police Scotland to promote the establishment of third party reporting centres in the heart of the community. To date 23 local groups in various locations have registered to operate as third party reporting centre in addition to the libraries. This gives additional options and choices and enables people to call or visit if they have been, or fear they may become a victim of hate crime.
- We have worked actively with Police Scotland and as a result three sessions on Awareness Raising of Hate Crime and Third Party Reporting were delivered. In total 85 front line officers from across the Council attended the session and have a better understanding of signposting and supporting customers and service users who may be subject to hate crime.
- Disability hate crime continues to be less reported than any other hate crime and to make it easier for disabled people to feel safe in reporting hate crime the Disability

Resource Centre and Renfrewshire Access Panel are now a third party reporting centre.

- Relevant Social Work establishments are now designated as safe places for people with disabilities as part of the 'Keep Safe' project. Front line staff in each Social Work establishment will be trained by Police Scotland in what to do if someone presents themselves feeling threatened and prominent signs will indicate that the building is part of the initiative.
- Data on hate crime for Renfrewshire illustrates a reduction in the number of reported hate crimes, during 2013/14 there were 201 reported hate crimes compared to 214 during 2012/13. The reduction could be attributed to changing attitudes and behaviours as a result of the campaigns and presentations delivered to raise awareness of the impact of hate crime.
- Information is being passed through the Community Safety Hub between partners to effectively deploy diversionary and appropriate methods to tackle and reduce the prevalence of anti-social behaviour and hate crime. Diversionary activities and the development of educational programmes highlighting the dangers of anti-social behaviour and the very real consequences of actions, intervening before offenders become further involved in such activities, promoting sustained change in their behaviour and attitudes.

Our focus until 2017 will be:

- Finalise the Service Level Agreement that is being developed for 2014/15 between Renfrewshire Council and Victim Support Scotland to provide service users with needs led, confidential, community based and responsive practical help to cope with the effects of crime including hate crime.
- Work with Police Scotland to identify measures that will help to improve the reporting of hate crime locally, including further developing the use of third party reporting centres
- Work with Police Scotland to access training that enables staff from statutory, voluntary and community organisation to signpost or assist victims or witnesses in reporting hate crime.

Equality Outcome 9:

Vulnerable individuals or groups (including those with protected characteristics) are no longer subject to gender based violence, human trafficking or forced marriage

Renfrewshire Council's Key Actions:

- Work in partnership with statutory, voluntary and community organisations supporting prosecution of perpetrators, prevention and protection, reintegration and assistance for adult and child victims of gender based violence.
- Implement national guidelines, raise awareness and develop training strategies for Council employees to support early identification of gender based violence, human trafficking and people at risk of being forced into marriage.
- Ensure effective deployment of resources by Community Safety Hub to support reduction and prevention of domestic/gender based violence.
- Support local and national campaigns and initiatives to raise awareness about women, children and young people affected by victimisation, repeat victimisation or harassment by perpetrators.

- Work with a wide range of partners to ensure the involvement of previous victims to enhance services, aid prevention work and give practical advice to people at risk of being forced into marriage.
- Work in partnership with Police Scotland, community and voluntary agencies to increase public confidence to report domestic abuse.

What's gone well?

Over the last year we have worked hard with our local partners and developed a strategy to address gender based violence, delivered presentations to raise awareness of the issues of human trafficking as the world's largest international crime industry and challenged the myths surrounding forced marriages. Results from the Public Services Panel in 2013/14 indicate that 83% of adults agree that Renfrewshire is a safe place to live. This is a significant improvement from 2012/13 results when only 41% of adults agreed that Renfrewshire is a safe place to live.

- Renfrewshire Council is actively working with Soroptomist International-Paisley to raise awareness of the impact of human trafficking on vulnerable individuals and groups. A web and poster campaign has been run and a leaflet containing some useful practical information about how to spot where human trafficking is happening and what to do has been circulated widely across the Council's workforce and community planning partners. Workshops continue to be delivered by Soroptomist International- Paisley and 13 sessions will have been delivered by March 2015.
- Renfrewshire Gender Based Violence Strategy Group has been established and a key action will be community based group work interventions. The strategy will also support work around prosecution of perpetrators, prevention and protection, reintegration and assistance for adult and child victims of gender based violence.
- Renfrewshire Council Social Work has provided a community development support worker to assist Renfrewshire Rising (formerly Renfrewshire Women's Association) to prioritise raising awareness of Gender Based Violence in the wider community using social media such as Facebook and twitter to keep people connected. During 2013/14 the number of incidents of domestic abuse per 100,000 of population reported were 1,361, this is a reduction compared to 1,432 incidents of domestic abuse during 2012/13. Our work is also reducing the number of children experiencing domestic abuse, during 2013/14 there were 1,649 compared to 1,665 during 2012/13 children experiencing domestic abuse.
- Warden patrols are visible in areas where issues have been identified to protect vulnerable people in Renfrewshire and improve Community Safety.
- The actions and activities we are undertaking continue to improve community safety and public protection. The Community Plan update indicates that 73% of residents stated they feel 'very safe' or 'fairly safe' when at home alone at night and when walking alone in the neighbourhood after dark. This indicates an improvement compared to 2012/13 results in which 67% stated feeling 'very safe' or 'fairly safe'.
- We actively supported Soroptomist International- Paisley to distribute 'Loves Me/Loves Me Not' bookmarks and cards as part of the Purple Tear Drop Campaign to prevent sexual exploitation, raising awareness and helping vulnerable people to question what makes an appropriate relationship to prevent sexual exploitation.

Our focus until 2017 will be:

- Coordinate and support Soroptomist International-Paisley to deliver presentation/workshops on Human Trafficking to key Council services

- Support and coordinate the delivery of planned workshops/events in partnership with Interfaith Group on Domestic Abuse to raise awareness of domestic abuse and isolation from an interfaith perspective.
- Work in partnership with Services across the Council and members of the Diversity and Equality Alliance in Renfrewshire to plan, promote and support delivery of Reclaim The Night and a portfolio of events during the 16 Days of Action.

Equality Outcome 10:

Local people are positive about relations across the communities, promoting equality, celebrating diversity and promoting community cohesion and harmony

Renfrewshire Council's Key Actions:

- Develop a range of initiatives and calendar of events in partnership with Diversity and Equality Alliance in Renfrewshire Group to promote equality, value diversity and respect the rights of everyone.
- Collaborate with community champions/leaders as individuals or representatives of protected characteristics to foster good relations between diverse communities.

What's gone well?

A range of events, campaigns and workshops have been held to tackle prejudice, promote better understanding of the diverse communities and foster good relations which strengthens community cohesion and harmony in Renfrewshire.

- A Disability Awareness Week was organised by Renfrewshire Access Panel and supported by the Disability Steering Group and Renfrewshire Social Work Services to raise the profile and contribution of disabled individuals and groups. As well as raising awareness about the help and support available for disabled people.
- In October an event, Sense over Sectarianism was hosted by Renfrewshire Interfaith Group in Paisley inviting individuals and groups to engage in a discussion on the impact of sectarianism. As well as develop a better understanding of the cultural, religious and faith needs and experiences of the diverse communities in Renfrewshire.
- For the first time Renfrewshire Council hosted 'Reclaim the Night' which brought together a range of voluntary, statutory and community groups, including individuals to join in the procession to echo the international call to end violence against women and girls. This event also launched Renfrewshire's 16 Days of Action.
- 16 Days of Action consisted of women coming together from the diverse background to express their views as part of the banner making workshop. West of Scotland Regional Equality Council held an awareness raising workshop specifically for women from black and minority ethnic communities. We braved the weather several times to show our determination to raise awareness of gender based violence and held a flash-dance outside Renfrewshire Council's HQ and in Paisley Town Hall and during half time at St Mirren Football Club's home game.
- The Arts and Museums' service actively targets and programmes performances for black minority ethnic audiences at Paisley Arts Centre and provides performances which are captioned for the deaf and sensory impaired. The arts and museums service has a dedicated outreach team who promote equality of access to cultural activities.
- Renfrewshire Council supported the Association of African Communities to facilitate a performance of the Brass Band from Zimbabwe in Paisley. The Brass Band's

performance and public participation attracted prominent coverage from the Paisley Daily Express.

- Scottish Refugee Week in Renfrewshire celebrated the diverse cultures and heritage remembering and celebrating the past, present and future. Paisley Arts Centre supported Association of African Communities in Renfrewshire to present a film, 'Africa United' which tells the extraordinary story of three Rwandan children who walk 3000 miles to the Football World Cup in South Africa.
- We have forged a good partnership with Soroptomist International-Paisley and work together on raising issues to of human trafficking. As part of the 16 days of action Soroptomist International-Paisley delivered a workshop attended by 20 Council employees on Human Trafficking highlighting the nature of contemporary slavery in Britain, sex trafficking, exploitation and abuse of women and children who are trafficked in our local communities.
- The 16 Days of Action ended with the award winning 'Walk A Mile In Her Shoes' an opportunity for men to raise awareness by walking in red high heeled shoes to stop rape, sexual assault and gender violence.
- The range of events in Renfrewshire during the 16 Days of Action was a significant driver in raising public awareness and understanding of gender based violence. The events attracted prominent coverage from local and national newspapers and our efforts were also presented on Scottish Television Riverside Show.

Our focus until 2017 will be:

- Develop stronger partnership with Renfrewshire Interfaith Group and Interfaith Scotland to officially launch Interfaith Week in Renfrewshire.
- Work with members of the Diversity and Equality Alliance in Renfrewshire to plan, promote and support delivery of a portfolio of annual campaigns and events to strengthen community cohesion.

Equality outcome 11:

There is a coherent shared vision of equality understood by stakeholders and statutory, voluntary and community partners

Renfrewshire Council's Key Actions:

- Elected members and Senior managers continue to promote and champion equality and human rights within the Council and across community partners.
- Ensure that Community leaders/champions are actively involved and engaged identifying issues and helping shape local equality and human rights priorities.
- Licensing Board support the evolving equality agenda.
- Licensing Board will continue to work in partnership with the Police, community and voluntary agencies.

What's gone well?

To help us achieve better outcomes and develop a culture that equality of opportunity exists for everyone in the diverse population of Renfrewshire we have promoted a vision of working together to make Renfrewshire a fairer, more inclusive place where all our people, communities and businesses thrive. This vision is based on the core principles of community planning and shared across the statutory, voluntary and community partners.

- As part of the pilot project in developing an integrated approach to equality and human rights impact assessment Professor Allan Miller, Chair of SHRC delivered a session to Elected Members and Senior Managers on the importance of impact assessment, the lessons learnt from austerity and the Scottish National Action Plan on Human Rights.
- Renfrewshire Council's Chief Executive and Director of Children Services continue to promote and champion equality and human rights to an audience of over 120 participants at 2 different events, 'Delivering on Equalities: A Partnership Approach' and 'Advancing Our Thinking : An integrated approach to equality and human rights'. The participants comprised of local residents from the diverse communities of Renfrewshire, representatives from neighbouring local authorities, community planning partners, Equality and Human Rights Commission, Scottish Human Rights Commission and Improvement Service.
- To ensure a consistent and shared importance of adopting an integrated approach to equality and human rights a statement agreed by the Scottish Human Rights Commission and Renfrewshire Council's Chief Executive was issued to our community planning partners and employees.
- Renfrewshire Council contributed to the briefing paper specifically prepared by the Equality and Human Rights Commission and Improvement Service circulated to all Elected Members across Scotland to help them keep pace with the equality agenda.

We have made significant progress in sustaining good working relationships with 30 local and national organisations that make up the Diversity and Equality Alliance in Renfrewshire Group. The actions and activities undertaken by the different members of the Diversity and Equality Alliance in Renfrewshire have contributed towards the progress achieved on the Council's equality outcomes.

- A key benefit of the Diversity and Equality Alliance in Renfrewshire Group is being able to access the learning and sharing of experience from the expertise and views of local community groups working on the equality and human rights agenda.
- Access to different networks has enabled us to identify and establish contact with newly established groups, Interfaith Group on Domestic Abuse and LGB&T Renfrewshire.
- Diversity and Equality Alliance Groups has contributed to the development of the Community Plan/Single Outcome Agreement, Self Directed Support, Child and Adult Protection and 15 members participated in the review of the Council's Advice Services.

Our focus until 2017 will be:

- Members of the Diversity and Equality Alliance in Renfrewshire will undertake a review of the current actions and set new actions for 2015/17 contributing towards the progress of the relevant equality outcomes.

Equality Outcome 12:

The income gap between men and women has been reduced

Renfrewshire Council's Key Actions:

- Monitor the application of the Council's Equal Pay Policy to help the Council ensure women and men have the right to equal pay for equal work and that appropriate resources are applied to achieve equal pay.

What's gone well?

Renfrewshire Council has a number of measures in place to review recruitment processes and guidance to promote positive action. The Council is taking steps to identify and address under

representation in the workforce identified from the reviews. In order to help us better understand occupation segregation across the workforce we conducted an analysis which compared the data reported in 2013 to the data gathered in October 2014. Results illustrate the following:

- The Chief Officers during 2013 consisted of one Chief Executive, 5 Directors, and 16 Heads of Service. Grades range from CO1 to CO3. The concentration of men and women during 2013 there were 9 women and 16 men. The concentration of men and women as at October 2014 consists of 8 women and 14 men. 13 Chief Officers have declared they do not have a disability and 9 Chief Officers have chosen not to disclose the information compared to 2013 results which indicated that 12 Chief Officers chose not to disclose the information on disability.
- The analysis of occupational segregation amongst craft employees shows there are no women within this occupational group.
- The analysis of craft employees for 2014 illustrates that only 5 employees declared they have a disability.

The Equal Pay policy continues to be monitored to help the Council ensure that women and men have the right to equal pay for equal work and that appropriate resources are applied to achieve equal pay. Steps we are taking to achieve progress include:

- The revised draft Recruitment and Selection Policy and Guidance which includes positive action is being discussed with the trade unions with a view to implementing in 2015.
- We continue to reduce the income gap between men and women, during 2013/14 in total there 365 employees in the top 5% earners this includes 199 women. Compared to 2012/13 there were 334 employees in the top 5% this included 175 women, an increase of 24 women as the top 5% earners during 2013/14.
- The Council has scheduled an equal pay audit during the first quarter of 2015.
- The Council has put in place processes to monitor and ensure the consistency in the application of the Job Evaluation scheme and pay and grading arrangements.
- We will be actively undertaking a revision of the Equal Pay Policy which will be completed by 2017 in line with legislative requirements
- Following on from the equal pay audit results published in the Council's Mainstreaming report last year, the Council will publish results of a further equal pay audit in 2015 in line with legislative requirements. The Council has also commenced work to review its pay and grading structures. In addition an equal pay audit is scheduled for the first quarter of 2015 with the results of the audit due to be published in the report to Council. A review of the Council's pay and grading structures is currently underway.
- The Council with input from the recognised trade unions is currently reviewing the local job evaluation process used in line with the National Scottish Council's Job Evaluation Scheme; negotiations are ongoing with the Trade Unions as part of the Council's HR policy plan review.
- Both the Council and recognised trade unions have agreed through the implementation of the new Equal Pay Policy to work together to encourage employees/members to participate and co-operate in any measure introduced by the Council to implement and achieve equal pay.
- Since 2012 Renfrewshire Council has been actively campaigning to improve the Living Wage which benefitted 800 Council employees majority being female part-time staff. In June 2012 Renfrewshire Council committed to paying an extra £1,000 per post to firms who supported and paid the Living Wage. In November 2014 Renfrewshire launched a

campaign promoting the Living Wage and encouraging local businesses and organisations to sign up.

- In total 150 public and private employers across Renfrewshire were inspired to support the Campaign this included the large employer Phoenix Car Company in Linwood. Other employers in Renfrewshire who have signed up include Share Scotland, Link Housing, University West of Scotland, West College Scotland, Smith & McLaurin and Ceridian HR & Payroll Services.

Our focus until 2017 will be:

- Implementing the Recruitment and Selection Policy and Guidance on positive action
- Complete the pay and grading review and publish results

