

Equality Outcomes and Mainstreaming  
Progress Reports 2017-2018



This document provides a summary update on the progress made towards Mainstreaming Equality and achieving the Equality Outcomes set by the Council in 2013 within the Equality and Diversity Strategy 2013 which can be found at: <http://www.south-ayrshire.gov.uk/equalities/>

The progress of the Council is presented as a Service Provider, Education Authority and Licensing Board in three sections:

- Section 1      Equality Outcomes Progress 2017-2018
- Section 2      Mainstreaming Progress 2017-2018  
with the full formal statutory reporting of the Council as an Employer  
detailed in Annex 1
- Annexes:      1. Progress on Employment Equality Outcomes and  
Workforce Monitoring 2017-2018  
  
2. Extract- Equality and Diversity Strategy Equality Outcomes  
Progress 2013-2017

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## SECTION 1: Equality Outcomes Progress 2017-2018

### 1. Introduction

- 1.1 An 'Equality Outcome' is a result which the Council aims to achieve in order to demonstrate that it is addressing the 'general duties' contained within the Equality Act 2010 i.e. it will assist the Council to demonstrate it has:
- eliminated discrimination;
  - advanced the equality of opportunity and fostered good relations; and
  - supported improvements in people's life chances.
- 1.2 Over the period April 2013 to March 2017 the Council has made progress on each of its Equality Outcomes, as identified within its Equality and Diversity Strategy 2013. The Strategy sets out a ten year journey to achieve the equality and diversity Equality Outcomes that meet the priorities of its communities and services.
- 1.3 The Equality Outcomes are categorised into Short, Medium and Long Term Equality Outcomes and this last year sees the formal commencement of the Medium Term Equality Outcomes within the statutory reporting timeframe for the second set of Public Sector Equality Duties: Equality Outcomes, Mainstreaming (including Employment) to be reported by 2021. Therefore, this report should be considered together with the progress already made towards the Medium Term Equality Outcomes and reported in the Equality Outcomes and Mainstreaming Progress Reports of 2013-2016.
- 1.4 This report details the progress made on the Medium Term Equality Outcomes during 2017-18 and these are shown below:

Reference Number	Medium Term Equality Outcomes
M1	Improved accessibility to Council buildings and public spaces.
M2	Improved opportunities for people to access services and participate in community life.
M3	Enhanced confidence and trust of those reporting diversity crime and incidents, and improved service to support victims.
M4	Better targeting of resources to meet the diversity challenges identified by improved reporting arrangements.
M5	Council employees work in a fair and inclusive environment.
M6	Improved access to employment opportunities within the Council.
M7	Improved employment practice within the Council.
M8	We exhibit leadership and promote positive attitudes for all protected characteristics throughout our community.
M9	Increased awareness raising of equality and diversity issues throughout our community.

## **2. Progress against the Council's Equality Outcomes**

- 2.1 Progress against the Council's Equality Outcomes during 2017-18 is recorded in detail within Annex 2, which sets out in full progress against the Council's Equality Outcomes from April 2017 to March 2018, within a template format.
- 2.2 The templates set out for each equality outcome:
- The National strategic outcome(s) that it supports.
  - The Local Outcome Improvement Plan Strategic Themes being progressed.
  - The Council Plan Strategic Objective that the Equality Outcome supports.
  - Protected Characteristic and Council Equality Theme being advanced.
  - The parts of the General Equality Duty being met.
  - Rationale on why the Equality Outcome is important to our communities.
  - Outputs and Activities with National and Local Partners.
  - Outputs and Activities undertaken within and between services.
  - Progress Indicators – both qualitative and quantitative.
  - Summary of Achievement and What we have Learnt.
- 2.3 The template format will continue to be used and updated as the Council moves fully on to its Long Term Equality Outcomes during 2021-2023, as set out in the Equality and Diversity Strategy 2013.
- 2.4 However, highlights of the progress achieved over the last year 2017-18 are recorded below and to support comparison to earlier progress they follow the same format as the Equality Outcomes Progress Reports from 2013.
- 2.5 To ensure that the Council is kept advised of progress on its Equality Outcomes between formal reporting cycles, the Health and Social Care Portfolio Carrier and the Elected Members with an equalities role are provided with individual and joint briefings as required. Further detail on the Equality and Diversity Leadership of the Elected Members and how they have supported delivery of the Council's Equality Outcomes is provided throughout the remainder of this report.
- 2.6 This report sets out the progress made by the Council as a Service Provider, Education Authority and Licensing Board with the progress made as an Employer detailed in the accompanying Annex 1: Progress on Employment Equality Outcomes and Workforce Monitoring 2017, which includes progress made on the following Equality Outcomes:
- M5 Council employees work in a fair and inclusive environment.
- M6 Improved access to employment opportunities within the Council.
- M7 Improved employment practice within the Council.
- 2.7 In addition to the work recorded against the individual Equality Outcomes, some of the highlights of the progress achieved relate to a number of the Equalities Outcomes, as well as both individual and cross cutting protected characteristics, and the Council's Equality Themes. Examples of these inter-related areas of progress are presented as case studies on the following pages.

### 3. Examples of Progress

#### 3.1

**Equality Outcome M1:**

**Improved accessibility to Council buildings and public spaces.**

**Service:**

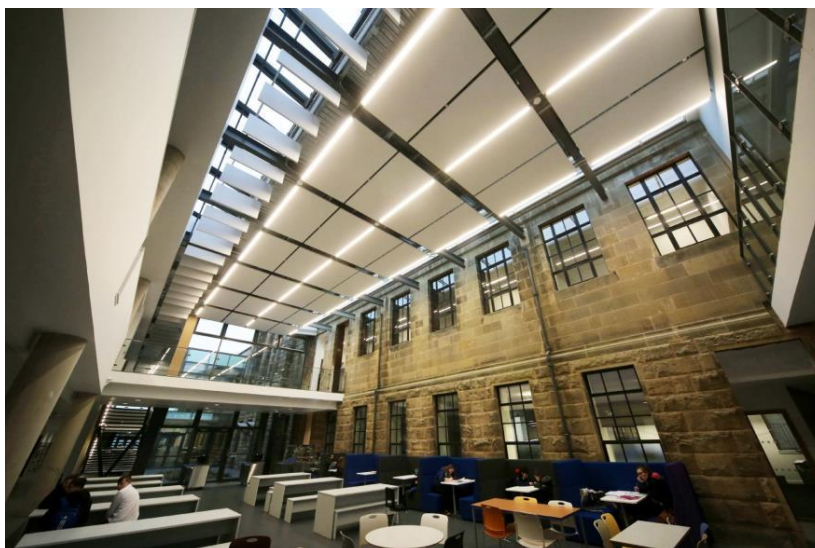
**Educational Services**

**Equality Duty Taken Forward:**

**Advance Equality of Opportunity**

**Protected Characteristic(s)**

**Age, Race, Disability, Sexual Orientation and Health**



#### **Accessible School Buildings**

South Ayrshire Council had a double success at the Education Buildings Scotland Awards 2017 in Edinburgh. The awards celebrate excellence and achievement in the design and innovation of educational buildings across Scotland.

**Marr College** won the 'Project of the year' category. The £37m project to transform the 1935 building began in spring 2015 when new all-weather facilities opened for use in June of that year. By December 2016 the new technical wing and the refurbished side of the Marr building became available. Finally, 2017 saw the opening of the south wing of the Marr building and the new PE block, helping to adapt the 20th century building to meet modern needs. South Ayrshire Council delivered the project with development partner, hub southwest, Kier Construction, and BDP architects.

**Tarbolton Community Campus** won the 'Innovation in delivering a sustainable education facility' category. The new £8.2m project opened in March 2017. The building combines Early Years and Primary education, alongside a community centre and library. Biomass boilers and photovoltaic cells in the design also help to reduce running costs for this new community hub.

In addition, the new **Ayr Academy** was runner-up in the 'Inspiring Learning Spaces' category and the investment in the Educational Services estate also includes new schools being delivered in Annbank, Ayr, Dailly, Girvan and Troon.

Councillor Peter Henderson, South Ayrshire Council's Portfolio Holder for Resources and Performance said the recognition was well deserved, "These two awards are testament to the dedication of the teams that delivered two projects that have made a real difference to the education of our children and young people.

### 3.2

**Equality Outcome M2:**

**Improved opportunities for people to access services and participate in community life.**

**Service:**

**Health and Social Care Partnership**

**Equality Duty Taken Forward:  
Advance Equality of Opportunity**

**Eliminated Discrimination & Harassment**

**Protected Characteristic(s)**

**Age, Disability, Human Rights and Health**



#### **Learning Disability Strategy**

In December 2017 a new approach to give people with learning disabilities more control of the services they use was launched by the South Ayrshire Health and Social Care Partnership. More than 100 people attended the launch of the new Adult Learning Disability Strategy 2017-2023 at Kingcase Church in Prestwick. Organisations taking part on the day included the Scottish Consortium for Learning Disability, National Involvement Network (Charter for Involvement), Turning Point, Hansel, Girvan Opportunities, Viewpoint and Rosie's Retro.

It's estimated that there are around 600 people with learning disabilities in South Ayrshire, with numbers expected to follow the national trend and increase by roughly 1% a year.

The Adult Learning Disability Strategy 2017-2023 applies to people aged 16+ who are either using services or in transition to use adult services. The approach signals a change in what people can expect, and a shift to being supported in the community; and details how communities can support this shift.

The strategy has four strategic objectives:

1. **A Healthy Life** - people with learning disabilities enjoy the highest attainable standard of living, health and family life.
2. **Choice and Control** - people with learning disabilities are treated with dignity and respect, and protected from neglect, exploitation and abuse.
3. **Independence** - people with learning disabilities are able to live independently in the community with equal access to all aspects of society.
4. **Active Citizenship** - people with learning disabilities are able to participate in all aspects of community and society.

Stewart Donnelly, Employee Director for Ayrshire and Arran NHS Board and Chair of South Ayrshire Health and Social Care Partnership Integration Joint Board said, "We're committed to helping people with learning disabilities to live longer, healthier lives, and supported to fully take part in all aspects of society." The new strategy places a greater focus being placed on prevention, help for young people to make the transition into adult services; establish a supported employment service; and develop appropriate housing." The full report 'Adult Learning Strategy 2017-2023' can be found [here](#).



### 3.3

#### Equality Outcome M3:

Enhanced confidence and trust of those reporting diversity crime and incidents, and improved service to support victims.

#### Service:

Multi-Agency Partnership on Violence against Women and Children (MAPVAW)

#### Equality Duty Taken Forward:

Eliminated Discrimination & Harassment  
Advance Equality of Opportunity

#### Protected Characteristic(s)

Age, Sex, Human Rights



#### People urged to spot signs of human trafficking

In September 2017 Councillors Douglas Campbell and Laura Brennan-Whitefield lent their support to the campaign to remind people that human trafficking is closer to home than they think. Ayr was recently named as one of the 27 locations in Scotland where victims of human trafficking have been identified in Scotland in the past five years – and the campaign took to the streets in a bid to encourage people to recognise the signs and report any concerns they may have.

Recent research reveals that most people surveyed believe that human trafficking relates to sexual exploitation – however the campaign is aiming to change perceptions and highlight forced labour can happen in a range of industries including nail bars, car washes, construction and fisheries.

Free manicures were offered in the town's High Street as part of the campaign to highlight the different industries in which potential cases of human trafficking have been reported.

Latest figures show there were 1501 potential victims of trafficking identified in Scotland in 2016 – a 52 per cent increase since 2013.

The campaign is being backed by organisations including Police Scotland, Migrant Help and Trafficking Awareness Raising Alliance (TARA) who are working collaboratively to support victims of human trafficking and target those who control, abuse and exploit others.

The agencies highlighted some of the signs of human trafficking which can include workers being withdrawn, scared and not willing to talk, with an appearance of being unkempt, badly nourished, or appearing to be controlled by another person.

<https://www.modernslaveryhelpline.org/scotland>



### 3.4

#### Equality Outcome M4:

**Better targeting of resources to meet the diversity challenges identified by improved reporting arrangements:**

#### Service:

**Elected Members, All Directorate Services**

#### Equality Duty Taken Forward:

**Eliminated Discrimination & Harassment  
Advance Equality of Opportunity**

#### Protected Characteristic(s)

**Sex, Gender Reassignment, Age, Human Rights and Health & Wellbeing**



#### White Ribbon Campaign

Each year the Council supports the White Ribbon Scotland campaign to challenge and change attitudes to violence against women and a full programme of events took place as part of the White Ribbon Campaign's '16 days of action', from Friday, 25 November until Sunday, 10 December.

This year's campaign came at a time when sexual abuse was making international headlines, with a number of high profile public figures facing a multitude of allegations. This sparked fresh debate about unacceptable male behaviour and its impact on women, something which is central to the 16 days of action campaign, which aims to stimulate debate and eradicate abuse.

Events involving South Ayrshire this year included:

- Pan-Ayrshire Schools sexual exploitation awareness conference at Ayrshire College, Kilmarnock (Thursday, 30, November).
- Domestic abuse seminar at County Buildings (Friday, 1 December).
- #Labels equality for women play from Ayrshire College to S6 pupils at Ayr Academy (Monday, 4 December).
- 'Working together' mixed team football competition for Ayr, Kyle, and Belmont Academies promoting the reporting of domestic violence (Monday, 4 December).
- Workshops on the danger of sending sexually explicit texts, with Campus Police officers talking to S1's at Carrick and Girvan Academies (Thursday 7 December).

Councillor Laura Brennan-Whitefield, Chair of the Multi-Agency Partnership (MAP) said that 2017 looked to be a watershed moment, "We've seen a huge outpouring of allegations against men accused of abusing positions of power, with international debate now firmly focused on ending violence against women.

"But this isn't just an issue for people in the public eye and sadly all too often women are suffering physical and mental abuse every single day right here in South Ayrshire.

"By taking a stand and saying no to violence, we'll help to expose these issues and change lives for the better, something that I believe should be supported by each and every one of us."

A full list of events happening for the 16 days of action in Ayrshire can be found [here](#) .

For more details on the White Ribbon Campaign, click [here](#).

### 3.5

#### Equality Outcome M8:

**We exhibit leadership and promote positive attitudes for all protected characteristics throughout our community**

#### Service:

**Elected Members, Equality Champions**

#### Equality Duty Taken Forward:

**Eliminated Discrimination & Harassment  
Advance Equality of Opportunity**

#### Protected Characteristic(s)

**Sexual Orientation, Age, Race, Disability,  
Human Rights and Health**



#### LGBT History Month

South Ayrshire Council marked LGBT History Month by flying the rainbow flag throughout February. LGBT History Month takes place every February and is an opportunity to celebrate lesbian, gay, bisexual, and transgender lives and culture and the rainbow flag highlights the significant contribution LGBT people make both in South Ayrshire and across the world.

The Equality and Diversity Forum hosted an event with Equality Champions and partner organisations to hear the voices of local LGBT people of all ages about their experiences within South Ayrshire. Further events and activities took place across South Ayrshire to mark LGBT History Month including Council-wide staff fund raising in support of LGBT Youth Scotland's Everyday Hero'Purple Friday' on 23 February. The South Ayrshire LGBT Youth Group also invited the Equality and Diversity Forum and a member of the Policy and Performance Team to their Purple Friday celebration event, to say thank you for being their Everyday Heroes.

Councillor Laura Brennan-Whitefield, Chair of the Equality and Diversity Forum said: "LGBT History Month presents us with an opportunity to learn more about the issues faced by minority groups in our communities. The Council is actively engaging in this process with our youth work team achieving a LGBT Silver Charter Mark Award recently.

"We want to encourage debate and tackle specific LGBT related issues. Bullying based on sexual identity or orientation still goes on especially among our young people – this must end. Everyone should be treated fairly no matter their background or identity and this is a message we will be highlighting with the help of our partners throughout February and beyond."

Siobhan Fahey from Ayrshire LGBTQ Group said: "The flying of the Rainbow Flag from the County Buildings represents a significant display of unity and support from our local authority. This public display of support can help many people struggling with their own sexual orientation or gender identity see that they have support from the wider local community. This in turn can have a huge impact on their personal experiences and general well-being."

### 3.6

**Equality Outcome M9:**

**Increased awareness raising of equality and diversity issues throughout our community.**

**Service:**

**Policy and Performance**

**Equality Duty Taken Forward:**

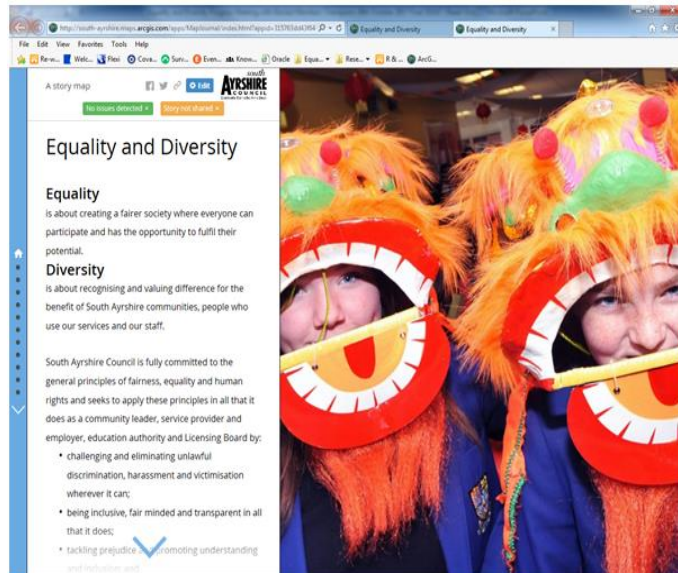
**Eliminated Discrimination & Harassment**

**Advance Equality of Opportunity**

**Foster Good Relations**

**Protected Characteristic(s)**

**Disability and Age**



### **Promotion of Equality and Diversity**

To improve the accessibility of the equality and diversity information and resources of the Council's Equality and Diversity Webpage, the Policy and Performance Team prepared an Equalities StoryMap. This allows people to access live webpages of resources and all the Council's published equality documents

Sections include:

***In the Spotlight***

***Equality and Diversity Strategy***

***Legislation***

***Public Sector Equality Duties***

***Equality Impact Assessment***

***LGBT+ Progress***

***Role of Elected Members***

***Equality Champions***

***Resources and Links***

***Partnership Working***

***Consultation and Engagement***

***Gaelic Language Plan***

In addition, the Team prepared an Equality and Diversity Good Practice Guide for staff and a Diversity Calendar to support the promotion of Equality and Diversity throughout services and the wider community. Meetings are held quarterly with the Communications Team to plan promotion of notable dates and campaigns. As part of the Council's partnership working, the Team also shares its promotional materials such as the Diversity Calendar, to support the preparation of pan-Ayrshire promotional events and resources.

The Team also organises and supports the Equality Champion Network including the provision of Equality and Diversity training on protected characteristic topics - such as Hidden Disability, and fortnightly updates of current equalities information, guidance and news. This ensures that Equality Champions can keep their Directorate staff up to date and mainstream good practice into service delivery. This information is also circulated to the Equality and Diversity Forum and senior managers.

To support promotion of equality and inclusion within the community, in 2017 the Team delivered equality awareness presentations to every Locality Planning Group in South Ayrshire. The presentations were well received and Locality Groups are now looking to improve inclusion of all protected characteristics within their Participatory Budgeting processes.

#### 4. Reporting Duties

4.1 As part of the requirements placed on the Council, by the Equality Act 2010 and the Equality Act 2010 (Specific Duties) (Scotland) Regulations, it is required to report as:

- a Service Provider
- an Education Authority
- a Licensing Board
- an Employer

4.2 **Table 1** below shows which of the Equality Outcomes Templates relate to each of these four roles of the Council.

<b>Table 1 South Ayrshire Equality Outcomes</b>	<b>Service Provider</b>	<b>Education Authority</b>	<b>Licensing Board</b>	<b>Employer</b>
M1 Improved accessibility to Council buildings and public spaces.				
M2 Improved opportunities for people to access services and participate in community life.				
M3 Enhanced confidence and trust of those reporting diversity crime and incidents, and improved service to support victims.				
M4 Better targeting of resources to meet the diversity challenges identified by improved reporting arrangements.				
M5 Council employees work in a fair and inclusive environment.				
M6..Improved access to employment opportunities within the Council.				
M7 Improved employment practice within the Council.				
M8 We exhibit leadership and promote positive attitudes for all protected characteristics throughout our community.				
M9 Increased awareness raising of equality and diversity issues throughout our community.				

## 5. Equality Outcome Progress as a Service Provider

- 5.1 The following areas of progress are highlights from the Equality Outcomes Progress Template Report which covers the period April 2017–March 2018. This document will continue to be updated on an ongoing basis with the most current version held on the Equality and Diversity section of the Council website.

### **M1 Improved accessibility to Council buildings and public spaces**

#### ***Housing Services***

##### New build housing for vulnerable and disabled people

- 5.2 Following on from the success of the Council's new build development of 102 modern, energy efficient properties in the Lochside / Braehead area of Ayr, Housing Services recently completed a follow-up scheme involving the development of 29 new 'amenity bungalows' – the first of their kind in South Ayrshire – across three further sites in Ayr through the new build Capital Programme. This project sought to increase the supply of housing to meet the needs of older people and those with mobility issues by developing good quality, accessible homes that support independent living within inclusive, close-knit communities.
- 5.3 This project was designed to help address the need for properties to accommodate smaller households as a result of projected demographic changes – namely the ageing population and the trend towards smaller household sizes – through the development of 29 one-bedroom bungalows across three locations in Ayr.
- 5.4 The focus of the project was the Council's commitment to allowing people to downsize while remaining in their communities. These homes are all wheelchair accessible, low-maintenance, affordable. They were developed in partnership with Occupational Therapy services, to ensure they can meet changing mobility needs over time without the need for retrospective adaptations. Current tenants and applicants were also involved in this process to ensure they reflected local needs and aspirations.
- 5.5 Increasing the supply of small, accessible and easily maintained homes will also enable other tenants to downsize, freeing up larger family homes for other households locally. It also supports a shift in the balance of care from institutional to community settings, thanks to the properties' flexible and adaptable design that can meet physical mobility needs, while the close-knit layout allows proximity to family and friends to be maintained, aiding familiarity and fostering a real sense of community.
- 5.6 By increasing the supply of this type of amenity housing the Council will also enable health services to discharge more people from hospital into suitable housing in the local community and reduce the cost of reactive adaptations we're required to undertake. The units are also well placed to be used for 'core and cluster' supported accommodation, where support can be easily provided to a number of residents within a single development by one support worker, which helps reduce expenditure on individual care packages.
- 5.7 Taken together, these new build units – and indeed the service's general approach to new build development going forward - will help to ensure older people and people with disabilities are able to access a wider range of good quality housing solutions in the future and will support this Equality Outcome.

##### Adaptations

- 5.8 Helping older people and people with disabilities to remain independent in their own homes for as long as possible is a key element in our approach to 'independent living'. This can involve the adaptation of people's homes to meet their needs. In South Ayrshire, assistance is provided to;

- **Private Sector owners** through the Scheme of Assistance.
- **Council Housing tenants** through the Housing Revenue Account (HRA)
- **RSL tenants** through Scottish Government funding

Equipment and adaptations are offered to help older people and people with disabilities in South Ayrshire by supporting them to live safely, comfortably, and independently at home.

5.9 Examples of adaptations include:

- Replacing a bath with a shower that is easier to use.
- Widening doors to make moving around easier for someone using a wheelchair or walking frame
- Replacing steps with a ramp to enable a wheelchair user to come and go more easily

5.10 These adaptations can be seen to embody a 'spend-to-save' approach while also supporting improved outcomes for individuals. There is good evidence that adaptations play a positive role in reducing the need for home care as well as the need for long-term residential care. Adaptations can delay the need for these more costly services and support people to live independently at home for longer. Adaptations have also been shown to help reduce the incidence of emergency hospital admissions through falls and other accidents in the home. In the last year the Council has supported 162 adaptations to privately owned properties and 238 adaptations to properties owned by the Council.

### ***Property and Risk Service***

5.11 This Equality Outcome is directly linked to the Educational Services key outcome "Ensure land and building assets that are well maintained, fit for purpose and affordable". The Council's Capital Programme has a positive impact on every single person in South Ayrshire by delivering investment that benefits children and families, adults and older people, visitors and businesses, and the wider communities, by investing in schools, roads, sport and leisure and public spaces.

5.12 The Property and Risk Service take forward the work to support these outcomes including

- £400,000 to support accessibility requirements under the Equality Act 2010
- Ayr Renaissance Project
- Travellers Site
- Street lighting programme for the replacement of sub-standard street lighting columns and underground cabling. Improved light fittings will be installed which will provide a safer environment.

and more details are provided within the Council's 2017/18 Capital Programme.

5.13 Going forward the Council agreed on 1 March an 8 year £237 million capital programme 2018/19-2025/26 that will support the delivery of the new Council Plan.

Key features of the programme include:

- An additional £12 million for a new 'all-through' campus at Carrick Academy, taking the budget to more than £19 million as part of a total investment package of more than £74 million in the education estate
- £3 million more in 2018/19 for road reconstruction and improvement
- £1 million to support Maybole town centre regeneration
- £750,000 to support the implementation of 20 mile per hour speed limits in towns and villages
- £855,000 to improve accessible public toilet provision including a new build to create direct access WC's at Barassie Shorefront, including an accessible toilet and baby changing facilities



- Modernisation of Carrick Academy to provide a new school as an all through campus
- Shared Campus Project (Glenburn and St Ninian's Primary Schools)
- Girvan Academy All Weather Pitch
- School Refurbishment Programme – Various Projects
- Craigie Additional Sporting Facility
- Maybole Town Centre Regeneration – Town Hall external fabric repairs and internal re-design
- Replace Large Tower Play Unit at Ayr Pavilion Play Park
- Road Reconstruction and Improvement to provide road users with an improved and safer road network

### ***Planning Service***

- 5.14 People within South Ayrshire are able to influence their communities' access to their local environment including public spaces through engagement in the Main Issues Report (MIR) for South Ayrshire Local Development Plan (LDP) 2. The LDP process requires to conform with the Participation Statement (the consultation framework for the LDP) and the Planning etc. (Scotland) Act 2006 requires examination of whether consultation on the MIR has been undertaken as stated within the Participation Statement. The Planning Service has taken considerable steps to ensure that participation has been sought from all its communities and is then evidenced through the formal process of the Local Plan and the Participation Statement.
- 5.15 Consultation activities included:
- Adverts placed in local newspapers and in free monthly (location specific) publications to advertise the “drop in” session consultation events.
  - “drop in” style events held in “barrier free” community halls, council customer service centres, schools and public buildings. These sessions were held at varying times of day/evening, to optimise attendance. There were 30 attendees at the events in Ayr, Girvan and Maybole. However, the number of attendees for the events held at Troon, Loans and Symington could not be counted due to the sheer volume of attendees.
  - Attendance at the South Ayrshire Youth Forum to discuss the MIR to ensure that Planning is accessible to young people and to ensure their views on their environment needs and considerations are included in the LDP.
  - The interactive StoryMap MIR consultation document hosted on the Council website resulted in 799 responses in total via on-line (StoryMap), letters and e-mails.
- 5.16 As a result of this accessible consultation work:
- the Local Development Plan 2 included the views of its communities across all protected characteristics
  - the Development Plan Scheme was revised
  - the LDP Action Programme was reviewed; and
  - the Participation Statement was updated.

and going forward the service proposes to:

- issue a feedback questionnaire to those who made representations on the MIR, seeking information on their protected characteristics to ensure future consultations are as inclusive as possible
- engage more regularly with the South Ayrshire Youth Forum and consider providing specific training day for young people in respect of the Local Development Plan, similar to those held previously for elected members.

## **M2: Improved opportunities for people to access services and participate in community life.**

### ***Housing Services***

- 5.17 Housing Services have continued to expand the ways in which they engage with tenants and residents about the issues that matter most to them and support access to the full range of housing services and participation in community life. Direct tenant involvement in services has increased considerably in recent years, with tenants participating in a wide range of decision-making functions with improvements in service satisfaction seen across service performance indicators.
- 5.18 For example, supported accommodation helps older people and people with disabilities to continue to both live independently and benefit from shared, supported living, while easily adaptable properties helps them to remain in their own home for longer. The Council's approach to flexible and adaptable new build was influenced by customer feedback gathered through tenant involvement and quality inclusive design.
- 5.19 The Housing Service is also in the process of developing arrangements with the Health and Social Care Partnership to maximise opportunities to work together to provide appropriate good quality new build accommodation for people with learning disabilities. A Housing Working Group has been established with officers from both Housing and Health and Social Care to enable for long-term planning to meet anticipated and existing needs.
- 5.20 Afghan and Syrian Families  
The Council has settled a total of 21 families into accommodation under the Afghan Relocation Scheme and to date 30 of 42 Syrian refugees individuals due to come to South Ayrshire. Housing Services are the lead service in linking in/engaging with all key services and agencies involved to ensure a consistent and continuous approach to service provision for the families. They have also played a key part in ensuring that all children/toddlers are fully integrated into the Council's education system, and that the adults are able to live independently and have the opportunity to integrate into the community. Housing Support has been put in place to help these tenants across a variety of areas, including skills projects to improve access to employment and efforts to ensure cultural and religious needs of this group can be met. Early indications are that the families have settled well and are delighted with and appreciative of the support and assistance provided.
- 5.21 Preventing Social Isolation  
Sheltered Housing has 19 "Community Hubs" within South Ayrshire from Dundonald in the North to Girvan in the South. It is hoped that these "Hubs" we will assist with the prevention of social isolation in the wider communities and not just within the sheltered housing complexes themselves. There are a number of events and activities that take place within the "Hubs" and the relevant Housing Support Worker (Sheltered Housing) can be contacted direct to advise what activities, events, outings, film clubs, coffee clubs, "Men's Dens" etc. are scheduled to take place. There is also access to computers, photography and other hobbies to suit individual interests i.e. indoor bowling, bingo and sing-a-longs. Going forward, each "Hub" will have an Events Calendar and Forward Plan of activities etc. on offer.
- 5.22 Hostel Activity Programme  
The Homeless Hostel Activity Programme is significantly transforming the lives – and life chances – of some of the most vulnerable people within the community: residents of the Council's homeless hostels. Three-quarters of homeless people in South Ayrshire suffer from mental health or addictions issues and require intense support and encouragement to develop the skills and self-esteem to resettle effectively in the community. To really assist people to rebuild their lives following a homeless episode, the service needed to actively involve them in opportunities to learn new experiences and skills. Funding was sourced to support the development of an annual activity programme and the service worked in partnership with service users to create a series of activities that would meet their needs, encourage participation and have positive outcomes. This

ranges from games nights to cookery, trips away to DIY – and feedback has been very positive. Service users tell us the programme has helped them better prepare for moving into their own accommodation and it recognises that people need more than accommodation alone to rebuild their lives. The programme is efficient, effective, impactful and genuinely changing lives.

- 5.23 Taken together with the progress reported in Equality Outcome M9 on page 23, these Housing Services play an important role in supporting people to sustain their tenancies and support their participation in community life more generally.

### ***Community Learning and Development (CLD)***

- 5.24 The CLD Team have also contributed to the progress already being made on this Medium Term Equality Outcome by:

- Being awarded the Silver LGBT Youth Scotland Charter Mark. This has included LGBT training for key staff and the establishment of the LGBT Youth Group which has ongoing support from the CLD team.
- Providing ongoing support to the Afghan Family Group which meets on a weekly basis and providing intensive English support for Syrian refugees.
- Within the Adult literacy services provide reading, writing and numeracy support to individuals on a one-to-one basis.
- Learning Celebrations held in communities, for local people, celebrate achievement and highlight other learning and volunteering opportunities provided by lifelong learning partners.

- 5.25 In November 2017 the Council hosted the ninth annual Youth Conference, with the theme of 'What matters most'. All the secondary schools in South Ayrshire were represented with around 80 children and young people coming together to discuss issues which affect them. The main topics of debate were Mental Health, Transport, Children and Young People's Rights, Curriculum for life, Democracy and Littering. These issues have also featured in surveys capturing the thoughts of around 9,500 young people over the last 12 months.

- 5.26 There was excellent participation during the event with some of the young people highlighting what they enjoyed most:

- "Being able to express my opinion"
- "Getting to improve things for the general public"
- "Meeting and making new friends while learning new things"
- "Seeing my opinion being valued"

A range of local services and national organisations were also on hand to deliver workshops and provide helpful information and advice.

- 5.27 The conference was an opportunity to highlight the ways young people can engage and influence decision makers across South Ayrshire through local outcome improvement planning. Their views on subjects like social isolation, support for young carers and looked after young people provide important feedback to support the Council's work to give young people the best possible start in life.

- 5.28 Following up from the Conference the CLD service has worked with the young people in the South Ayrshire Youth Forum and South Ayrshire LGBT Youth Group on issues affecting trans young people including Health, Mental Health, individual gender identity and transitioning funding support e.g. for those young people who may be homeless due to lack of family support related to their trans identity.

- 5.29 The service represents the Council within the Transgender Working Group of the Ayrshire Equality Partnership, which has an action plan to address common issues such as awareness training and the sharing of good practice. The service has also supported the formation of the

pan-Ayrshire Education Network. The aim of the Network is to share best practice to better support LGBT+ young people and adults learning in local schools and Ayrshire College as well as any other learning spaces. The Network provides an opportunity to discuss ideas, share common concerns and explore the impact that leadership can have on developing LGBT+ inclusive initiatives.

- 5.30 In December 2017 the Council's Community Learning and Development youth work team were awarded the LGBT Youth Scotland Silver Charter Mark:



The LGBT Youth Scotland Silver Charter Mark award being presented by Fergus McMillan, Chief Executive of LGBT Youth Scotland.

- 5.31 The Charter Mark underlines the Council's positive steps towards challenging discrimination while promoting a more inclusive society. The Charter recognises that staff are comfortable discussing LGBT issues and identities and challenging inappropriate behaviour. The Charter Mark is visible demonstration to staff, service users and external stakeholders that the Council takes LGBT+ equality seriously and that LGBT people in South Ayrshire are valued and supported. The award also highlights the Council's status as an equal opportunities employer and this award promotes the Council as a safe and supportive employer.

- 5.32 In achieving the LGBT Youth Scotland Silver Charter Mark:

- 75% of CLD staff have been trained on LGBT awareness.
- CLD Youth Service have held a range of LGBT workshops/campaigns with young people.
- South Ayrshire Council Policies have been amended to ensure LGBT+ inclusion.
- CLD developed staff guidance on how to signpost young people for further/appropriate/relevant support such as useful contacts/websites/numbers/suitable resources available etc.
- Provided a LGBT section on South Ayrshire Young Scot Website.

- 5.33 In April 2017 Hate Crime training was delivered to CLD staff and made opened to youth service partners who support the reporting of Hate Crime in South Ayrshire at the following centres:

**Table 2**

Ayrshire College Ayr Campus	Dam Park, Ayr KA8 0EU	01292 265184
Ayrshire LGBT online	Online only - <a href="mailto:ayrshirelgbt@hotmail.co.uk">ayrshirelgbt@hotmail.co.uk</a>	
Barnardo's South Ayrshire Families Service	62 Viewfield Road, Ayr, KA8 8HH	0129261047 9
Carrick Opportunities Centre	Henrietta Street, Girvan, KA26 0AL	01465 712730

This work also links in to the progress of the next Medium term Equality Outcome.

### **M3 Enhanced confidence and trust of those reporting diversity crime and incidents, and improved service to support victims.**

#### ***Multi Agency Partnership on Violence Against Women and Children (MAPVAW)***

- 5.34 The Multi Agency Partnership on Violence Against Women and Children (MAPVAW) continued to lead in this Equality Outcome in its work with schools, staff and the South Ayrshire community to tackle gender based violence. The MAPVAW meets quarterly and considers data from all partners that inform the ongoing work of the MAPVAW is set out in its Strategic Action Plan which is currently being refreshed in line with Scottish Government's Equality Safe Delivery Plan.
- 5.35 During 2017 the MAPVAW works collaboratively to ensure that in South Ayrshire there is a cohesive, consistent and efficient response to sexual exploitation. The MAPVAW together with the Adult Protection Committee (APC) and Child Protection Committee (CPC) agreed to have a strategic response to sexual exploitation which they each recognise as sexual abuse. The South Ayrshire Sexual Exploitation Joint Action Group has an action plan in place and progress has included:
- Moving On Ayrshire concluded a pilot project to raise awareness of sexual abuse and exploitation within two secondary schools, evaluation reports have been very positive and the project will be extended to all schools in South Ayrshire.
  - All Secondary Schools in South Ayrshire are having some Prevention Programme input to all year groups. There are inputs developed for all year groups S1-S6 in addition to 'Is This Love?' being used with year groups in assembly as well as individual class settings
  - Primary schools have had prevention inputs as part of the online safety sessions organised by Pass the Ball and further development of age appropriate materials is being researched.
  - Full year group timetables have been received for most of the secondary schools and there are inputs starting in August for these schools. Successful partnership with homelink and inputs surround healthy relationships, substances, consent and sexual exploitation proved successful.
  - A total of 213 individual awareness sessions were delivered to 6545 young people.
- 5.36 In addition, the Council participates within the Multi Agency Partnership on Violence Against Women and Children (MAPVAW) in the '16 days of action' campaign which is an international initiative, where men are asked to support the work to end violence against women, but with an emphasis on reaching out to young people.
- 5.37 The work of the MAPVAW to support the 16 days of Action campaign is mainstreamed within Council Services and is therefore recorded in more detail within Section 2 *Mainstreaming Progress*, however 16 Days of Action 2017 Ayrshire events that progress this Equality Outcome included:

- On the 24th November a conference was held in Irvine to raise awareness of stalking. Speakers on the day included Ann Moulds, founder of Action Against Stalking, Anne McLaughlin, Equality and Diversity Specialist of the University of Strathclyde and Stephanie Blair, Senior Procurator Fiscal Depute. Over 100 people from various support agencies throughout Ayrshire attended the conference. When questioned, 68% of delegates said they knew someone who had been affected by stalking and **93 % said they would be more likely to report an incident to the police after attending the event.**
- On Thursday, 30th November there was a pan-Ayrshire wide Schools event held in the Kilmarnock Campus to raise awareness of child sexual exploitation and abuse. 107 people were in attendance which included 72 young people from 19 schools across Ayrshire – all secondary schools in South Ayrshire were represented. Encouraged to become ‘champions’ within their own schools, young people heard inputs from Police Scotland on ‘Operation Midwest’ a case which involved online exploitation. East/South Ayrshire Women’s Aid gave an input on healthy relationships focusing on the relationship spectrum including dating abuse. 19 Schools were given resource packs to help them raise awareness. The conference evaluation report will be circulated to members in due course and consideration will be given to develop further work with the ‘Champions’ in South Ayrshire
- On the 1st December 2017 a Domestic Abuse/Routine Enquiry seminar was held in County Buildings attended by 50 people. The purpose of event was to raise awareness of the current profile of domestic abuse and its health and social consequences. It also offered an introduction to Routine Enquiry and delegates were able to hear from practitioners who are already implementing it.



*Domestic Abuse/Routine Enquiry Seminar 2017*

5.38 The MAPVAW carries out evaluations to ensure that feedback from events such as the Pan-Ayrshire Schools sexual exploitation awareness conference on 30th November 2017 is used to inform the work of the MAPVAW going forward. For example consideration will be given to working with the Council’s Equality Champions to address the following issues:

**Extracts:** *At the event the electronic voting pads were used throughout the presentations by all partners to establish baseline information and encourage discussion.*

- *At the beginning of the police presentation, 22% of young people said they would decline an online request to befriend someone they did not know. At the end of the presentation this increased to 86%.*
- *Women’s Aid delivered a presentation about health / unhealthy relationships and asked various questions throughout to get views of the young people attending and start some discussion. At the end of their presentation they asked about different issues in the school environment and which one was the most important to address – see table 3 below*



- “Nude phone images” was the most problematic issue which was happening in schools with all the young people (100%) saying yes. However the most important issue they thought should be addressed was Sexual Harassment and Bullying (59%),
- Overall the majority of young people (99%) said they **now had a better awareness, knowledge and understanding about sexual exploitation and abuse, and its impact. A high percentage (94%) said they would know what help and support was available and where to get this.**

**Table 3**

ISSUE	Is this an issue in your school - YES	Which is most important issue to address
Sexual Harassment and Sexual Bullying	63%	59%
Pornography being accessed in the school outwith classroom	55%	0%
Pornography being accessed in the classroom	25%	7%
Nudes	100%	34%

**M4 Better targeting of resources to meet the diversity challenges identified by improved reporting arrangements.**

***Ayrshire Equality Partnership (AEP) - Multi Agency Diversity Incident Monitoring***

- 5.39 The Ayrshire Equality Partnership meets on a quarterly basis as the Multi Agency Diversity Incident Monitoring Group. This Group includes all AEP Partners and specific stakeholder organisations e.g. the Terrence Higgins Trust, to monitor incidents and take action to tackle all forms of hate crime on a Pan-Ayrshire basis.
- 5.40 To deal with incidents as they occur, local response teams are in place in each local authority area which also supports any preventative work undertaken by the Community Partnership. The Police Services analyst provides regular updates to the Group which would highlight any areas of concern. Hate Crime in Ayrshire is considered to be low level with most incidents relating to racial discrimination and in 2017 information provided by the analyst was for noting only.
- 5.41 Partners within the AEP also feed in to their data resource the information received from their community safety teams and in South Ayrshire this includes data from the MAPVAW (see Tables 4 and 5 below). In addition, AEP partners are invited to attend MAPVAW training, events and receive promotional materials on an ongoing basis.

***Multi Agency Partnership on Violence Against Women and Children (MAPVAW)***

- 5.42 The MAPVAW receives up to date information and data from all partners at its quarterly meetings and the Joint Action Groups of the MAPVAW then use this intelligence as the foundation of the response which can include delivery of learning and pan- Ayrshire stakeholder events.
- 5.43 For example, the ASSIST weekly bulletin provided to the MAPVAW is used to support trend analysis and identify areas of concern. The comparison below with other Divisions in Scotland has shown that, in the U Police Division that covers South Ayrshire the number of domestic abuse incident referrals has increased, but the number of repeat referrals has decreased.

**Table 4 Extract ASSIST Weekly Bulletin 2016-2018 U Police Division**

Police Division U	No of initial incident referrals	No. of MARAC* referrals	No. of women referred	No. of men referred	No. of repeats	No. of Ethnic Minority referrals	Referrals to ASSIST
2016/17	16	0	16	0	9	0	909
2017/18	9 out of 34 = 26.5 %	0	9	0	4	0	686

\* Multi Agency Risk Assessment Conference (MARAC)

**Table 5 Extract ASSIST Weekly Bulletin 2016 -18 Local Police Divisions**

Division	No of initial incident referrals	No of marac referrals	No of women referred	No of men referred	No of repeats	No of BME refs	Refs since April 2017
G	34 out of 61 = 51%	2	33	1	15	3	1655
K	6 out of fig n/a	0	3	2	1	6	401
L	5 out of 5 = 100%	0	5	0	3	0	309
U	9 out of 34 = 26.5 %	0	9	0	4	0	686
Q	13 out of 40 = 33%	4	17	0	5	1	984
<b>Totals</b>	67 out of not available	6	67	3	28	10	4,035

- 5.44 In turn the evaluations from learning events and consultation and engagement are used to inform MAPVAW strategy development and the priority areas to be taken forward. An example of this is the joint approach to prevent, identify and to respond to sexual exploitation and abuse that helps progress the Single Outcome Agreement Objectives and the Council's Equality Outcomes.
- 5.45 The Sexual Exploitation Joint Action Group reports to the MAPVAW, Adult Protection Committee (APC) and Child Protection Committee (CPC) on its progress in taking forward the South Ayrshire Sexual Exploitation Action Plan that is informed by national action plan. A joint strategic outcomes framework and action plan has been developed to align with actions with the national framework.
- 5.46 The outcomes framework and plan (Table 6 shown below) was created following a strategic development session held in March 2015 and reviewed and updated in February 2017. The plan has 4 key areas of focus:

**a) Children, young people and Adults at risk**

- School age children and young people within education in South Ayrshire receive a core message on sexual exploitation and abuse, including online safety.
- Children and young people who are not in or supported by mainstream schools receive a core message on sexual exploitation and abuse, including online safety.
- Those children and young people identified as being more at risk will receive additional support.
- Adults receive a core message on sexual exploitation and abuse, including online safety.

**b) Staff**

- Children, young people and Adults at risk are kept safe and supported by staff who are able to identify and appropriately respond to risks of sexual exploitation and abuse.

**c) Communities**

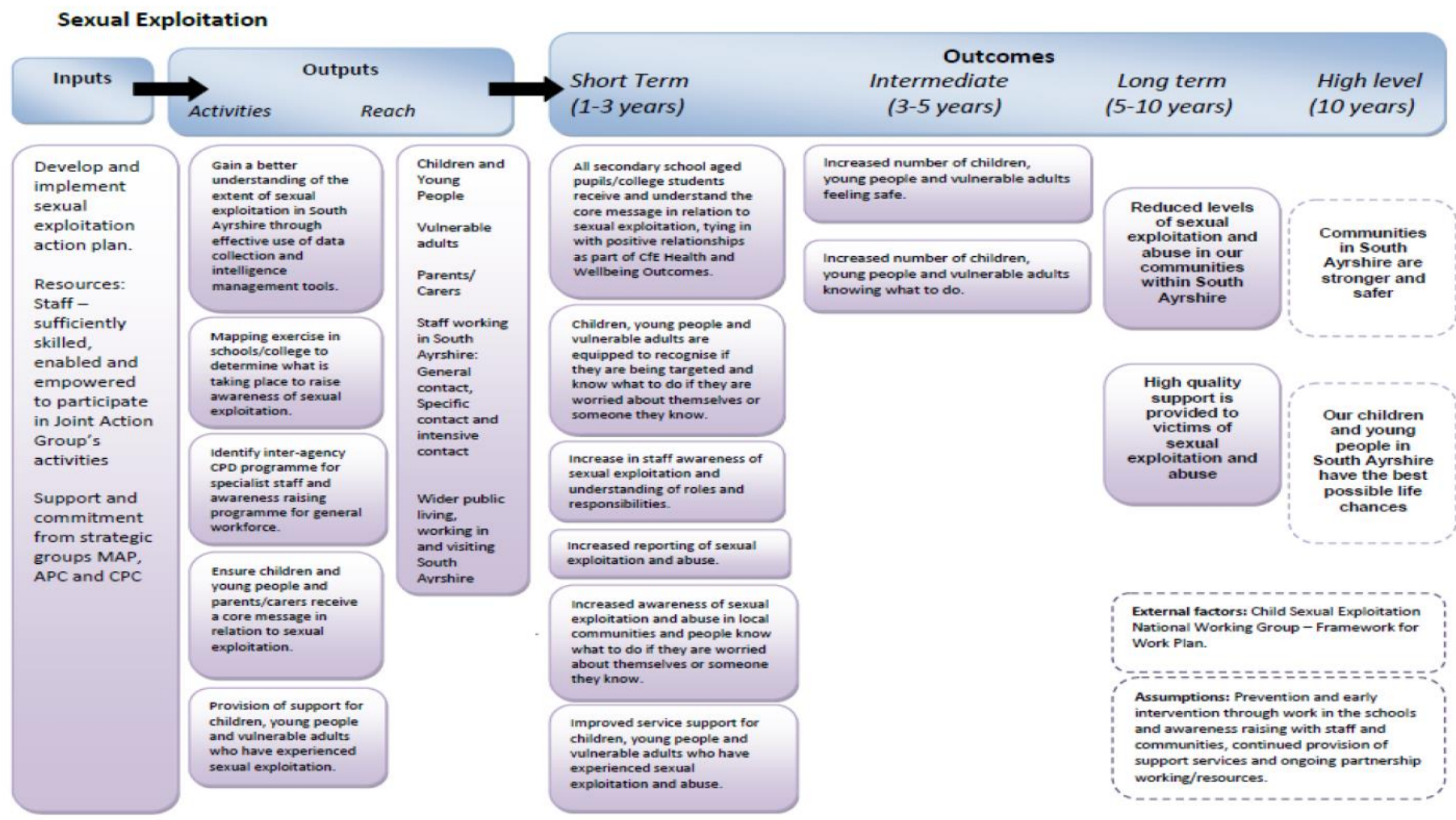
- Increased awareness of sexual exploitation and abuse in local communities and people know what to do if they are worried about themselves or someone they know.

**d) Support**

- Improved service support for children, young people and Adults at risk who have experienced sexual exploitation and abuse.

Appendix 1 - South Ayrshire Response to Sexual Exploitation and Abuse Outcomes Framework

**Table 6**  
Extract:  
South Ayrshire Strategy Response to Sexual Exploitation and Abuse 2017 -2022 Logic Model



**M8 We exhibit leadership and promote positive attitudes for all protected characteristics throughout our community.**

5.47 In addition to the Leadership and work to promote equalities set out in the case studies shown on pages 5-10 and Council's Mainstreaming Report, highlighted below are some examples of work within Housing Services that have taken place in the last year that illustrate their contribute towards this equality outcome in relation to combined protected characteristics and Council Equality Themes of Age, Health, Human Rights, Deprivation:

***Housing Service***

5.48 In January 2018 the Housing Service held a Young Care Leavers event involving a wide range of partners, including the Children and Families service, residential staff, Housing Operations staff and support providers. This event sought to look at how the housing needs of this group are met, and an action plan was developed to be taken forward in partnership between services.

5.49 The South Ayrshire Council Youth Housing Support Group (YHSG) is a multi-disciplinary team which works collaboratively to prevent and alleviate the effects of homelessness for young people in South Ayrshire. The Group consists of representatives from Housing and Homelessness Management, Housing Support, Family Mediation, Training and Employment Support, Social Work and Through-care and Criminal Justice services. It was developed based on the recognition that young people can become homeless as a result of a range of multi-dimensional issues including; leaving home in an unplanned way due to relationship difficulties, having no income or knowledge of the benefits system, no chance of returning home, limited housing options, unrealistic expectations and emotional upset and crisis.

5.50 The Group meets fortnightly to review the cases of all young people under the age of 21 who are in housing need, in homeless accommodation or who are leaving Care. The Group monitors an average of 120 cases at any given time and all members work together to identify the appropriate interventions which are required to assist the young person to maintain, access, and sustain settled accommodation, with a primary focus on assisting the young person to remain in the family home if it is safe and reasonable to do so. The YHSG allows relevant agencies to jointly plan support for the young person and also helps to target resources to meet their needs. Individual support plans are developed with input from all group members, looking beyond the young person's housing needs and assesses support needs in relation to safety and security, social networks, independent living, physical and mental health, training and employment, legal issues and addiction issues.

5.51 South Ayrshire Council also provides pre-tenancy training targeted at young people through its Housing Support contracts. The First Home Project, for instance, seeks to prepare young people for their first tenancies and help them to consider the costs and responsibilities associated with running a home. These sessions take a capacity building approach to supporting young people, and aim to arm them with the practical skills required to manage a successful tenancy. In addition, Housing advice sessions are in place across local hospitals and Prisons as part of discharge planning protocols.

5.52 A Homelessness Education Programme is also in operation in South Ayrshire, working with young people in local schools to highlight the realities and practicalities of housing and homelessness issues. This is also delivered to 'hard-to-reach' groups, excluded young people and young carers.

5.53 More generally, the Housing Service has a housing support contract in place that works to help vulnerable tenants to sustain tenancies across South Ayrshire. This includes advice and assistance, floating support, a housing options service at local prisons and a training scheme to support younger applicants in moving towards their first tenancy as well as a range of other measures. In 2017/18 Housing Support services – including services offering advice and advocacy – were reviewed in order to maximise their effectiveness and ensure support is targeted at those who need it most and at key points of transition and risk of homelessness.

## **M9 Increased awareness raising of equality and diversity issues throughout our community.**

- 5.54 Further to the awareness raising progress set out in the case studies shown on pages 5-10 and Council's Mainstreaming Report, highlighted below are some examples of work within Housing Services that have taken place in the last year that illustrate their contribute towards this equality outcome
- 5.55 ***Deaf Awareness***  
In April 2017, Lauchlan Connelly (13) from Prestwick Academy made history by becoming the first ever person to sign the national anthem at a Scotland International football match -Scotland's World Cup qualifier against Slovenia. Lauchlan was then asked to sign the national anthem at the 3 home games against England, Malta and Slovakia in October. Lauchlan first learned sign language at primary school and although he has no problem speaking, he wanted to make sure he could communicate with other deaf people.
- 5.56 ***Mental Health and Wellbeing***  
In Nov 2017 South Ayrshire Council donated a cheque for £5,000 to the Ayrshire Charity *Beautiful Inside & Out* which helps teenagers who may be struggling with mental health issues and also provides support for families who have lost a loved one to suicide through music therapy, play therapy, counselling and drop-in sessions. The Council is a member of the UK Crematoria recycling metals scheme and the funds were raised with the help of bereaved families who allowed metal implants to be recovered and then recycled after the cremation of a loved one at Masonhill Crematorium.
- 5.57 ***Fostering Community Relations***  
The Housing Service also facilitates community engagement through organising Estate Walkabouts in collaboration with the Community. Officers would have an initial discussion with the Community about the issues they wish to address, and a walkabout would be organised involving local tenants, residents and senior officers from relevant departments within the Council. In the past this has involved waste management, environmental health and anti-social behaviour teams with the intention of resolving specific issues affecting the Community.
- 5.58 ***Health and Wellbeing***  
Children in North Ayr and Girvan benefitted from a programme of healthy activities, with lunches provided, following a successful summer pilot. South Ayrshire continued the programme for the October school break. The Council pilot project was run in partnership with Lochside Mission, Glendoune Community Association, Girvan Youth Trust, Voluntary Action South Ayrshire and Ayrshire Housing with more than 7,500 healthy lunches were served up at activities taking place during the six-week period in summer 2017. Following very positive community feedback a second programme took place in the October school holidays.
- 5.59 ***Cultural Awareness***  
In June 2017 the Gardenrose Confucius Hub was officially launched to promote Chinese language and culture in the community with learning delivered through a mix of classes, in Mandarin and ancient Chinese traditions e.g. calligraphy, and interactive activities including music, dance and cookery. The Gardenrose Hub builds on the success of the hub opened at Queen Margaret Academy in September 2016. As a direct result of the Gardrenrose Confucius Hub, young people at Carrick Academy are now able to choose from a number of Chinese electives and be involved in a variety of projects e.g. a senior pupil from the Academy has been successful in securing a scholarship in Tianjin and will be linking closely with the Gardenrose Hub while he is in China.
- 5.60 ***Giving Tree***  
Launched in 2015, Council staff have contributed to Giving Trees in place at seven Council buildings to donate presents to children in South Ayrshire who otherwise might not receive many – if any, gifts on Christmas Day. Each year the number of donations has increased, with feedback from families indicating that they appreciate the support for the community shown by staff.



## 6. Equality Outcome Progress as an Education Authority

- 6.1 The Education Authority has continued to progress the Equality Outcome initiated in 2013 that “Educational achievement is maintained and improved for all our children and young people.” towards the Long Term Equality Outcome “Our children and young people have the best possible life chances”.
- 6.2 The Education Authority also contributes to the following Equality Outcomes being reported against for the period 2017–2018:
- M1 Improved accessibility to Council buildings and public spaces.
  - M3 Enhanced confidence and trust of those reporting diversity crime and incidents, and improved service to support victims.
  - M9 Increased awareness raising of equality and diversity issues throughout our community.
- 6.3 Highlight of the Educational Services equality outcome progress is detail below, with further Educational Services contributions to the above Equality Outcomes detailed within other services and partnership working progress updates within these reports e.g. MAPVAW and the Employment Equality Outcomes shown within Annex 1
- 6.4 The key outcomes of Educational Services for 2016-18 are outlined in the service and improvement plan and those that relate to the above Long Term and Medium Term Equality Outcomes are as follows:
- The proportion of young people and adults with relevant qualifications is increased
  - Effective early years and intervention services are delivered
  - More children and young people are successful learners, responsible citizens, confident individuals and effective contributors
  - Increase the proportion of young people and adults with relevant qualifications.
  - The gap between the highest and lowest achievers is narrowed
  - We look after our most vulnerable children and families.
  - A flexible workforce with the skills and knowledge to deliver services efficiently and effectively
  - Transformational change and improvement driven by a performance improvement culture and self-evaluation with all services systematically reviewed using a standard methodology every five years.

**Our children and young people have the best possible life chances:  
Educational achievement is maintained and improved for all our children and young people.**

- 6.5 In December 2017 there were 14,072 pupils using South Ayrshire's 41 primary schools, eight secondary schools, and two special schools. Provision for pupils with additional support needs is made through six supported learning centres in mainstream schools.
- 6.6 Educational Services in South Ayrshire continue to have year-on-year improvement, with detailed information set out in Council's [Closing the attainment gap and achieving potential in South Ayrshire 2017-18](#) and latest [Standards and Quality Report 2016/17](#) . The figures for 2016/17 show a consistent pattern of improvement across almost all measures.
- 6.7 The reports highlight a number of areas including: high attainment in reading in p1; above average scores in reading in P3 and P5; high levels of attainment in national exams - especially at Higher (Level 6); an increase in the number of young people achieving the Award for Ambition.

6.8 Attainment highlights within the Standards and Quality Report for 2016/17 include:

- 2,163 three and four year olds have access to high quality pre-school provision through nurseries and partnership centres.
- 193 two year olds had access to high quality pre-school provision through nurseries and partnership centres.
- Early years established draft developmental milestones. The percentage of pupils who achieved 8-10 milestones were:

Language	83%
Mathematics	83%
Health & Wellbeing	93%

- Broadly stable performance recorded across all primary school levels for reading and mathematics
- Above average attainment levels for reading and mathematics in secondary schools and a strong showing for sciences
- Exam attainment above virtual comparators in all measures at S4, S5 and S6.
- More young people in S4 chose to stay at school for longer

and in terms of wider achievement:

- 9% rise in the number of young people achieving the Award of Ambition
- 7% increase in the number of young people achieving the Duke of Edinburgh's Award, and the Council still remains the leading local authority.
- During 2016/17, there were nearly 7,000 opportunities for children and young people to take part in sport and physical activity sessions as part of the Active Schools network before, during and after school. In addition, there was a 17% increase from 2015/16 in the number of pupils participating in Active Schools activities.

**Table 7**

Key Performance Measures	2012/13		2013/14		2014/15		2015/16		2016/17*	
	South Ayrshire	Virtual Comparator	South Ayrshire	Virtual Comparator	South Ayrshire	Virtual Comparator	South Ayrshire	Virtual Comparator	South Ayrshire	Virtual Comparator
5+ awards at level 3 or better by the end of S4	98%	88%	95%	83%	95%	85%	93%	85%	93%	83%
5+ awards at level 4 or better by the end of S4	85%	73%	87%	77%	88%	80%	88%	81%	89%	79%
5+ awards at level 5 or better by the end of S4	44%	31%	44%	34%	45%	38%	45%	41%	45%	42%
3+ awards at level 6 or better by the end of S5	30%	25%	33%	26%	38%	32%	38%	34%	39%	20%
5+ awards at level 6 or better by the end of S5	13%	10%	16%	12%	18%	15%	18%	15%	20%	19%
1+ awards at level 7 or better by the end of S6	20%	15%	19%	16%	19%	18%	19%	18%	19%	18%

\*Initial figures these will be updated in February 2018

6.9 Partnership working has continued between Educational Services, the Health and Social Care Partnership and NHS Ayrshire and Arran. The integrated children's services planning group is now meeting regularly and is focused on ensuring the needs of children and young people across South Ayrshire are met.

- 6.10 The achievements of looked after children are shown below, but due to the small number of looked after children at S4, the figures are liable to year on year fluctuations.

**Table 8**

Percentage of Looked After Pupils attaining at least 5 Awards at SCQF* Level 3 or above										
LAC Status	2012/13		2013/14		2014/15		2015/16		2016/17	
	South Ayrshire	National Comparator	South Ayrshire	National Comparator	South Ayrshire	National Comparator	South Ayrshire	National Comparator	South Ayrshire	National Comparator
Looked after at home	91%	46%	50%	48%	33%	42%	71%	41%	60%	42%
Looked after away from home	58%	64%	91%	58%	72%	60%	48%	58%	81%	57%

\* Scottish Credit and Qualifications Framework

***Pupil Voice***

- 6.11 Children and young people are engaged in decision making in their schools through the Pupil Council and represent the voice of children and young people on committees such as the Eco- School Committee and Learning Councils. In 2016/17, 1,197 young people aged 11-26 across the authority engaged in the South Ayrshire Youth Forum 'Say it Loud' survey on mental health.
- 6.12 Following this, a range of young people from both Girvan and Carrick Academies helped to shape a bid to the Big Lottery Fund for monies to support the appointment of a young person's welfare officer in both schools for three years. Pupil councils across South Ayrshire were also given the opportunity to comment on what they would like to be included in an updated version of Educational Services Anti-Bullying Management Guidelines. In addition, going forward Educational Services will look to ensure that the learner voice contributes to the discussion about the quality of learning across schools.

**M1 Improved accessibility to Council buildings and public spaces.**

- 6.13 The Council has continued its ambitious £94million programme of school building works being delivered across South Ayrshire that aims to enhance standards, improves accessibility and inclusion for all its communities recent work includes:

***Marr College, Troon***

During 2017 the extensive project to extend and upgrade Marr College, to adapt the 20th century building to meet modern needs was completed with a new technical wing, PE block, new all-weather facilities. The refurbishment also included the provision of gender neutral toilet facilities. The Marr College modernisation won 'Project of the year' at the Education Buildings Scotland Awards 2017, which celebrate excellence and achievement in the design and innovation of educational buildings across Scotland The building was officially opened by John Swinney, Deputy First Minister and Cabinet Secretary for Education and Skills on 29 November 2017.

***Ayr Academy***

On 21<sup>st</sup> August the new relocated Ayr Academy was opened. The new school is based in the Craigue Campus and will forge close links with the University of the West of Scotland and Ayrshire College. The school is also being used as a hub for the local community that provides a venue for sporting activities, community meetings and community activities.

During the construction of Ayr Academy 17 work placements, 16 apprenticeships and two graduated traineeships were created, giving local young people valuable work experience.

### ***Troon Primary School***

The new extension project was officially opened on 1 November 2017. The £2million project involved the demolition of the former stand-alone dining hall; construction of a double height assembly / gym hall / dining hall; a single-storey building housing changing facilities, and kitchen; gender neutral toilet facilities and improved accessibility - including a new lift. The flexible new extension allows the school to dramatically improve the quality of the sports and physical activity on offer, provides a central meeting point, and also allows the space to be opened up for community use in the evening, allowing the school to be enjoyed by the whole community.

### ***Tarbolton Community Campus***

The new campus opened in March 2017 combines Early Years and Primary education, alongside a community centre and library. The new facility represents an investment of £8.2m and won the Education Buildings Scotland Awards 2017 'Innovation in delivering a sustainable education facility' category. The building which provides a range of facilities for people in the community to use as a hub also features Biomass boilers and photovoltaic cells in the design which help to reduce running costs.

### ***Queen Margaret Academy, Ayr***

Work has commenced on the new build of Queen Margaret Academy. The new Queen Margaret Academy will be built in the grounds of the existing school and is expected to open in October 2019. The current building will be demolished after the new school opens. The £25m project will provide places for 800 young people, with modern classrooms, interactive ICT, a large games hall, two gyms, two all-weather pitches, and hard games courts. The building will also house Psychological Services and a Supported Learning Centre, which are already based at Queen Margaret Academy.

## **M3 Enhanced confidence and trust of those reporting diversity crime and incidents, and improved service to support victims.**

- 6.14 All South Ayrshire schools follow procedures outlined in the national guidelines for Child Protection in Scotland (2014) and Staff provide support to children and young people in their daily work and have a vital role to help protect them from harm and help keep them safe and well by:
- Helping them learn about their personal safety including internet safety
  - Being a trusted adult that children and young people may turn to for help, and who will take them seriously
  - Identifying when children and young people may need help
  - Understanding the steps that must be taken when there are concerns for children's and young people's safety.
- 6.15 All staff respond to any concerns for children's and young people's safety and work with the Council's designated officer for Child Protection to help ensure schools work effectively to keep children safe and well. Work to promote awareness of personal safety and protection in schools is supported by a range of partners including Campus Police Officers and the Community Safety.
- 6.16 School staff are trained in line with national and local strategies and action plans relating to child sexual exploitation; internet safety; violence against women and children and risk assessments. The Child Protection Co-ordinator delivers annual child protection and wellbeing training to all staff in schools, including non-teaching and staff from other support services working in schools.

## **M9 Increased awareness raising of equality and diversity issues throughout our community.**

- 6.17 Holocaust commemoration and Holocaust Memorial Day (HMD) continues to be an integral part of the Council's equality work on Race, Religion and Belief, Disability, Sex and Sexual Orientation. HMD 2017 was promoted within Educational Services with 50% of Schools taking part in Holocaust activities and these involved:
- Whole school assemblies with some being delivered by pupils.
  - A range of classroom activities including art, drama, discussion and guided reading-appropriate for age and stage.
  - Attendance at local Holocaust Memorial services.
  - Lessons within History and Religious and Moral Education (RME) classes.
- 6.18 In addition, Educational Services take forward a range of activities that raise awareness across all protected characteristics within the community including:
- Anti-bullying training delivered by Respectme continues for staff.
  - Anti-bullying training for parents arranged to take place in afternoons and evenings.
  - Continued Suicide awareness training.
  - Working with Sense over Sectarianism to increase resources e.g. *The Divided City* which tackles sectarianism.
  - Supporting LGBT History Month and LGBT Youth Scotland's Purple Friday Event.
  - Supporting World Down's Syndrome "Odd Sock" Day.
  - Schools progressing LGBT Youth Scotland Charter Marks.
  - Rights Respecting Schools Award continues to progress well
  - Working to provide free sanitary products issued to school children/young people
- 6.19 Further awareness raising examples include:
- Staff completing the Equality Act 2010 module on-line continuing professional development platform – COAST.
  - All secondary newly qualified teachers were given a 2 hour presentation/workshop run by Stonewall regarding LGBT+
  - Several members of the Council's teaching staff are now active members of the newly established LGBT+ Education Network

## 7. Equality Outcome Progress as a Licensing Authority

### **M2 Improved opportunities for people to access services and participate in community life.**

7.1 Licensing Standards Officers have continued to actively engage with the public to improve their access to the Licensing Service and participate in community life by:

- working with Young Scot Charity, LGBT+ voluntary organisations and the South Ayrshire Youth Forum to resolve an issue related to identification for entry to Licensed premises and clubs and
- continuing to pursue ethnic minority stakeholder representation on the Licensing Forum

#### 7.2 ***LGBT+ Community***

Within South Ayrshire there is a requirement for all licensed premises to operate a Challenge 25 Policy and request proof of age from anyone looking under that age. This means that door staff and bar staff would refuse entry and service to anyone who could not prove they were 18 or over by providing suitable ID. Recently it had been highlighted by South Ayrshire Licensed Trade that this requirement was proving difficult for some young people from the LGBT community who presented themselves differently at weekends or on nights out to the way in which they appeared on the photograph used for their proof of age, e.g. a driving licence, passport, Young Scot card or similar PASS approved card.

7.3 Although the Young Scot cards issued in schools and education establishments in South Ayrshire to young people up to the age of 26 did not specify a gender, they showed the person's name and photograph and, if that description did not fit an individual who presented at a licensed premises then policy and procedure dictated that they would be refused service.

7.4 To resolve this issue for the Licensed Trade and the young people concerned, Licensing Service staff, with the assistance of the Council's Youth Strategy Officer, approached National Young Scot, to ask if it would be possible to obtain two ID cards, presenting them in both genders to allow young people the ability to provide appropriate ID, and to assist those who presented as non-binary. This would allow the Licensing Trade to make an informed decision about the person's age;

7.5 Licensing Service staff put forward the argument that there already was a practice of issuing more than one card per person where someone who lives in one part of Ayrshire but studied in another part are able to obtain a card in both localities since the card is being used for different purposes. Young Scot has advised that they will meet with the card issuer NECPO to confirm if it was possible to meet this request of having two cards and it is hoped that a solution could be found very soon.

#### 7.6 ***Licensing Forum Ethnic Minority Stakeholder Representation***

During 2016/17 the Ayrshire Ethnic Minority Community Association had continuing membership and office bearer issues and, despite efforts from local authority support officers, the organisation disbanded. In October 2016 the Council as a member of the Ayrshire Equality Partnership (AEP) worked with a national ethnic minority voluntary organisation to find a way forward by holding stakeholder consultation and engagements events throughout Ayrshire.

7.7 These events were unsuccessful and now arrangements are in hand to work in partnership with local ethnic minority organisations and newly arrived individuals and families from Afghanistan and Syria to start by fostering good relations and then working together to develop an appropriate consultation and engagement framework. The Licensing Forum will liaise with the AEP to arrange ethnic minority representation during this process.



**M8 We exhibit leadership and promote positive attitudes for all protected characteristics throughout our community.**

- 7.8 The Licensing Service continues to participate in SOLAR to improve and share good practice including stakeholder and user engagement and consultation. Attendance at SOLAR meetings ensures that practices are kept up-to-date.
- 7.9 All Licensing Service staff have undergone the Council's COAST training module on Equalities and receive copies of the protected characteristic training information delivered at Equality Champion meetings along with fortnightly updates on all equality and diversity issues as part of through the Equality Champions network.

**8. Future Reporting of Equality Outcomes**

- 8.1 This report highlights the first year's progress of the Council's Medium Term Equality Outcomes. The Council will now continue to move forward to complete its Medium Term Equality Outcomes over the next three years, and in doing so will continue to report progress on an annual basis, but publish this work as Volume 2 of 3 – with Volume 3 recording progress against the Council's Long Term Equality Outcomes.

## SECTION 2: Mainstreaming Progress 2017-2018

### 9. Introduction

9.1 The Council has a range of formal performance reporting mechanisms, including:

- Council's Annual Performance Report
- Public Performance Report
- South Ayrshire Health and Social Care Partnership Annual Report
- Directorate and Service Reports
- Local Government Benchmarking Reporting

These implicitly include reporting of equalities progress for its communities. All of these formal reports can be accessed within the Public Performance Reporting pages of the Council's website at <http://www.south-ayrshire.gov.uk/performance/> .

9.2 In addition to the work recorded within these performance reports, there is another level of mainstreaming activity that is not formally reported but has a significant impact on improving equality for South Ayrshire communities and nationally.

9.3 This report affords the opportunity to highlight some of this equality work, and good practice that is not explicitly aligned to the Council's Equality Outcomes, which has taken place over the last year.

9.4 In addition, there are formal Mainstreaming Duty Employment requirements to report:

- any changes in the gender pay gap and an analysis of the reasons for this gap to assist understanding on how the Council is addressing this issue and how it has used this information to inform policy on equal pay.
- the employee information gathered annually and how the Council has used this employee information in practice to better perform the general equality duty including:
  - Composition of employees broken down by protected characteristic;
  - Recruitment, development and retention of employees broken down by protected characteristic;

This information is provided within Annex 1 Progress on Employment Equality Outcomes and Workforce Monitoring 2017 of this report.

### 10. How the Council has taken forward the three needs of the General Duty

10.1 Detailed below are examples of and updates on how the Council has used its:

- Leadership;
- Decision Making Process;
- Equality Impact Assessment Process.
- Equality and Diversity Structures;
- Partnership Working and
- Service Provision (including Licensing Board)

to ensure that the Council takes forward its general equality duty of

- eliminating discrimination;
- advancing the equality of opportunity and fostered good relations; and
- supporting improvements in people's life chances

across all the protected characteristics of:

- age;
- disability;
- race;
- sex
- gender reassignment;
- pregnancy and maternity;
- sexual orientation;
- religion or belief (including non-belief) and
- marriage and civil partnerships (in respect of eliminating unlawful discrimination).

10.2 These examples only offer a snapshot of the equality work of the Council and further details on any of the examples can be obtained upon request to the equalities mailbox: [equalities@south-ayrshire.gov.uk](mailto:equalities@south-ayrshire.gov.uk) .

## 11. Leadership

11.1 During 2017-18 Councillor Dettbarn, Health and Social Care Portfolio Carrier and Elected Members within the Equality and Diversity Forum (with representatives from each political group) have continued to lead equality and diversity progress within the Council and its communities and over the last year across all protected characteristics.

11.2 They have done this by participating in awareness raising events and supporting equality issues within services throughout the year and this work is noted within the Equality Outcomes report as well as this Mainstreaming report. In addition, the Provost has continued to host civic receptions and hospitality events to recognise, honour and pay tribute to achievements, persons and events appropriate to the Council and the Community as some examples are shown in Table 9 below.

11.2 In 2017 the Equality and Diversity Forum chaired by Councillor Brennan-Whitefield determined that within the work to progressing the Council's Medium Term Equality Outcomes that the Forum's work should focus on:

- Raising the profile of Equalities with Elected Members taking the lead on promoting areas of Equality and Diversity
- Improving service provision to Gypsy Traveller children
- Taking forward action in relation to Rurality and poverty in rural areas by ensuring Council decision-making is as effective as possible in tackling socio-economic disadvantage in South Ayrshire
- Supporting Ethnic Minority members of our community including dealing with isolation issues
- Promotion of the Council's on-going equalities work to the public.

11.3 Work has been taken forward on each of these areas and detailed below are examples of the work undertaken by Councillor Dettbarn and the Equality and Diversity Forum to support the progress of equality and diversity in the Council's communities – particularly in regard to Age, Disability, Sex, Sexual Orientation, Gender Reassignment and Race

protected characteristics as well as the Council's Equality Themes of Health, Human Rights, Rurality and Deprivation:



*Donation to Local Suicide Prevention Charity Beautiful Inside & Out*

#### 11.4 Events supported by the Forum include:

- Raising the Rainbow Flag.
- South Ayrshire LGBT Youth Group Purple Friday Everyday Hero Reception.
- International Women's Day event held with the Ayrshire Women's Hub and the Women Against State Pension Inequality (WASPI) campaign group.
- Launch of the Learning Disability Strategy November 2017.
- Care leaver's event (which was held in partnership with Ayrshire College to provide taster courses to help young care leavers see that further education is an option for them).
- Nepalese Cultural Awareness Raising Event – Teej festival.
- Black History Month.
- STEM opportunities for women.
- Electoral Commission Event at Glasgow University to promote inclusion in future elections.

#### 11.5 Campaigns supported include:

**Inclusive Breakfast Clubs** In October 2017 the Council agreed to provide free lets for Breakfast Clubs with Head Teachers providing the funding for the food from money provided by Scottish Government – Pupil Equality Funding for those entitled to free school meals. Parent Councils and Teaching Staff contribute their time to run the Breakfast clubs. Club numbers have risen considerably and Elected Members are keen to ensure that Clubs are fully inclusive with the provision of food free to everyone attending the Clubs and that no-one is turned away.

**Community Hubs:** The development of schools into community hubs, both primary and secondary with the North Ayr pilot project shaping how it is rolled out through the area

**Gender Based Violence:** The work of the Multi Agency Partnership on Violence Against Women and Children (MAPVAW) is highlighted throughout the progress reports and Councillor Brennan-Whitefield leads this work as Chair of the Partnership.

**Disability Inclusion - Participation in Public Life:** Councillor Brennan-Whitefield was invited by Inclusion Scotland to attend the Future of Scottish Elections conference at Glasgow University, organised by the Electoral Commission. The purpose of the event was to consider how disabled people can be better supported to participate in elections including:

- Improve the knowledge and understanding of care and support workers on how they can support the people they care for when they vote.
- Election Organisers and Administrators improve their understanding of the needs of people with disabilities, so that they can support them and make it easy for them to register to vote and to vote.
- Improved accessibility of candidates and political parties manifestos and information- in easy to read formats and available in good time before the election so people have the time to read it.
- Improving the flexibility in the ways that people with disabilities can vote.

This information will be fed into the ongoing review of the South Ayrshire Polling Scheme.

**Care leavers:** In December 2017 the Council signed the Scottish Care Leavers Covenant which is a commitment to provide 'aftercare' (advice, guidance and assistance) to care leavers as they look to become independent. As a group many care leavers may experience poorer outcomes such as:

- Much higher rates of early death, including higher rates of suicide.
- Poorer mental health and physical well-being.
- Poorer access to continuing education or training.
- Greater unemployment and homelessness.

The Council has worked with the Champions for Change, South Ayrshire Champions Board to improving the support and understanding for care leavers across South Ayrshire and ensure young people don't become disadvantaged as a result of being in care. In addition, working is ongoing with senior management to improve provision to care leavers including capacity building to support young people to identify and express their needs and examining the provision of free leisure passes for young people leaving care to support their health and wellbeing.

**Hate Crime:** Working with Community Safety and the Ayrshire Equality Partnership to increase third party reporting and provision of additional third party reporting sites in South Ayrshire.

#### 11.6 Information briefings obtained on:

- Educational services for Gypsy Traveller Children.
- Sensory and Physical impairment.
- Domestic Abuse.
- Work of Anti-Sectarianism groups.
- Employment Services.

and the next Elected Member equality briefing will be on the topic of Sensory Impairment Awareness.

**Table 9: Civic Receptions and Hospitality**

Date	Event	All Protected Characteristics	Race	Disability	Age	Sex	Religion	Sexual Orientation	Equality Theme
January 2017 & 2018	The Robert Burns Humanitarian Award.								Human Rights
February 2017 & 2018	Duke Of Edinburgh Awards Ceremony.								
	Reception for Chinese New Year, Edinburgh								
13.3.17	Commonwealth Day and Single Commemorative Act - Flag Raising Ceremony attended by representatives from South Ayrshire Schools, local organisations and ethnic minority groups.								
22.3.17	International Women's Day Event with the Ayrshire College and								
20.4.17	Ayrshire Area Team of Young Enterprise Scotland Awards								
10.6.17	Maybole 500 Gala Pageant								Rurality
17.6.17	Armed Forces Day Civic Reception								
21.6.17	Annual Glasgow Taxi Outing to Troon								Health
July 2017	Chernobyl Children Visit.								Health
7.7.17	University of the West of Scotland Graduation Ceremony								
2.10.17	Prestwick Civic Pride Partnership								
12.10.17	Ayrshire Modern Apprentice Community Challenge								Rurality,
29.10.17	Turkish National Day								
18.11.17	Judging and Presenting at Victim Support South Ayrshire School Speaking Competition.								Human Rights
26.11.17	Ayrshire Hospice Light Up a Life Concert								Health
30.11.17	Prestwick Cricket Club Civic Reception to celebrate winning Cricket Scotland League Grand Final								Health
1.2.18	Raising the Rainbow Flag								Health Human Rights
8.3.18	International Women's Day event with the Ayrshire Women's Hub and WASPI								

## **12. Decision Making Process**

- 12.1 The Council ensures that the potential equality impacts of all proposals put before them are considered within the decision-making process by the use of its Equality Impact Assessment Process (EIA).
- 12.2 At the end of 2016 an analysis of the quality of completed EIAs was undertaken to support continuous improvement in the quality of information going before Elected Members as part of Leadership Panel and Full Council reports and more robust scrutiny of content. This analysis was then considered by the Corporate Management Team and it was agreed that training would be provided to Directorate staff subsequent to the completion of the Council management restructuring following the agreement of the Council Plan 2018 -2022.
- 12.3 This will also ensure that relevant officers are trained in the revised Equality Impact Assessment process following the implementation of the Fairer Scotland Duty. Guidance materials will also be revised during 2018 to strengthen and enhance the information and advice within the Council's current Equality Themes of Health, Human Rights, Rurality and Deprivation sections, to support completion of the EIA Documents in line with the new Duty.
- 12.4 The EIA process also ensures that the individual needs of the Equality Duty are overtly considered within the decision making process. The EIA Summary sets out, from examples of EIAs completed in the last year, the way an individual proposal will support the Council in taking forward its Equality Duty. A sample selection of three summaries from the last year is shown in Table 10 below.
- 12.5 In addition to being published on the [Council Website](#), completed EIAs and Scoping Documents are posted on the Council's intranet to support learning and raise awareness of how the Equality Duty is being taken forward within Council services.



<b>Table 10 Summary Extract from Equality Impact Assessments 2017 - 18</b>			
<b>Name of Policy</b>	<b>Eliminate discrimination</b>	<b>Advance equality of opportunity</b>	<b>Foster good relations</b>
Town Centre and Retail Proposed Local Development Plan	By promoting the town centre first principle to maximise the role of town centres, and capture the full economic benefit of retail and commercial investment at locations that are most accessible to the widest range of population groups.	<p>The LDP provides a framework within which the Council's Planning Service will promote sustainable economic development whilst protecting the built and natural environment for future generations.</p> <p>The LDP advances equality for opportunity for all by promoting sustainable economic development in appropriate locations which protects our environmental assets which make a significant contribution to the quality of life within South Ayrshire.</p>	The policy fosters good relations between the Council and all its communities both urban and rural by aiming to ensure that development promotes economic development, sustainable communities whilst protecting the environmental and landscape quality of South Ayrshire.
Revised Empty Homes Strategy	The strategy will assist the Council to reduce discrimination by providing a service to all empty home owners throughout South Ayrshire.	By increasing the supply of affordable housing less people will be accommodated in unsuitable situations.	This proposal provides an opportunity to foster good relations with empty home owners and offers advice, facilitation and problem sorting to enable the re-occupation of vacant dwellings.
Children's Services Plan	The plan is designed to provide appropriate interventions to support children with respect to their age, sex, sexual orientation, disability, race religion or beliefs	The plan is fully in line with Getting it Right for Every Child principles. It proposes to improve outcomes for all children and in particular children affected by poverty, children with additional support needs, care leavers and looked after children.	
Strategic Housing Investment Plan (SHIP) – 2018/19 to 2022/23	The SHIP will assist in eliminating discrimination by developing housing solutions to meet varying needs. Allocations policies also ensure equality of access to affordable housing, thereby eliminating discrimination.	In conjunction with allocation policies the SHIP will ensure equality of access to affordable housing to all applicants aged over 16 across all protected characteristics.	The SHIP fosters good relations between South Ayrshire Council and partners in the development of the SHIP, and ongoing work in relation to the LHS Housing Market Steering Group. The work of this group will assist in developing future SHIP submissions through partnership working.

### **13. Equality and Diversity Consultation and Engagement**

- 13.1 Further to the ongoing dialogue with Locality Planning Groups, the Council has undertaken consultation in regard to both its refresh of the Gaelic Language Plan due to be published later this year and the development of the Pan-Ayrshire British Sign Language Plan. Both of these Plans relate to community languages and are therefore included in the mainstreaming of equality and diversity within the Council. However, they are also required to contribute to the progress of National Plans, but need to be proportionate and relevant to our local communities.
- 13.2 In relation to ethnic minority consultation and engagement, the Council has continued to work in partnership following unsuccessful Council of Ethnic Minority Voluntary Organisations (CEMVO) led initiative in 2016, to identify and engage ethnic minority individuals and families across Ayrshire, with the aim of establishing a pan-Ayrshire ethnic minority stakeholder group. With the formal disbanding of the Ayrshire Minority Ethnic Community Association in 2016, there is no longer an umbrella group of ethnic minority voluntary organisations for local authorities to consult and engage with, to take forward the Public Sector Equality Duties and ensure inclusion.
- 13.3 However, further work is being undertaken in partnership with CEMVO by the South Ayrshire Health and Social Care Partnership, to develop and deliver cultural awareness training for staff. In addition, a new approach was initiated in December 2017 by a subgroup of the Ayrshire Equality Partnership to work with community groups to hold a Cultural Awareness Day in June 2018 to foster good relations, and as part of the evaluation on the day to see if there is any appetite from the ethnic minority community to come together across Ayrshire and establish a stakeholder group. It is recognised by partners that the Home Office support for the relocation schemes will come to an end and that each Ayrshire Council needs to support self-sufficiency amongst the new families from Afghanistan and Syria.

### **14. Equality Champions**

- 14.1 The progress and momentum of the varied strands of engagement on equality issues are led by the Equality and Diversity Forum, co-ordinated by the Policy and Performance Team and progressed within services through the Equality Champions Network. Elected Members have increased the frequency of their meetings from quarterly to monthly meetings. The Equality Champions meet quarterly through the year with additional meetings arranged to support training. The Equality and Diversity Forum meets with Equality Champions at least twice a year.
- 14.2 At each of these meetings one or more protected characteristic learning topics are included to support capacity building. In the last year this has included:
- Transgender Awareness.
  - Hidden Physical and Sensory Disability.
  - British Sign Language (BSL) including provision of resources and demonstration of Fingerspelling and statistical information.
  - Anti-sectarianism presentation Nil by Mouth.
  - Women's Aid: Until Women and Children are Safe.
  - Ayrshire British Sign Language Peripatetic Service.
  - Gender Based Violence presentations by Fearless and NHS Health Improvement Practitioner.
- 14.3 In addition to the protected characteristic training presentations made at the Equality and Diversity Forum meetings with Equality Champions, regular key areas of discussion and progress included:
- Equality Outcomes and Mainstreaming Reports Update.
  - Information on work to support the development of Pan-Ayrshire Collaborative Equality Outcomes and how they link to the Council's Equality Outcomes.

- Update on the revised Public Sector Equality Duty (PSED) Technical Guidance.
- Update on the Gaelic Language Plan Annual Progress Reports.
- Update on work of the Ayrshire Equality Partnership.
- Participation within the Ayrshire LGBT+ Leadership Group.
- Progress on the development of the Pan-Ayrshire BSL Action Plan and the BSL National Plan.
- Involvement in consultation and engagement on equality and diversity issues.

14.4 Training materials, resources and equality and diversity news items are circulated to Equality Champions twice monthly. This has included:

- Scotland Equality Law Bulletins.
- Equally Safe Updates.
- 16 Days of Action Programme.
- News articles on Equality Issues.
- Youth Conference Feedback.
- Equality Presentations and Training Material e.g. Hidden Disabilities, Female Genital Mutilation (FGM).
- Links to Council and Partner events and campaigns.
- Campaign Promotion Packs and Badges e.g. Holocaust Memorial day (HMD), White Ribbon Campaign.
- Protected Characteristic Publications e.g. Supporting transgender Young People in Education
- Equality and Human Rights Committee Reports
- Equality and Human Rights Commission reports e.g. Being Disabled in Britain

14.5 Updates of Equality Champions Network Progress are reported regularly to the Corporate Management Team and the Network is considered to be an example of good practice by partners. Work is now underway to establish a new South Ayrshire Health and Social Care Partnership Equalities Champions Group, with the first meeting scheduled for 17 April 2018.

## 15 Partnership Working

15.1 The Council has continued to work with its equality partners to ensure that its Medium Term Equality Outcomes are progressed as efficiently and effectively as possible. This work includes supporting the Partnership in achieving its Collaborative Equality Outcomes that link directly to those of the Council. Examples of new areas of work with key partners in the Ayrshire Equality Partnership (AEP) last year are detailed below.

- Iqraa Asian Women's Group event on Saturday 25 March at St Joseph's Academy
- Kilmarnock Mosque Open Day
- Roll out of the Keep Safe Scheme throughout Ayrshire – agreement has been given to the inclusion of young LGBT+ people in this scheme.
- Black History Month - The Unspoken truth: exploring Ayrshire's connections to Black History event held 24th October 2017 in Irvine was promoted and attended by Partners where Dr Eric Graham discussed the involvement of Ayrshire families and their connections to the plantations in Jamaica, as well as the impact of the slave trade in the local area.

- Hate Crime Awareness Week (14 - 21 October 2017) which aims to raise awareness of what hate crime is and to empower those who either witness or experience a hate crime to report it to Police Scotland or a third party reporting centre.



*Ayrshire Nepalese Teej Festival 2017*

- The Ayrshire Nepalese community held its first Teej festival at Ayr Town Hall in August 2017 to raise awareness of Nepalese culture and promoted education, social cohesion and community integration. The Nepalese Community Group was awarded £1,500 as part of a recent Ayr North Decides participatory budgeting event. The event was very successful with over 100 people from the Ayrshire Nepalese community, alongside invited guests from the local community attending.
- Development of the Ayrshire LGBT+ Education Network.
- Development of a Pan- Ayrshire translation and Interpretation contract – including BSL and Deafblind provision.

15.2 Full details of the work of the Ayrshire Equality Partnership will be provided in the Partnership's Annual Progress report which will be published on the Council's Equality and Diversity webpage later this year.

## 16. Service Provision

### ***Educational Services:***

- 16.1 Educational Services mainstream equalities into everything they undertake and provide and therefore shown below are some highlights of progress in the last academic year, with further detailed information available in the [Standards and Quality Report 2016/17](#)
- 16.2 In the last year, the Rights Respecting Schools (RRS) work has continued to make very good progress with 51 schools having registered with UNICEF. Fifteen have signed up for the Record of Commitment to RRS Award, 20 schools have achieved their Level 1 Rights Respecting School Award and eight schools have achieved a Level 2 (highest level) Rights Respecting School Award.
- 16.3 There have been improvements made to the RRS Award and the levels have been renamed as:
- Record of Commitment is now known as Bronze,
  - Level 1 is Silver and
  - Level 2 is Gold.

Online training is now available for Bronze level and the Council has now set up a strategy group with at least one representative from each school cluster able to support schools on their journey along with publishing a newsletter to disseminate good practice.

- 16.4 In addition, Educational Services continue to collaborate with North and East Ayrshire councils to deliver training by UNICEF on RRS Silver and Gold Awards, with the most recent Rights Respecting Schools Assessor training being fully booked.
- 16.5 South Ayrshire Council has also progressed its local accreditation scheme - Dyslexia Friendly School (DFS) Award, to recognise those schools which provide a range of evidence that they meet specific targets that demonstrate that they are “dyslexia friendly”. In order to achieve a schools are. The scheme is overseen by a steering group which provides the accreditation.

**Table 11** *Dyslexia Friendly School Awards*

Year	Bronze Award	Silver Award	Gold Award
2012/13	30	8	0
2013/14	42	21	7
2014/15	42	21	7
2015/16	41	22	7
2016/17	40	22	8

- 16.6 Regarding Active Schools in South Ayrshire there continued to be opportunities for children and young people to participate in sport and physical activity sessions offered across 41 different activities outwith the school day, including athletics, badminton, basketball, boccia, boxercise, cheerleading, country dancing, cricket, curling, cycling, dance, dodgeball, fitness, golf, gymnastics, handball, hill walking, hockey, martial arts, mountain biking, netball, orienteering, rugby, sailing, table tennis, taekwondo, tennis, volleyball and yoga.

16.7 Furthermore there were:

- 423 volunteers providing physical activity sessions, including 222 qualified adults and 122 qualified secondary aged young people,
- Five leadership programmes in secondary schools supporting young people to become coaches and ambassadors for sport; and
- One leadership programme in a primary school with P6/7 children taking part in the Junior Coaching Academy.

- 16.8 Each year an annual survey of children and young people is carried out. In 2016/17, 3,703 children in primary schools and 1,621 young people in secondary schools completed the survey. The survey demonstrated that generally children and young people are very positive about their educational experiences. Table 12 below shows the percentages of children and young people who agreed with key statements which were included in the survey.

**Table 12**

Key Statements	Primary Schools	Secondary Schools
I enjoy learning at school	91%	77%
I feel safe and cared for in school	94%	79%

- 16.9 In working with parents, Educational Services also has made available across early learning centres a range of parenting programmes that include:
- Parents Early Educational Programmes (which are available to all parents of young children),
  - Book Bug,
  - Stay and Play,
  - Cookery classes
- and the Parents Forum meets every term, where representatives from parent councils have the opportunity to raise issues and concerns, as well as discuss current educational developments.
- 16.10 The 'English as an Additional Language' service has also developed and used materials to improve learning for all pupils, including nursery bags and story sacks which have been shared effectively with parents and pupils. Audio pen readers and interactive eBooks readers are now being used to support mainstream learning in the schools using the pupils' home languages.
- 16.11 ICT continues to be developed across Central Peripatetic Services with iPads being more widely used to support engagement of families with their children's learning. The Central Peripatetic Support Services were involved in parent/carer engagement events during the school session and these included Parent Fora, held by the English as an Additional Language Service and the Visual Impairment Service, parent information events with Language Provision and Autistic Spectrum Disorder (ASD) Outreach Service.
- 16.12 Parents have commented favourably on having the opportunity to meet with staff and other parents and on the quality of information provided. Feedback from these events was shared with colleagues and will be used to shape future practice.
- 16.13 During the last year there have been a number of improvements that have significantly enhanced the delivery of the inclusion services available to pupils who require additional support for learning. For example, the creation of a new educational transcription assistant post to improve the availability of adapted educational materials for blind and visually impaired learners across the authority.
- 16.14 Educational Services also leads the Accessibility Strategy Group which ensures that children and young people have appropriate access to the curriculum and facilities. The group screens all requests for necessary adaptations to schools and the provision of specialist equipment and ICT, enabling children and young people to have access to the curriculum and physical environment. The multi-agency nature of the group provides further opportunities to implement the wider South Ayrshire Accessibility Strategy.
- 16.15 During 2017 staff helped LGBT Youth Scotland develop a new guide to help schools support Transgender children and Young People and work is underway to progress meeting the criteria of the LGBT Youth Scotland Charter Mark for Educational Services and the Stonewall Index.

### ***Community Safety***

- 16.16 The Community Safety Team on behalf of the Council leads the work of the South Ayrshire Multi-Agency Partnership to tackle Violence Against Women and Children (MAPVAW). A key campaign of the MAPVAW is the 16 Days of Action and within that the promotion of the White Ribbon Campaign. The Council supports this work within services and detailed below are some examples of this:

#### Promotion of White Ribbon campaign within Schools supported by Campus Police Officers

- 'Walk a mile in her shoes' and Personal and Social Education (PSE) inputs to S1-S3 pupils from Ayr Academy (approx. 250 pupils).
- Canteen staff at Ayr Academy icing cakes with white ribbons to highlight the campaign
- All staff at Ayr Academy signed pledges

- #Labels play from Ayrshire College on Equality for Women delivered to S6 pupils from Ayr Academy
- Inputs to S2 pupils in Ayr Academy by Moving On Ayrshire
- Football tournament with pupils from Ayr, Kyle and Belmont Academy playing in mixed teams to signify working together to report domestic abuse and not being a bystander
- Inputs to S3 pupils at PSE classes at Kyle Academy
- Sexting workshops to S1 pupils at Girvan Academy and Carrick Academy covering sexual exploitation and healthy relationships.
- White Ribbon campaign PowerPoint showing on all internal television screens at Carrick Academy
- Targeted inputs by Women's Aid and Campus Officers on healthy relationships as well as information stands and boards.

### Other

- 'Reclaim the Night Walk' at Kilmarnock Campus on Thursday 23<sup>rd</sup> November 2017.
- Domestic Abuse and Routine Enquiry seminars delivered in East Ayrshire and North Ayrshire
- Awareness raising at Criminal Justice Team
- Input by NHS on violence against women and children at Elected Member & Equality Champion meeting on Wednesday 29<sup>th</sup> November 2017.
- Gender Based Violence talks to Women's Group at Lochside Community Centre
- Police Scotland delivering inputs to SA Women's Aid staff on personal safety
- Message on Council Communication Bulletin and Twitter

### ***Housing Services***

16.17 The Housing Service has a dedicated programme in place to ensure inclusion of tenants in the ongoing improvement of service delivery including the chance to have a say on decisions which affect them. This tenant first approach secured national recognition for South Ayrshire as a finalist in the Tenant Participation of the Year category at the TPAS Scotland National Good Practice Awards 2017.



*Tenant Participation Team Officers receiving the award with Jane McCarry (AKA Isa from Still Game)*



16.18 Among the recognised measures in place to encourage people to get involved were:

- The Tenants' Newsletter is issued three times a year and it is developed with full participation of involved tenants through our Tenant Communications Group. This group reviews all Housing Services publications, to ensure these are free from jargon and accessible. Tenants have oversight and substantial input into the Newsletter's articles, its design and the wording used to ensure the finished product meets tenants' needs as much as possible. The Tenants' Newsletter offers a mixture of fun and informative articles about the services being provided by the Council, this includes a regular "Day in the Life of" feature that has proved to be particularly popular.
- Scrutiny and Performance - Tenants are also fully involved in the production and design of our annual Performance Edition newsletter, through a dedicated Performance Edition working group. This newsletter reports on the Council's performance and is again developed to be accessible to all of our tenants.
- The Communities Fun Day has now been running for five years and offers a mix of fun activities and information stalls to improve people's understanding of the range of services available locally. This also gives local services the chance to engage with clients and potential clients, while families know there will be a range of fun things to do at the event. This is particularly effective in helping get information to people who may be less inclined to read a newsletter or other printed material.
- Together with a dedicated group of tenant volunteers, South Ayrshire Council has developed a new Tenants' Handbook, online video and DVD to improve the quality and accessibility of information being provided to our tenants at sign-up. These projects were taken forward by working groups led by involved tenants and demonstrate the many benefits for both local authorities and their tenants of co-production, collaborative working and meaningful engagement as a means of improving services.

With regard to the Handbook, tenants were involved from the very beginning of the development process. Tenants made all key decisions on the document's content, language, layout and design. Our Handbook working group was keen to ensure the document was as useful as possible to tenants and addressed the issues that they felt were most important throughout the course of a tenancy.

For the online video and DVD, tenants also worked with officers to make the key decisions about the production. This included the video's content, format, the production company used and the actors/writers engaged to take the project forward – namely Mark Cox and Jane McCarry from TV's "Still Game". Tenants worked with the production company and the actors/writers to produce a script that met our requirements while also offering an entertaining and engaging product that tenants would want to watch. A number of tenants were also directly involved in production starring as extras, while another tenant's home was used in a scene of the video.

- Over the last year we have made greater use of social media to engage with our tenants, applicants and residents of South Ayrshire. This has been primarily through the Housing Services Facebook page, and the regular use of the page for interactive content. It is intended that social media will be used to an even greater extent going forward, particularly to support engaging with 'harder-to-reach' groups, including younger people and people who would be less likely to attend formal TP meetings.

## 17. Human Rights

- 17.1 The Council within its work to promote Human Rights participates in the Robert Burns Humanitarian Award which applauds the efforts of people who bring hope and inspiration and help change lives for the better. This year, Anna Ferrer was presented with the Robert Burns Humanitarian Award 2018 in recognition of her decades of dedication and devotion to women's rights and tackling poverty in India. Judges were struck by her unwavering commitment to improving people's lives from such an early age and the far-reaching impact she has had. They also praised her efforts to ensure her organisation stayed relevant by evolving to meet new needs.
- 17.2 Along with her husband, Vicente, Anna set up the Rural Development Trust (RDT) in 1969 to promote, and provide education, health and homes – with a particular focus on women's rights in India. RDT now impacts the lives of 3.6 million people in Andhra Pradesh and Telangana.
- 17.3 Over almost 50 years, RDT has established four major hospitals, six rural clinics, two mobile clinics and other special-care centres that administer treatment for basic to advanced ailments and infectious diseases. It has also launched its own supplementary schools, built housing and accommodation, and created access to water – all of which has transformed lives.
- 17.4 Anna intends to use the RBHA prize money – the equivalent of 1759 guineas, approximately £1,800, which signifies the year of the Bard's birth and the coinage then in circulation – for RDT's Women and Girls Shelter Home. This supports women and girls – many as young as 14 and 16 years old – who are pregnant and abandoned; escaping failed early marriages or victims of sexual assault to start new lives.
- 17.5 This year the runners-up for the Award were:

- Sandra Brown OBE – Sandra as the founder of the Moira Anderson Foundation was recognised for her bravery and courage of conviction to put others first, right the wrongs of the past and to become not only a beacon of hope, but a means of practical support, to those who have experienced horrific abuse so that they can enjoy a positive future.

Originally from Coatbridge, Sandra was eight when her neighbour, 11-year-old Moira Anderson, went missing in 1957. 27 years later, Sandra's estranged father admitted to being involved in Moira Anderson's abduction and she founded The Moira Anderson Foundation (MAF) in 2000 as a legacy to Moira Anderson and her family. As a recognised expert in her field, Sandra was a founding member of the Cross-Party Group for Survivors of Child Sexual Abuse at the Scottish Parliament. By 2015, her charity MAF had supported 2,000 families and individuals; having raised the profile of a sensitive issue many years before others felt empowered enough to make a stand.

- Mason Kidd – at 12-years-old is the youngest ever Robert Burns Humanitarian Award finalist. Mason from Cumnock, Ayrshire was recognised for a wide variety of small acts of what he calls 'Kidd kindness'. He carried out 18 'acts of kindness' last year in memory of his brother who died of cancer at the age of two. Mason's brother Ross would have been 18 on 1 December 2017.

Since March 2017, Mason, who has autism, has taken pizzas to the local fire station, treated his local police officers to doughnuts, left tennis balls in the park in Cumnock for dog walkers and their pets, and bought teddies for the babies at Ayrshire Maternity Neonatal Unit (Mason was born 10 weeks premature and spent 14 weeks in the unit). Mason's 18th act of kindness was to raise as much money as he could in November 2017 for Glasgow Children's Hospital Charity – he raised £10,000 during that month, presenting the money to the hospital charity on 1 December, Ross's birthday.

As well as recognising Mason's impressive fundraising efforts to honour his brother's memory, judges were impressed by his selflessness and generosity of spirit has had a ripple effect and left smiles on faces everywhere he went.

## **18 Licensing Board**

- 18.1 The Licensing Board has continued to work with the Local Licensing Forum as a means of improving communication and understanding relating to licensing issues. The Forum is made up of named individuals representing holders of premises and personal licences, young people, police, people working within health, education or social work as well as people representing local residents and specific arrangements. During 2017 Licensing staff have, within legal protocols, continued to work to ensure that as far as possible each of the protected characteristics are represented within the Forum.
- 18.2 The Licensing Board, as part of its commitment to promoting equal opportunities has ensured that all Licensing Service staff have undergone equality training and receive equality information and updates through their Directorate Equality Champions Network.
- 18.3 General mainstreaming activities over the last year include:
- Ensuring all policies and procedures are equality impact assessed.
  - The Licensing Service has participated in all relevant consultations: and
  - The Licensing Service participates in the Community Safety Partnership as appropriate.

# South Ayrshire Council Progress on Equality Outcomes and Workforce Monitoring 2017/18

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## Introduction

We are committed to providing a positive, respectful and supportive working environment where equality is embedded in our culture and we demonstrate best practice as an employer.

To further this commitment, we gather and analyse information relating to the different protected characteristics of our workforce annually. We use this data to inform a wide range of activities including our policies and procedures, our training and development and our recruitment procedures.

An overview of the summary information on our current workforce can be found at Appendix 1. Appendices 2 and 3 give a more detailed breakdown by protected characteristic for the full Council and Education Authority workforce respectively.

## Equality Outcomes

In 2013 we identified equality outcomes to embed a culture of equality in the Council, with the following to be progressed in the medium term:

1. Council employees work in a fair and inclusive environment.
2. Improved access to employment opportunities within the Council.
3. Improved employment practice within the Council.

This report provides a summary of our progress to date on these outcomes.

## Employment Equality Outcome 1 – Council Employees Work in a Fair and Inclusive Environment

### Workforce Data

Following a data refresh exercise in 2015/16, our equalities workforce data is now more robust and all new employees are asked to complete an equalities monitoring form which asks for information on: marital status, national identity, disability, caring responsibilities, ethnicity, religion or belief, sexual orientation and gender identity.

We have witnessed significant reductions in the overall percentage of employees selecting 'prefer not to say' in relation to disability, sexual orientation, religion or belief and gender reassignment as follows:

	% 'Prefer not to say'	
	2016	2017
<b>Disability</b>	13%	0%
<b>Sexual orientation</b>	38%	10%
<b>Religion or belief</b>	28.2%	14%
<b>Gender reassignment</b>	40%	9%

We will continue to look at ways to reduce our non-disclosure rates across all protected characteristics and encourage employees to provide equality monitoring data.

### Employee Engagement Survey

We conduct employee engagement surveys every two years which include questions on fairness and equality at work.

Feedback from the most recent employee engagement survey, which had a high response rate of 48%, indicated a high percentage of respondents saying they are treated fairly at work:

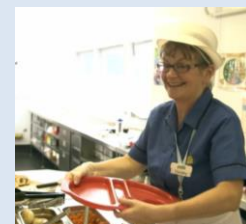


- 90% of employees agreed that they believe the Council is committed to equality and diversity in the workplace.
- 83% of employees agreed that the Council provides them with a respectful, positive and supportive workplace environment.
- 76% of employees agreed that the Council provides a positive workplace environment for employees

### Equality Training

We continue to review and refresh our people policies in line with employment law while equality is mainstreamed throughout all our learning and development activities, including our management development and induction programmes.

- We continued to deliver generic people management policy training, as well as delivering a number of targeted sessions for managers and supervisors within the Health and Social Care Partnership. This included the manager's role in managing short and long term absence, mental health and stress awareness, support available, reasonable adjustments and the use of discretion to vary formal procedures, for example for absences related to pregnancy or disability.
- We delivered a briefing to our new Elected Members Appeals Panel on their role and responsibilities in relation to hearing employee appeals. The briefing focused on the legal context, including the Equality Act 2010.
- We delivered Employee Essentials workshops to non pc facing employees outlining our commitment to equality and diversity, their responsibilities under our Equality at Work Policy and the process for raising a grievance.
- We reviewed and updated our Equality and Diversity Awareness e-learning course which forms part of our Employee Essentials online learning series.
- We further developed our suite of equality training through the development of 9 separate e-learning courses on each of the 9 protected characteristics.
- We delivered 10 Equality and Diversity Awareness workshops, 6 Managing Grievance and Equalities workshops as well as training in relation to equality impact assessments. This included practical Equality Impact Assessment training sessions for our Graduate Interns to assist them in their projects.
- We ran Mentally Healthy Workplace awareness sessions for managers to raise awareness of mental health.
- We made links with the Scottish Commission for Learning Disability (SCLD) who delivered disability awareness sessions to our Employability and Skills team in increasing their understanding of the challenges and barriers faced by clients with a learning disability.
- We worked with Educational Services, including Educational psychologists, to deliver workshops to primary catering staff in relation to the South Ayrshire Way and Nurture principles, which focuses on an inclusive approach to children's school experience.



## **Employment Equality Outcome 2 – Improved Access to Employment Opportunities within the Council**

### **Employability and Skills team**

Our Employability and Skills team delivers a range of programmes designed to support young people and adults who experience barriers to employment to develop the skills and experience to successfully progress into work.

Many participants successfully progress to employment with local employers, however as one of the biggest local employers, the Council is in a strong position to support participants to access vacancies and to provide support and guidance including work experience to maximise these opportunities.

Placements within the Council are available through the Workout and Employability Fund programmes and participants are supported by both a link Employability and Skills Officer and Workplace supervisor to develop their work readiness skills through the completion of an individual action plan.

### **Support for Young People**

- Our apprenticeship programme works proactively with young people to plan their progression through employability support into employment within the Council.
- In order to address barriers to participation in the labour market for care experienced young people, we have committed to providing pre-apprenticeship work placements to support increased numbers of young people into apprenticeships.
- Our recruitment policy has been amended to enable apprenticeship opportunities to be ring fenced for care experienced young people and for their competency to be assessed through a pre-apprenticeship placement rather than through a competitive interview.
- Two young people have been supported to successfully access apprenticeships in amenity horticulture based with council golf courses through this process.

### **Support for Adults**

- We deliver employability support to adults with barriers to employment, funded by European Structural Funds.
- We work closely with Council services who undertake regular recruitment to maximise the opportunities for job outcomes for participants. This has included supporting home care recruitment through delivering pre-employment training which supported two people to progress into employment in November 2017.
- We have also piloted an innovative approach to support local unemployed people to develop their confidence and work readiness skills through taking part in volunteering in local schools. The Pave the Way programme has been piloted in Ayr Academy where 5 local people took part in an 8 week volunteering programme and it is planned to roll this out to other schools in 2019.



### Case Study – Jack Gorman, Modern Apprentice

Jack has been supported by the Employability and Skills team through various programmes which ultimately led to him securing an apprenticeship in Business and Administration. Jack has additional support needs and his progress has been recognised at the Ayrshire Apprentice of the Year awards and South Ayrshire's Youth Forum Awards.



"The Employability Skills team have really helped me a lot. At first I wasn't confident at all, even getting in to the centre at Newton House was a big barrier for me and I was really nervous about meeting my worker and other young people. My worker really supported me by accompanying me on the train at first and she made me feel at ease and after a few appointments I felt fine. Just being able to get in on my own really improved my confidence.

When I met with my worker we planned what activities I was going to do, she was really helpful and encouraged me to try new things which made a big difference. She really challenged me to do things I found difficult like take part in groupwork, which was great for me as it made me determined. I was glad she did as I really enjoyed the arts and crafts and personal development group and met a lot of new people.

The support from the team helped me to take up a work placement in the housing office. This really helped me to understand what employers are looking for and I learned new skills and took on additional tasks which led to my days in placement being increased. As I was doing well my worker encouraged me to apply for a modern apprenticeship with the council. The Employability and Skills team really helped me to prepare for the interview, although I didn't get the job at the first attempt this actually helped me as I reflected on my interview with my worker, realised where I could improve and I was successful next time.

Being involved with the Employability and Skills team has really made a difference to my life. I love being an apprentice and hope to progress to a permanent job with the Council. I would really not have been able to do this without their help, support and advice."

### **National Learn to Teach Programme**

We supported the Scottish Government's National Learn to Teach Programme. The programme was designed to enable eligible employees from local authority areas to remain in employment while undertaking a Post Graduate Diploma in Education (PGDE) Primary qualification on a part-time basis. The programme, delivered by the University of Dundee, consists of a mix of study and practical placements within our schools. Following a selection process, 5 employees (4 females, 1 male) successfully obtained a place on the programme.

### **Disability Confident**

In October 2017 we achieved Disability Confident Employer (level 2) status.

We demonstrate good employment practices and ensure our disabled employees (and those with underlying health conditions) have opportunities to fulfil their potential. We continue to interview all applicants who have a disability who meet the minimum criteria for a job vacancy.



### **Graduate Intern Programme**

We successfully delivered another graduate intern programme, the aim of which is to provide unemployed or underemployed graduates with an opportunity to gain new skills and the experience necessary to secure future employment.

9 graduates took part in the 2016/17 programme, working on a range of projects which were either aligned to our Transform South Ayrshire agenda or focused on service-specific projects.

Of the nine graduates, 6 went on to secure employment within the Council and the remaining 3 left to pursue other opportunities.

### Case Study - Megan Gunning – Graduate Internship Programme 2016/17

Megan graduated from the University of Glasgow with an Honours Degree in History and Philosophy in June 2016 and successfully gained a place on the Council's internship programme in October of that year.



“My main graduate project was working within the Organisational Development and Customer Services Team on the Council wide roll out of the Netcall Telephony System. As well as preparing an implementation plan, I worked proactively on implementation from initial meetings with departments to establish user requirements, building system dialogues on the technical Netcall system, personally training over 100 staff and implementing and monitoring the system on go live dates. Over the course of the internship, the system was rolled out to 10 services and this gave me a really good opportunity to get to know a wide variety of Council services as well as work with staff from many different areas.

As well as the graduate project, I had many opportunities throughout the internship to become involved in other high level pieces of work going on in the Council. As well as written reports being presented to Senior Management, my analysis of Foodbank Data was presented to the Corporate Management Team and parts of the presentation were used to update elected members.

The internship has provided valuable work experience because it has given me the opportunity to work as part of a team as well as on individual projects. The work itself has been focused on practical service improvement which allows you to demonstrate work based achievements. All of these opportunities and experience puts interns in a much stronger position to obtain future employment.

I really enjoyed working on such a variety of OD projects which I would not have had the opportunity to experience if it had not been for the internship. It also steered me towards a career in OD and the work experience made this a possibility. Towards the end of the internship I was successful in securing a permanent, full time promoted position within the team as an OD Assistant.”

## Employment Equality Outcome 3 – Improved Employment Practice within the Council

### Workforce planning

The Council has developed a corporate workforce plan that aims to ensure the Council has the right number of people with the right skills, employed in the right place at the right time, to deliver the Council's short- and long-term objectives.

Managers now have increased management information, with access to workforce planning data for their area, which is refreshed on an annual basis. This includes information on the sex, ethnicity, disability and age profile of their staff which can be used to address gaps and identify areas of occupational segregation and under representation.

### Recruitment

We enhanced the information on our recruitment pages of the My Job Scotland website to include information on our commitment to equalities, including our commitments as a disability confident employer.

We also developed an applicant guide to our recruitment and selection process, which is available on our external website and the My Job Scotland website. This includes information and details on how disabled applicants can request any special arrangements, aids, adaptations or equipment they may require to be made available as part of the selection process.

### Carer Positive

We achieved the Carer Positive Engaged Award, operated by Carers Scotland, in recognition of our commitment to supporting employees who are carers and signpost employees to a range of supports available both within and outwith the organisation.



### LGBT Charter

We are currently working towards the LGBT Charter Foundations Award as part of our commitment to LGBT people in South Ayrshire. The Charter, operated by LGBT Youth Scotland, enables us to show the steps we have and will take to improve services and the workplace. This builds on the work undertaken within our Community Learning and Development (CLD) team who have achieved the Silver award for their department.



As part of our Charter commitments, LGBT Youth Scotland delivered Awareness Training to identified representatives from across the Council, which included our equality champions. We also celebrated LGBT History Month by holding a reception attended by a number of guests including our Chief Executive, Elected Members and members of the LGBT community to raise the rainbow flag over our headquarters at County Buildings.



We also 'dressed down' and wore purple on 23 February as part of 'Purple Friday'.

Within Educational Services, Prestwick Academy is working towards the LGBT Charter for Schools while anti-bullying management guidelines have been updated to reflect government policy which reflect the protected characteristics. Transgender management guidelines have also been produced in liaison with LGBT Youth Scotland and Stonewall.

### **Equality Champions**

We have a number of Equality Champions across the Council who provide advice and guidance in relation to equality matters. We have an Equality and Diversity Forum and Equality Champions Network meetings, which Elected Members also regularly attend. Champions cascade equality and diversity news items and resources within their service area.

### **The South Ayrshire Way**

We rolled out The South Ayrshire Way, our commitment to a set of values which make the Council a great place to work in creating a positive, supportive and respectful working environment for each other and for our customers, promoting fairness and equality of opportunity, and valuing diversity. Employees are required to treat everyone with dignity and respect and our managers are required to lead by example.

As part of this, we also developed our Customer Charter, which is our ongoing aim to deliver an excellent level of customer service across the Council. This includes respecting and valuing the diversity of our colleagues and customers. Employees are required to complete our Customer Charter e-learning course as part of our employee essentials series and the South Ayrshire Way is embedded into our learning and development activities. We have delivered workshops to staff on the South Ayrshire Way and our expectations of them as employees and identified a number of Ambassadors across the Council to help promote and cascade South Ayrshire Way messages and updates.



## Appendix 1 – Summary Data

Appendix 1 provides summary information on the profile of our workforce as a Council and as an Education Authority, as well as gender, disability and race pay gap information. More detailed information on our workforce against each protected characteristic can be found in Appendix 2 (Council) and Appendix 3 (Education Authority).

### Key Findings - Council Employees

This data was extracted on 13<sup>th</sup> December 2017 and is based on a total headcount of 5069 (including Education Authority Workforce). The following analysis is based on the Council workforce profile on that date. Analysis of this data shows no significant changes to the composition of the workforce as follows:

- Our workforce remains predominantly female (73%) mirroring the position nationally across local authorities. Women also make up the majority of part-time workers.
- The majority of employees are White and Scottish (82%) reflecting the population of the area.
- Just under one third of employees (32%) are aged 46-55 representing no change since 2012.
- The percentage of employees aged 25 and under has remained the same since 2016 (8%) increasing slightly from 7% in 2012.
- The highest number of job applications by age category were received from those aged 21-25 (17%). 15% of appointments also came from this category.
- 5% of employees stated that they have a disability, with 23% unknown.
- Just under two thirds of employees (64%) identified as heterosexual/straight, with 0.8% identifying as either gay, lesbian, bisexual or other.
- 0.2% of employees stated they identify or have identified as a transgender or trans person. 9% preferred not to say.

### Key Findings - Education Authority Employees

This data was extracted on 13<sup>th</sup> December 2017 and is based on a total headcount of 1969. The following analysis is based on the Education Authority workforce profile on that date. Analysis of this data shows no significant changes to the composition of the workforce as follows:

- The workforce remains predominantly female (85%). Women also make up the majority of part-time workers.
- The majority of employees are White and Scottish (79%) reflecting the population of the area.
- Information from MyJobScotland indicates that total job applications fell by 41% and within this, applications by men fell by 38%.
- The highest number of job applications by age category were received from those aged 21-25 (27%). 20% of appointments also came from this category.
- 4% of Education Authority employees stated they have a disability, with 24% unknown.
- Just under two thirds of employees (63%) identify as heterosexual/straight, with 0.9% identifying as either gay, lesbian, bisexual or other.
- 0.05% of employees stated they identify or have identified as a transgender or trans person. 9% preferred not to say.



## Pay Gap

In calculating the Gender Pay Gap we have applied the technical guidance from The Equality and Human Rights Commission (EHRC) which states that:

Gender pay gap information is the percentage difference between men's average hourly pay (excluding overtime) and women's average hourly pay (excluding overtime). This should be produced as one set of comparative figures for the Technical Guidance on the Public Sector whole workforce. All staff, including part-time and temporary employees, should be included<sup>1</sup>.

A similar approach was also taken in calculating our disability and race pay gap.

## Gender Pay Gap

Council - Our gender pay gap in 2017 was 4.4% in favour of men, Scotland as a whole and the UK (2016) show a gender pay gap of 15.6%. This is compared to 2016 when the gender pay gap was 4.3% in favour of men.

Education Authority - Our gender pay gap in 2017 was 21.2% in favour of men. This is compared to 2016 when the gender pay gap was 21.6% in favour of men.

We view these figures positively when compared against the overall [Scottish gender pay gap figure which is 15.6% \(2016\) in favour of men](#). We recognise that, as with other organisations and local authorities, our gender pay gap is largely attributable to occupational segregation and the number of women in part-time roles. Our female workforce are mostly concentrated in roles such as home care, catering, administration and clerical roles while 86% of our part-time workforce are female. We are a Living Wage employer and will continue look at ways to reduce occupational segregation within our organisation, including positive action measures where appropriate.

## Disability Pay Gap

Council - Our disability pay gap in 2017 was 8.2% in favour of those who are not disabled (this is categorised as those employees where disability status is either unknown, which equates to 23% of our workforce, and those who have identified themselves as not having a disability). This is compared to 2016 when the disability pay gap was 9.3% in favour of those who are not disabled.

Education Authority - Our disability pay gap in 2017 was 6.5% in favour of those who are not disabled. This is compared to 2016 when the disability pay gap was 7.8% in favour of those who are not disabled. It should be noted, however, that it is unknown whether 24% of our workforce had a disability or not.

## Race Pay Gap

Council - Our race pay gap in 2017 was 12.3% in favour of those who are from a non-white ethnic origin. This is compared to 2016 when the race pay gap was 11.9% in favour of those who stated that they were from a non-white ethnic origin.

Education Authority - Our race pay gap in 2017 was 1.9% in favour of those who stated that they were from a white ethnic origin. This is compared to 2016 when the race pay gap was 3.6% in favour of those who stated that they were from a white ethnic origin.

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<sup>1</sup> [https://www.equalityhumanrights.com/sites/default/files/redraft\\_of\\_psd\\_tech\\_guidance\\_-\\_v6sc.pdf](https://www.equalityhumanrights.com/sites/default/files/redraft_of_psd_tech_guidance_-_v6sc.pdf)



## Appendix 2- Council Workforce Profile

Appendix 2 shows data on the workforce of the Council by protected characteristic. As previously indicated, this data was extracted from our HR Oracle system on 13<sup>th</sup> December 2017 and is based on a total headcount of 5069 (including Education Authority Workforce). Data regarding recruitment relates to the period from 1<sup>st</sup> January 2017 to 13<sup>th</sup> December 2017. A further breakdown of disability and race was performed but is not included within this report as it could lead to individuals being identified. In relation to discipline and grievance, data from our Oracle HR system indicates that there were only a small number and, as such, a breakdown of this data by protected characteristic has not been provided for reasons of confidentiality.

### Council Workforce by Gender (Sex Protected Characteristic)

Figure 1 below shows the gender make-up of the Council's workforce.

Figure 1

Council by Gender

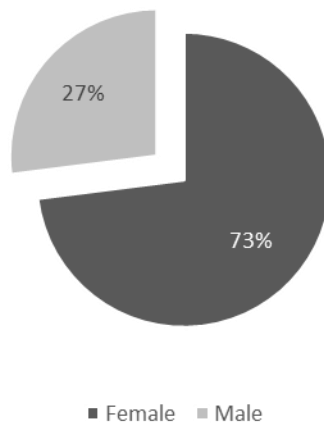


Figure 2 shows Council employment status by gender.

**Figure 2**

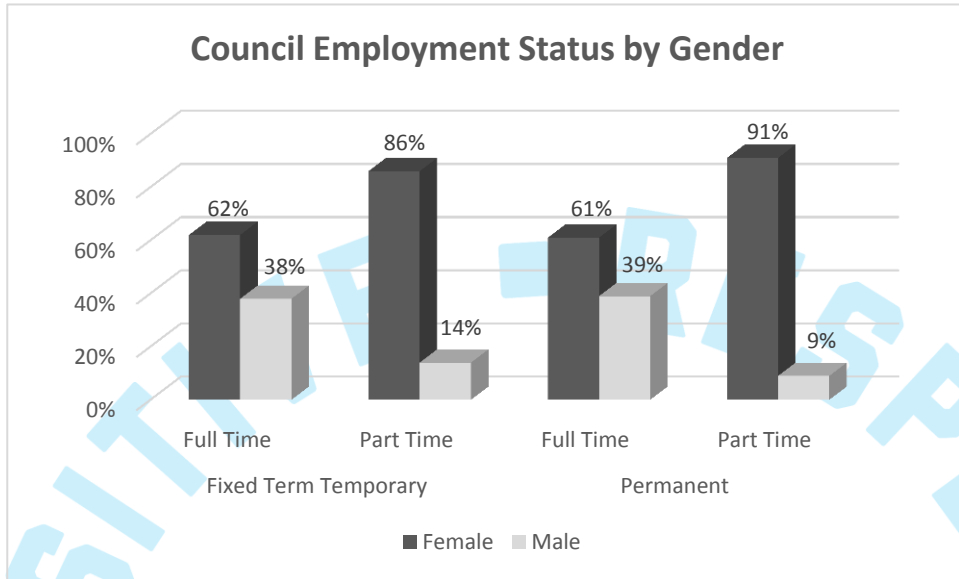
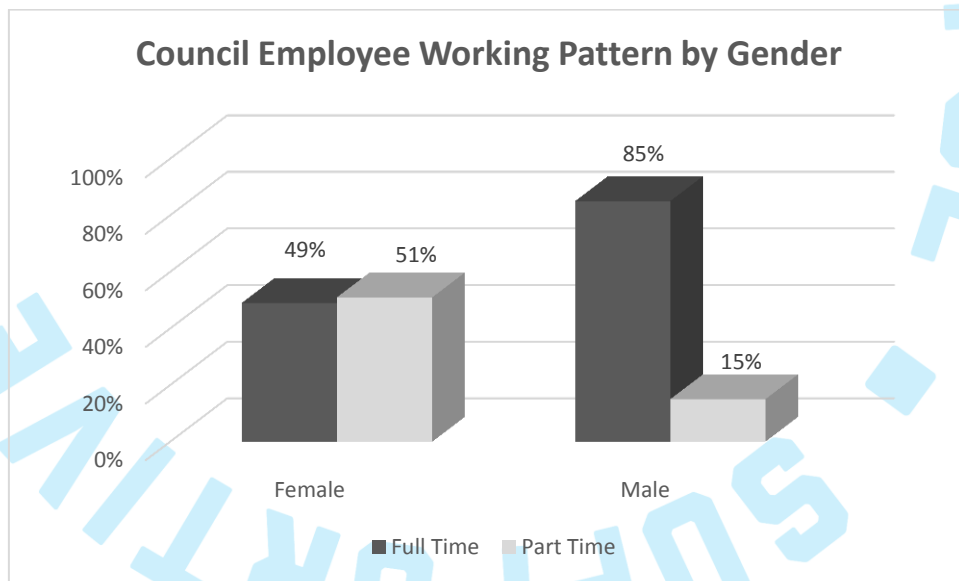


Figure 3 shows Council employee working patterns by gender.

working patterns by gender.

**Figure 3**

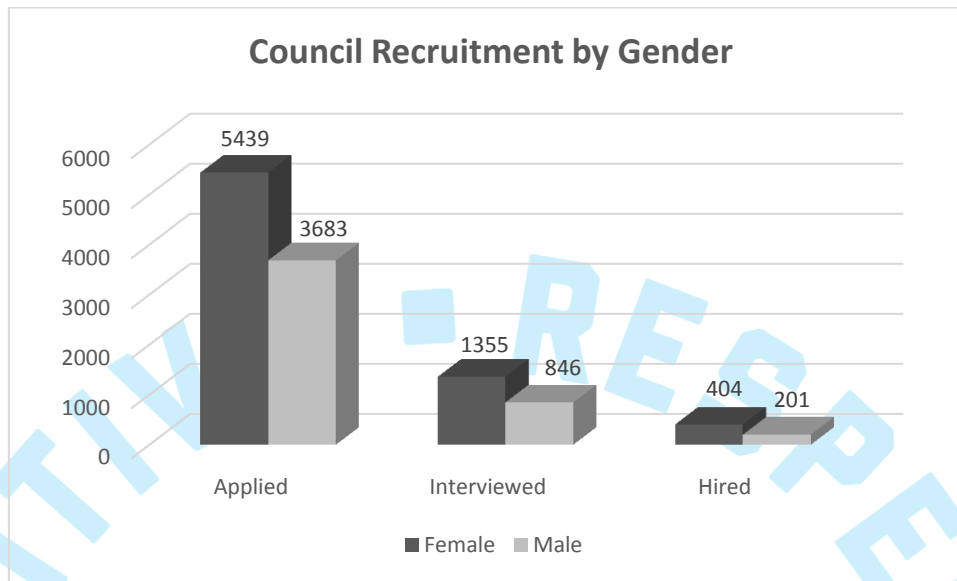


**Recruitment**

Of the 9208 job applications received by the Council in 2017, 59% were from women and 40% from men, with the remainder preferring not to say.

Figure 4 below shows the total number of male and female applicants who were subsequently interviewed and appointed.

**Figure 4**



**Leavers**

61% of employees who left the Council in 2017 were women and 39% were men.

**Attendance at training**

70% of attendees at training were women and 30% were men.

**Gender and Occupational Segregation**

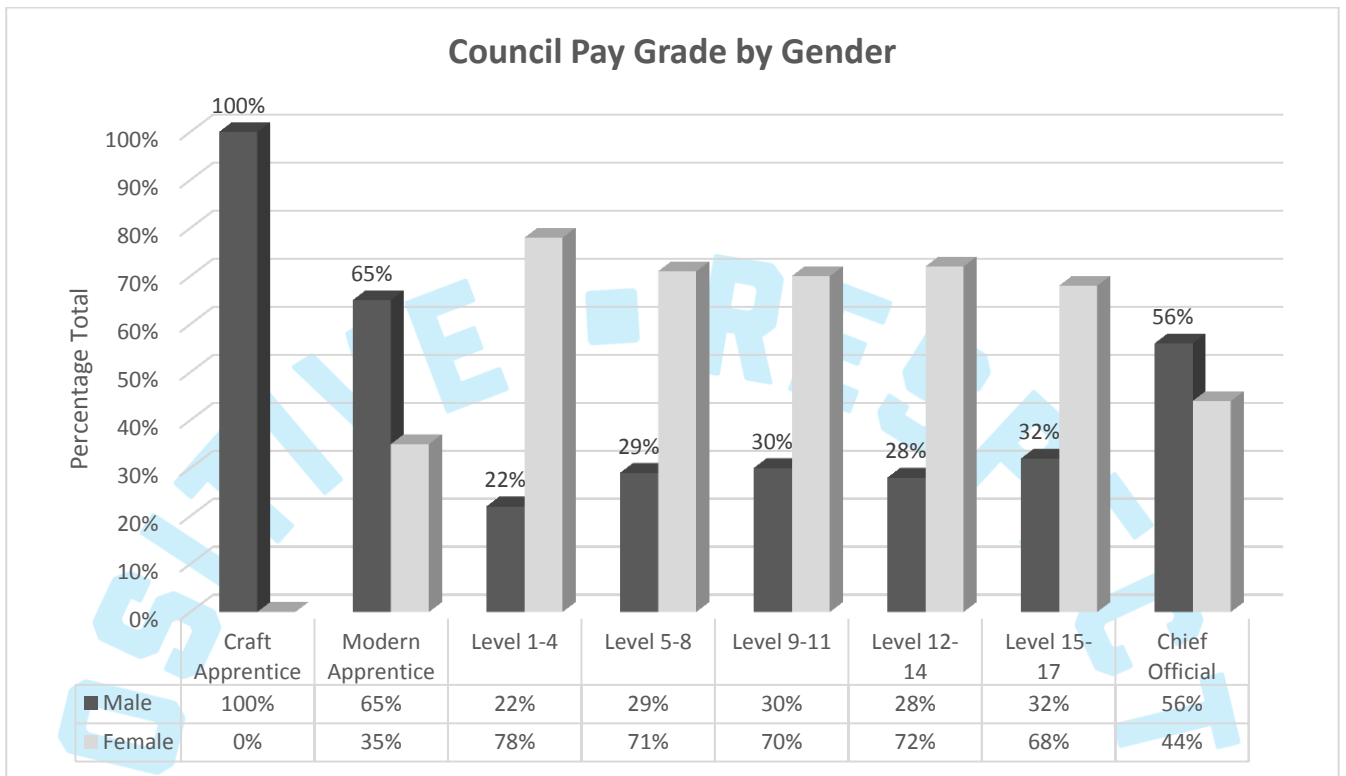
Occupational segregation is understood as the concentration of men and women:

- In different kinds of jobs (horizontal segregation).
- In different pay grades (Vertical segregation).

As is the position nationally across Local Authorities, women are mostly concentrated in roles such as home care, catering, administration and clerical roles. In comparison, men are mostly concentrated in manual roles such as gardening, green-keeping and waste management.

Figure 5 gives a breakdown of the percentage of employees in each pay grade by gender. A full breakdown of Council workforce designation by gender is provided in Appendix 4.

**Figure 5**



## **Council Workforce by Disability**

### **Current Workforce**

72% of our workforce stated that they do not have a disability, 5% of our workforce stated they have a disability and the rest are unknown.

### **Recruitment**

The Council is a Disability Confident Employer whereby all applicants who are disabled and who evidence they meet the essential criteria for the role are guaranteed an interview.

**Figure 6**

<b>Disability</b>	<b>Percentage of applications (9208)</b>	<b>Percentage of total selected for interview (2233)</b>	<b>Percentage of total successful appointments (620)</b>
Not Disabled	94.9%	93.1%	94.2%
Disabled	3.7%	4.7%	2.6%
Prefer not to Say	0.6%	0.9%	0.8%
Unknown	0.8%	1.3%	2.4%

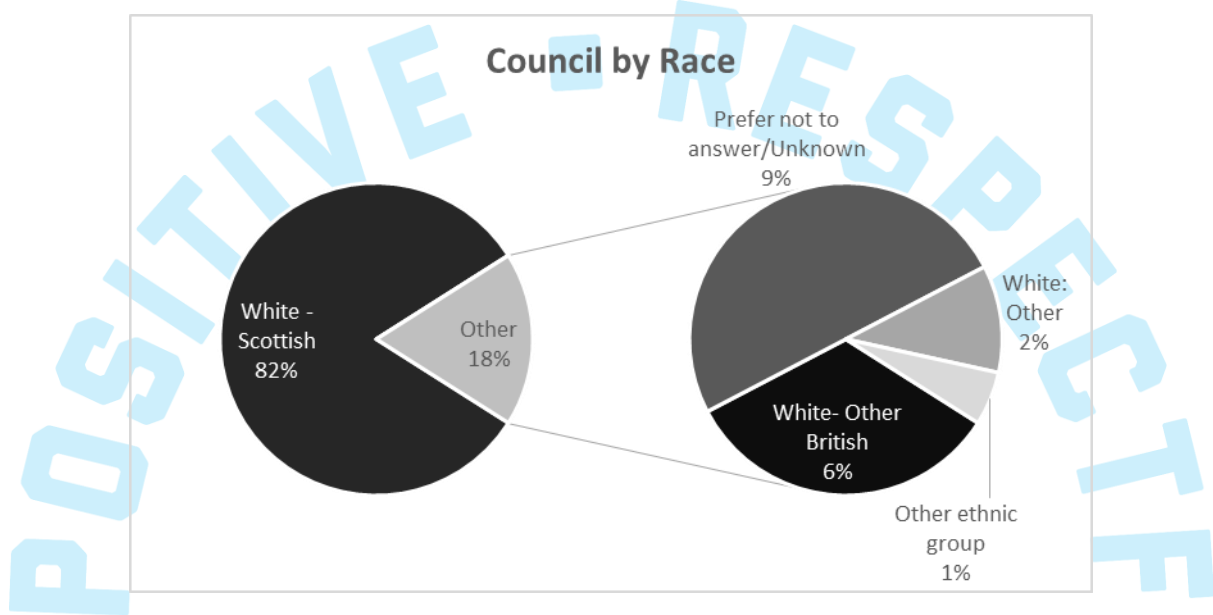
### **Attendance at Training**

3% of attendees at training stated they had a disability.

## **Council Workforce by Race**

Figure 7 shows the ethnic profile of our workforce. The ethnic profile of our workforce is broadly reflective of our wider community where, according to the last Scottish census, 89.5% of residents in South Ayrshire were White Scottish, with 0.5% belonging to a range of other ethnic minorities.<sup>2</sup>

**Figure 7**



### **Recruitment**

86% of applications received were from candidates who identified themselves as White Scottish. White Scottish applicants made up 87% of candidates selected for interview and 87% of appointments made in 2017.

### **Attendance at Training**

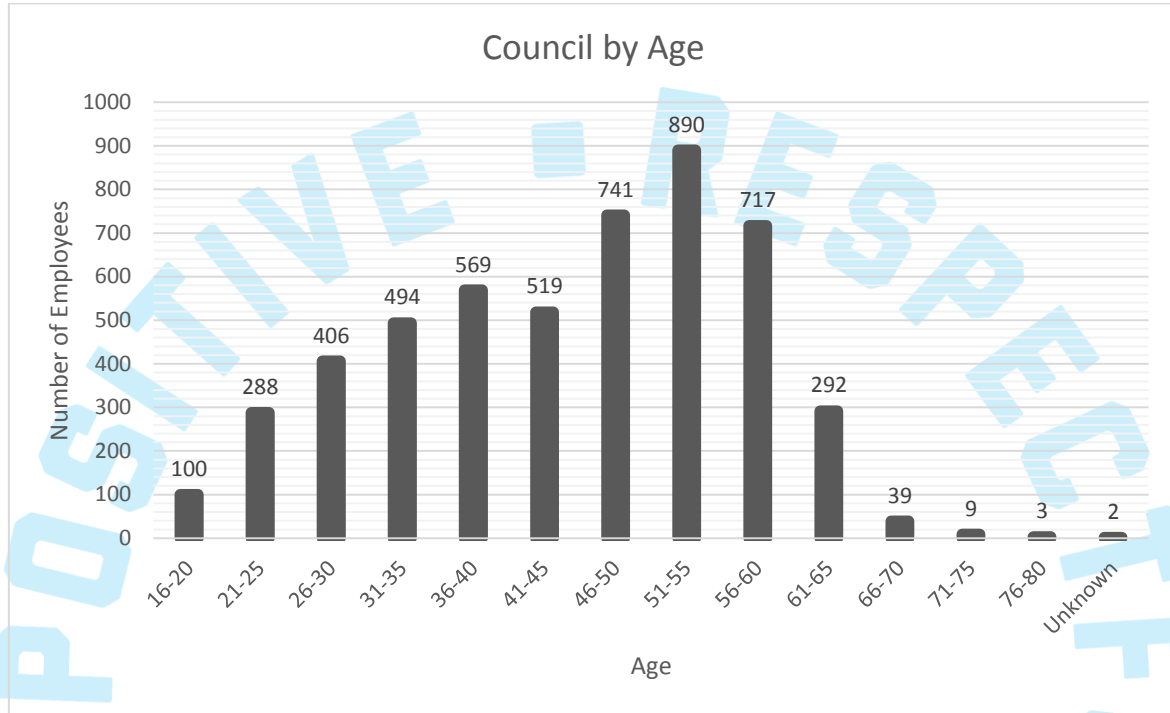
82% of employees who attended a training course were White Scottish.

<sup>2</sup> <http://www.scotlandscensus.gov.uk/ods-web/area.html>

## Council Workforce by Age

Figure 8 shows the age profile of Council employees.

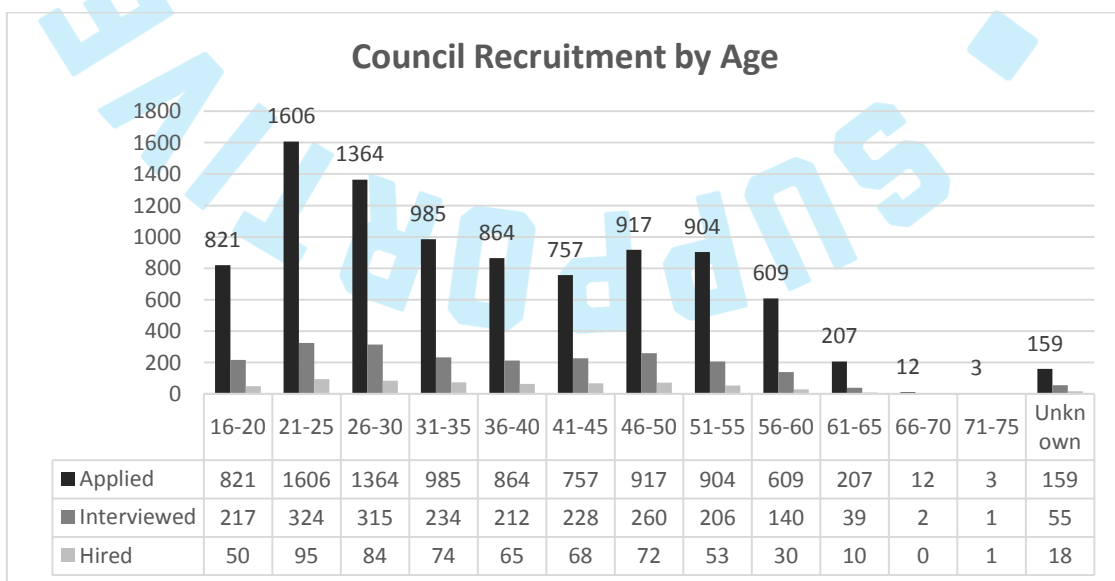
**Figure 8**



## **Recruitment**

Figure 9 shows the number of applications received, applicants interviewed and applicants that were hired by age bracket.

**Figure 9**





### **Attendance at Training**

In 2017, 56% of places at training sessions were taken by those within the 41-60 age bracket (41-50 made up 26% and 51-60 made up 30%). This mirrors the composition of the Council's workforce as 57% of employees are aged between 41 and 60.

### **Council by Pregnancy and Maternity**

#### **Return to Work of Women on Maternity**

96% (53) women who had indicated an intention to return from maternity leave in 2017 did so.

### **Council by Marital Status and Civil Partnership**

Figure 10 shows the marital and civil partnership status of our workforce.

**Figure 10**

<b>Marital Status</b>	<b>Percentage of Total Workforce</b>
Divorced/Separated	6%
Legally Separated	1%
Living with Partner	10%
Married/Civil Partnership	51%
Prefer not to Say	6%
Single	20%
Widowed	1%
Unknown	5%

#### **Recruitment**

45% of applications received were from candidates who were single, with 33% from candidates who were either married or in a civil partnership. 40% of those interviewed and 38% of appointments made were to individuals who were single. Those who had identified themselves as either being married or in a civil partnership made up 35% of those interviewed and 39% of those hired.

#### **Attendance at Training**

48% of attendees at training were married or in a civil partnership.

## Council by Sexual Orientation

64% of our current workforce identify as being heterosexual/straight with 10% preferring not to say. 0.8% are either bisexual (0.1%), gay (0.3%), lesbian (0.2%), other (0.2%) and the remainder are unknown.

### Recruitment

Figure 11 gives the full breakdown of the sexual orientation of all applicants, interviewees and appointees using data from MyJobScotland.

Figure 11

Sexual Orientation	Percentage of Applications (9208)	Percentage of Total Selected For Interview (2233)	Percentage of Total Successful Appointments (620)
Bisexual	0.4%	0.3%	0.6%
Gay	0.7%	0.9%	1.0%
Heterosexual/Straight	95.0%	93.8%	93.7%
Lesbian	0.3%	0.3%	0.3%
Other	0.2%	0.1%	0.0%
Prefer Not To Say	2.2%	2.6%	1.5%
Unknown	1.2%	2.0%	2.9%

### Attendance at Training

62% of attendees at training indicated they were heterosexual/straight. 10.7% preferred not to say. 0.4% identified as lesbian, 0.2% gay, 0.1% bisexual and 1.1% other. The remainder are recorded as either being undefined (16%) or unknown.

## Council by Religion or Belief

Figure 12 shows Council employees by religion or belief.

Figure 12

Religion or Belief	Percentage of Total Workforce
Buddhist	0.14%
Church of Scotland	24.82%
Hindu	0.04%
Humanist	0.28%
Jewish	0.02%
Muslim	0.18%
None	21.45%
Other Christian	3.31%
Other Religion or Belief	1.24%
Pagan	0.08%
Roman Catholic	7.77%
Sikh	0.02%
Prefer not to Say	14.36%
Unknown	26.20%
Other	0.09%

## Recruitment

Figure 13 shows the percentage of applicants, those selected for interview and successful appointees by religion and belief.

Figure 13

Religion or Belief	Percentage of Applications (9208)	Percentage of Total Selected For Interview (2233)	Percentage of Total Successful Appointments (620)
Buddhist	0.2%	0.2%	0.0%
Church of Scotland	24.3%	24.9%	24.4%
Hindu	0.2%	0.2%	0.0%
Humanist	0.9%	1.0%	1.0%
Jewish	0.2%	0.1%	0.0%
Muslim	0.4%	0.3%	0.2%
None	52.0%	51.1%	51.8%
Other Christian	6.0%	5.2%	5.2%
Other Religion or Belief	0.4%	0.3%	0.5%
Pagan	0.1%	0.1%	0.2%
Prefer Not To Say	5.0%	6.0%	5.0%
Roman Catholic	7.8%	8.0%	7.3%
Sikh	0.1%	0.0%	0.0%
Unknown	2.4%	2.6%	4.4%

### **Attendance at Training**

21% of attendees at training advised they were Church of Scotland and 22% stated that they had no religion or belief. 16% of attendees at training preferred not to indicate their religion or belief. Other attendees chose Roman Catholic 7.3%, Other Christian 4.3%, Buddhist 0.2%, Humanist 0.1% or Muslim 0.1%. The remainder are recorded as being unknown, undefined or 'other Religion/Belief'.

### **Council by Gender Reassignment**

#### **Current Workforce**

0.2% of our workforce indicated that they identify or have identified as a transgender or trans person. 64% stated that they did not or have never identified as a transgender or trans person. 9% of employees chose 'prefer not to say' and the remainder are unknown.

#### **Recruitment**

Of the 9208 job applications received, data from MyJobScotland shows that 16 applications (0.2%) were received from candidates who identify or have identified as a transgender or trans person. 0.04% of applicants interviewed identified as a transgender or trans person and none were appointed.

#### **Attendance at Training**

0.03% of training places (3 in total) were taken up by delegates who identify or have identified as a transgender or trans person. 9.4% of places were taken up by delegates who preferred not to say.

### Appendix 3- Education Authority Workforce Profile

Appendix 3 shows data on the workforce of the Education Authority by protected characteristic. The information relates to employees on both teaching and non-teaching terms and conditions within the Education Authority. Roles on teaching terms and conditions include Head Teachers, Depute Head Teachers, Principal Teachers, Teachers, Educational Psychologists and Quality Improvement Officers. Roles on non-teaching terms and conditions include Early Years Staff, School Assistants, School Technicians, School Librarians, clerical and administration and Support Assistants.

As previously indicated, this data was extracted from our HR Oracle system on 13<sup>th</sup> December 2017 and is based on a total headcount of 1969 from the Education Authority. Data regarding recruitment, discipline and grievance relates to the period from 1<sup>st</sup> January 2017 to 13<sup>th</sup> December 2017. Our Oracle HR system shows a low number of discipline and grievances and as such data by protected characteristic has not been provided for reasons of confidentiality.

#### Education Authority by Gender (Sex Protected Characteristic)

Figure 1 shows the gender composition of the Education Authority workforce

Figure 1

Education Authority by Gender

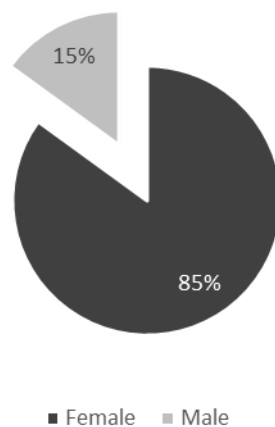


Figure 2 shows Education Authority employment status by gender

**Figure 2**

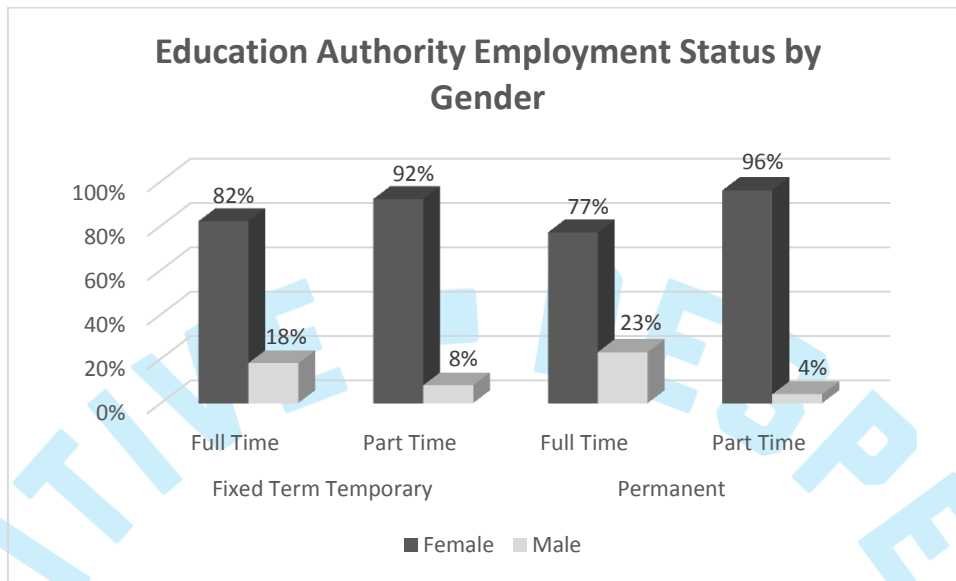
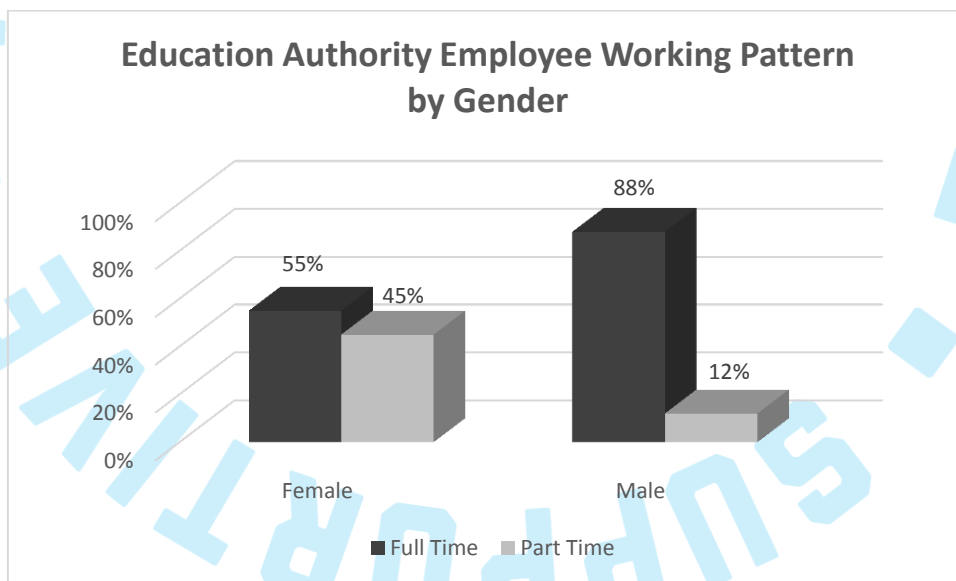


Figure 3 shows Education Authority Employee Working Pattern by Gender.

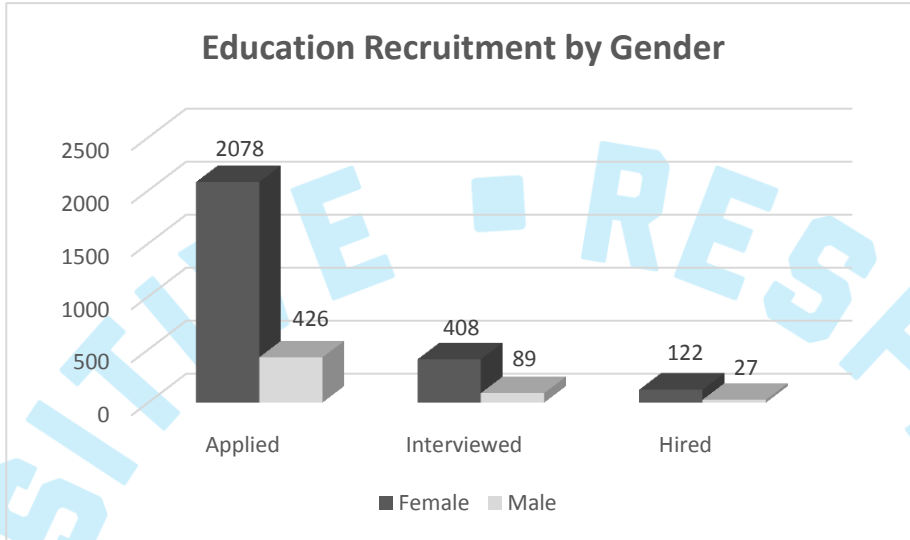
**Figure 3**



**Recruitment**

Figure 4 shows the total number of applications received and, of these, how many were interviewed and hired by gender.

**Figure 4**



**Leavers**

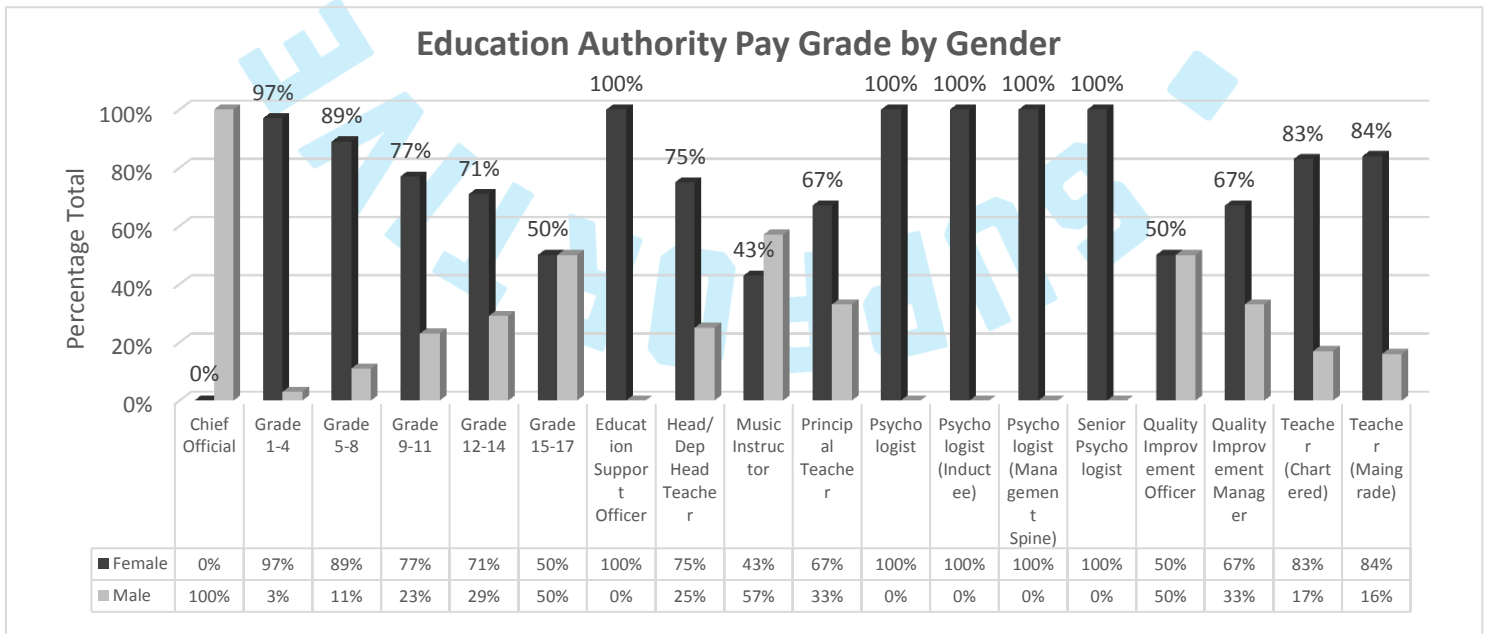
77% of Education Authority employees who left the Council in 2017 were women and 23% were men.

**Gender and Occupational Segregation**

Women are concentrated in roles such as teaching, early years and school assistants. The majority of Head Teachers (75%) are also female.

Figure 5 shows the percentage of employees in each pay grade by gender. A full breakdown of designation by gender is provided in Appendix 5.

**Figure 5**





## Education Authority by Disability

### **Current Workforce**

72% of our workforce stated that they do not have a disability, 4% of our workforce stated they have a disability and the rest are unknown.

### **Recruitment**

Our Education Authority is a Disability Confident Employer whereby all applicants who are disabled and who meet the essential criteria for the role are automatically guaranteed an interview.

Figure 6 shows the percentage of successful applicants by disabled; not disabled; and prefer not to say as provided by MyJobScotland.

**Figure 6**

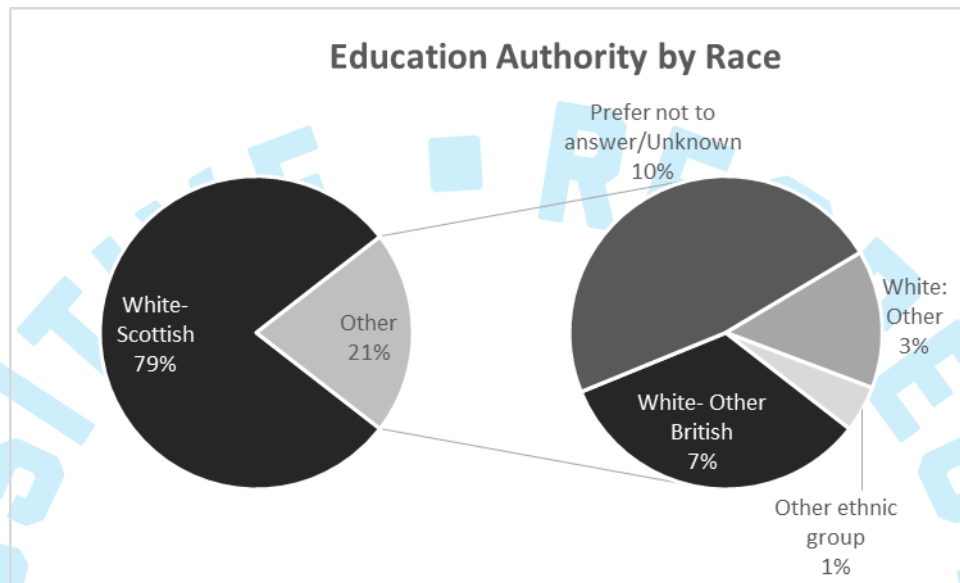
<b>Disability</b>	<b>Percentage of Applications (2516)</b>	<b>Percentage of Total Selected For Interview (500)</b>	<b>Percentage of Total Successful Appointments (150)</b>
<b>Not Disabled</b>	95%	92.8%	95.3%
<b>Disabled</b>	4.2%	6.2%	3.3%
<b>Prefer Not To Say</b>	0.4%	0.6%	0.7%
<b>Unknown</b>	0.4%	0.4%	0.7%

## Education Authority by Race

### Current Workforce

Figure 7 shows the workforce profile by ethnicity.

Figure 7



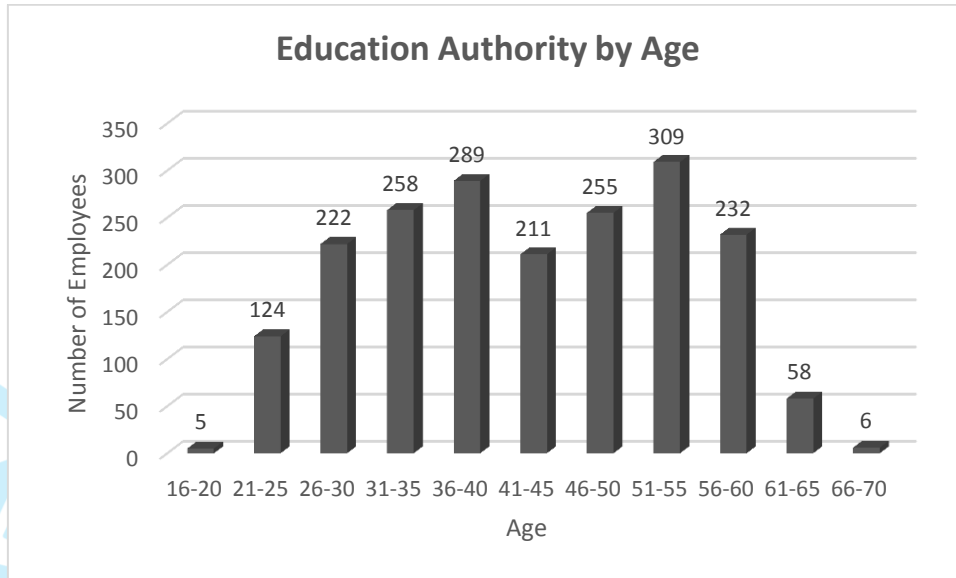
### Recruitment

86% of applications received by our Education Authority were from candidates who identified themselves as White Scottish. Similarly 90% of candidates who were selected for interview and 93% of those hired in 2017 were individuals who are White Scottish.

## Education Authority by Age

Figure 8 shows the age profile of the Education Authority workforce.

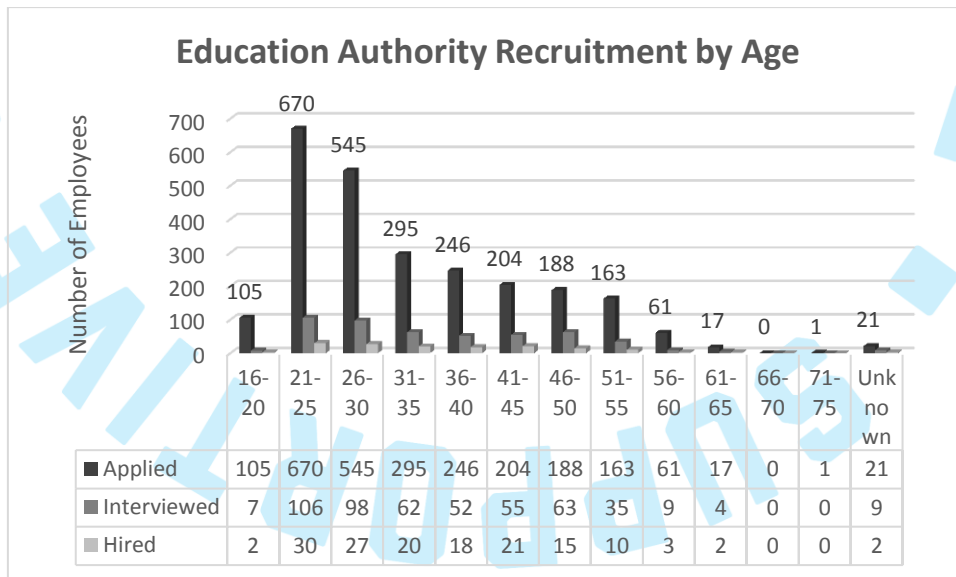
**Figure 8**



## **Recruitment**

Figure 9 shows the number of applications received, applicants interviewed and those hired by age bracket.

**Figure 9**



## Education Authority - Pregnancy and Maternity

### Return to Work of Woman on Maternity Leave

100% (47) women who had indicated an intention to return from maternity leave in 2017 did so.

## Education Authority by Marital Status and Civil Partnership

### Current Workforce

Figure 10 below shows the marital and civil partnership status of the Education Authority workforce as a percentage.

Figure 10

Marital Status	Percentage of Workforce
Divorced/Separated	5.3%
Legally Separated	0.6%
Living with Partner	7.9%
Married/Civil Partnership	55.8%
Prefer not to Say	6.2%
Single	18.9%
Widowed	0.9%
Unknown	4.4%

### Recruitment

Similar to the previous year, 48% of applications received were from candidates who were single, with 32% from candidates who were either married or in a civil partnership. 46% of total appointments were to individuals who were either married or in a civil partnership and 35% of appointments were made to individuals who were single.

## Education Authority by Sexual Orientation

### Current Workforce

63% of the workforce identify as being heterosexual with 11% preferring not to disclose their sexual orientation. 0.9% identified as either gay (0.4%), lesbian (0.2%), bisexual (0.1%) or other (0.2%) and the remainder are unknown.

### Recruitment

Figure 11 gives the full breakdown of the sexual orientation of all applicants, interviewees and appointees.

Figure 11

Sexual Orientation	Percentage of Applications (2516)	Percentage of Total Selected For Interview (500)	Percentage of Total Successful Appointments (150)
Bisexual	0.08%	0.00%	0.00%
Gay	0.44%	0.80%	1.33%
Straight	96.46%	95.00%	94.67%
Lesbian	0.20%	0.20%	0.00%
Other	0.12%	0.00%	0.00%
Prefer Not To Say	2.15%	3.20%	2.67%
Unknown	0.55%	0.80%	1.33%

## Education Authority by Religion or Belief

Figure 12 shows the workforce by religion or belief.

**Figure 12**

Religion or Belief	Percentage of total workforce
Buddhist	0.15%
Church of Scotland	25.24%
Humanist	0.25%
Jewish	0.05%
Muslim	0.20%
None	20.06%
Other	0.05%
Other Christian	3.71%
Other Religion/Belief	0.86%
Prefer not to Say	13.72%
Roman Catholic	9.40%
Sikh	0.05%
Unknown	26.26%

### **Recruitment**

Figure 13 shows the percentage of applicants, those selected for interview and successful appointees by religion or belief.

**Figure 13**

Religion or Belief	Percentage of Applications (2516)	Percentage of Total Selected For Interview (500)	Percentage of Total Successful Appointments (150)
<b>Buddhist</b>	0.20%	0.20%	0%
<b>Church of Scotland</b>	23.73%	30.00%	30.67%
<b>Hindu</b>	0.00%	0.00%	0.00%
<b>Humanist</b>	0.68%	0.40%	1.33%
<b>Jewish</b>	0.16%	0.00%	0.00%
<b>Muslim</b>	0.32%	0.40%	0.00%
<b>None</b>	50.83%	44.00%	48.00%
<b>Other Christian</b>	7.95%	8.20%	4.00%
<b>Other Religion or Belief</b>	0.48%	0.20%	0.00%
<b>Pagan</b>	0.00%	0.00%	0.00%
<b>Prefer Not To Say</b>	5.00%	6.40%	3.33%
<b>Roman Catholic</b>	9.02%	9.40%	12.00%
<b>Sikh</b>	0.08%	0.00%	0.00%
<b>Unknown</b>	1.55%	0.80%	0.67%

## **Education Authority by Gender Reassignment**

### **Current Workforce**

0.05% of the workforce in our Education Authority identify or have identified as a transgender or trans person. 64% stated that they did not or have never identified as a transgender or trans person. 9% of employees indicated that they preferred not to say and the remainder are unknown.

### **Recruitment**

Of the 2516 job applications received, data from MyJobScotland shows that only 1 application (0.04%) was received from a candidate who identified or has identified as a transgender or trans person and none were hired.

POSITIVE • RESPECTFUL  
• SUPPORTIVE



**Extract - Equality and Diversity Strategy  
Equality Outcomes Progress 2013-2017**

<b>Equality Outcome</b>	
<b>M1 Improved accessibility to Council buildings and public spaces.</b>	
National Strategic Outcome	<b>We have tackled the significant inequalities in Scottish society</b> We live in well-designed, sustainable places where we are able to access the amenities and services we need
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b> The local environment of urban and rural areas has improved
Council Plan	<b>Improve the way that we work as a Council</b> SO6.1 Land and building assets that are well maintained, fit for purpose and affordable
Protected Characteristics/ SAC Theme	<b>All protected characteristic</b> <b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>
General Equality Duty	<b>Eliminated Discrimination &amp; Harassment</b> <b>Advance Equality of Opportunity</b>

<b>Service</b>	<b>Housing</b>	
Rationale: Why is this Equality Outcome important	Improving access to our services – as well as supporting people’s long-term participation and inclusion in community life – are important concerns for Housing Services.  This is supported by our Local Housing Strategy outcome “People across South Ayrshire have access to housing related support that helps them to live as independently as possible	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Government Housing Supply Division</li> <li>• HM Government</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• 29 bungalows built in 2016/17 to meet varying needs across three sites in Ayr</li> <li>• 21 families rehoused through the Afghan Relocation Scheme</li> <li>• 42 Syrian refugees to be rehoused as part of the Syrian Vulnerable Person Relocation Scheme.</li> <li>• New accommodation units for Gypsy Travellers to be developed in 2018/19</li> </ul>	

	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Activities</b>	<p><b>New build housing for vulnerable and disabled people</b></p> <p>Following on from the success of our new build development of 102 modern, energy efficient properties in the Lochside/Braehead area of Ayr we recently completed a follow-up scheme involving the development of 29 new 'amenity bungalows' – the first of their kind in South Ayrshire – across three further sites in Ayr through our new build Capital Programme. This project sought to increase the supply of housing to meet the needs of older people and those with mobility issues by developing good quality, accessible homes that support independent living within inclusive, close-knit communities.</p> <p>This project was designed to help address the need for properties to accommodate smaller households as a result of projected demographic changes – namely the ageing population and the trend towards smaller household sizes – through the development of 29 one-bedroom bungalows across three locations in Ayr.</p> <p>The focus of the project was our commitment to allowing people to downsize while remaining in their communities. These homes are all wheelchair accessible, low-maintenance, affordable. They were developed in partnership with Occupational Therapy services, to ensure they can meet changing mobility needs over time without the need for retrospective adaptations. Current tenants and applicants were also involved in this process to ensure they reflected local needs and aspirations.</p> <p>Increasing the supply of small, accessible and easily maintained homes will also enable other tenants to downsize, freeing up larger family homes for other households locally. It also supports a shift in the balance of care from institutional to community settings, thanks to the properties' flexible and adaptable design that can meet physical mobility needs, while the close-knit layout allows proximity to family and friends to be maintained, aiding familiarity and fostering a real sense of community.</p> <p>Increasing the supply of this type of amenity housing will also enable health services to discharge more people from hospital into suitable housing in the local community and reduce the cost of reactive adaptations we're required to undertake. The units are also well placed to be used for 'core and cluster' supported accommodation, where support can be easily provided to a number of residents within a single development by one support worker, which helps reduce expenditure on individual care packages.</p> <p>Taken together, these new build units – and indeed our general approach to new build development going forward - will help to ensure older people and people with disabilities are able to access a wider range of good quality housing solutions in the future.</p>

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	<b>Comments</b>
Number of affordable homes built per year	Properties built 2015/16 – 100	Properties built 2016/17 - 2 2017/18 - 29	
Number of properties acquired per year	Properties acquired 2015/16 - 9	Properties acquired 2016/17 – 11 2017/18 – TBC	Target of 20 properties over the next two years
<p><b>Summary of Achievement</b></p> <p>Recent years have seen a renewed emphasis on development by the Council's Housing Service, accompanied by a commitment to develop homes to Housing for Varying Needs standard. This standard supports the mainstreaming of equalities issues by making properties easily adaptable and supporting people's long-term participation in the community.</p> <p>New approaches to tenancy sustainment – for example, pre-tenancy training and intensive support at the point of crisis – further demonstrate a commitment to helping vulnerable people access our services and supporting people's participation in the community. New models of accommodation and accommodation are also being considered as a priority to help certain groups.</p>			

<b>Equality Outcome</b>	
<b>M2 Improved opportunities for people to access services and participate in community life</b>	
National Strategic Outcome	<b>We value and enjoy our built and natural environment and protect it and enhance it for future generations</b>
Single Outcome Agreement	<b>Protecting and Enhancing our Environment</b>
Council Plan	<b>Working in Partnership to maximise the potential of our communities</b> S04.1 Communities are supported to become empowered
Protected Characteristics/ SAC Theme	<b>All protected characteristic</b> <b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>

<b>Service</b>	<b>Planning</b>	
Rationale: Why is this Equality Outcome important	People within South Ayrshire are able to influence their communities through engagement in the Main Issues Report for South Ayrshire Local Development Plan 2	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Government</li> </ul>	<ul style="list-style-type: none"> <li>• Education Services</li> <li>• Ayrshire Roads Alliance</li> <li>• Housing Services</li> <li>• Community Planning</li> </ul>
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Call for Sites pre Main Issues Report (MIR)</li> <li>• The Main Issues Report is a key document in terms of front-loading effective engagement on Local Development Plan 2(LDP2). The MIR is the principal opportunity within the LDP process for productive engagement with stakeholders and the wider public</li> <li>• Revise the Development Plan Scheme</li> </ul>	

	<ul style="list-style-type: none"> <li>• Review the LDP Action Programme</li> <li>• Update Participation Statement – updated on an annual basis as part of the Development Plan Scheme</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Adverts placed in local newspapers and in location specific free monthly publications to advertise the “drop in” session consultation events</li> <li>• “drop in” style events held in “barrier free” community halls, council customer service centres, schools and public buildings. These sessions were held at varying times of day/evening, to optimise attendance</li> <li>• Attendance at local youth forum to discuss MIR</li> <li>• Interactive StoryMap MIR consultation document hosted on web site.</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>
Outputs	<ul style="list-style-type: none"> <li>• A wide range of communication techniques were used to promote the opportunities to comment on the Main Issues Report, and to the community discussion sessions. These included the methods set out in the Participation Statement for the LDP such as: <ul style="list-style-type: none"> <li>❖ Adverts and press releases in local newspapers</li> <li>❖ Displaying posters in public Council buildings and libraries</li> <li>❖ Council web site</li> <li>❖ Council-wide “Communications” e-mail</li> <li>❖ Social media – Twitter</li> </ul> </li> </ul>

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	<b>Comments</b>
Numbers attending “drop in sessions”	December, 2017 Attendees counted as 30 for events In Ayr, Girvan and Maybole.	Unable to provide figures for the events held at Troon, Loans and Symington due to the sheer volume of attendees	<b>Seeking to issue a feedback questionnaire in order to gather demographic information about respondents, to inform future consultation events and ensure they are as inclusive as possible.</b>
Number of representations to MIR received	799 in total via on-line (StoryMap), letters and e-mails	Review of representations underway and outcomes report to be prepared	<b>This demonstrates use of StoryMap increases public engagement in MIR process.</b>
Number of responses to Call for Sites (CfS)	78 CfS received	Sites assessed as part of assessment criteria	<b>Initial site assessments carried out</b>
Development Plan Scheme	March 2017	Updated	<b>Updated</b>
MIR Report to Leadership Panel seeking approval to proceed to consultation	5 <sup>th</sup> October, 2017	Consultation period ended 31 <sup>st</sup> January, 2018	<b>Review of responses underway</b>
Report to the LDP Project Board	16 <sup>th</sup> August, 2017	Update on the programme for the preparation of Main Issues Report (MIR) for Local Development Plan 2(LDP2)	



## Summary of Achievement

The Planning Service continues to improve our approach for wider accessibility to information on the LDP process through the availability of the StoryMap which has been designed and implemented within the Planning Service in order to provide more interaction with the LDP (which includes MIR) process and to increase availability for all).

The LDP process requires to conform with the Participation Statement (the consultation framework for the LDP) and the Planning etc. (Scotland) Act 2006 requires examination of whether consultation on the MIR has been undertaken as stated within the Participation Statement. The Planning Service has ensured that participation is evidenced through the formal process of the Local Plan and the Participation Statement.

Attendance at the South Ayrshire Youth Forum by members of staff from the Planning Services aims to ensure that planning is accessible to young people and to seek their views at consultation events.

During the MIR preparation process, an equality impact assessment screening was undertaken. The MIR is the principal opportunity for the public to get involved and influence the content of the Local Development Plan. The MIR presents suggested outcomes the Plan should deliver in terms of Housing, Transport, the Economy and Employment, and Natural Heritage and also seeks the public's views on the main issues affecting the area, including the location of future development.

The Equality Act 2010 strengthens the requirement on the public sector to take reasonable steps to involve people who share a relevant protected characteristic and their representatives in the design and provision of services.

The MIR consultation process has followed the PAS guidance of SP=EED – Successful Planning = Effective Engagement and Delivery.

## What we have learnt

**We propose to issue a feedback questionnaire to those who made representations on the MIR, seeking information on their demographic characteristics, with a view to ensuring future consultations are as inclusive as possible, whilst being proportionate. On reflection, it may have been better to issue a questionnaire with the consultation rather than post-consultation. The purpose of the questionnaire is to review the consultation process to check if there are any gaps in our consultation procedures and ensure that the Planning Service is inclusive to all potential customers, within reason.**

**More interaction with South Ayrshire Youth Forum – South Ayrshire Youth Forum is made up of a group of young people across different locations including members of the Scottish Youth Parliament. We are considering a training day for young people in respect of the Local Development Plan, similar to those held previously for elected members.**

**Monitoring statement – Planning Authorities have a statutory duty to review their Local Development at least every 5 years. Part of the process of review is to monitor how well the current LDP has been performing and whether it is achieving its aims. The review includes changes in the physical, economic, social and environmental characteristics of the area and the impact of the policies and proposals of the existing LDP. A policy matrix was used to review the LDP policies to assess their equalities impact.**

Service	Housing	
Rationale: Why is this Equality Outcome important	<p>Improving access to our services – as well as supporting people’s long-term participation and inclusion in community life – are important concerns for Housing Services.</p> <p>This is supported by our Local Housing Strategy outcome “People across South Ayrshire have access to housing related support that helps them to live as independently as possible</p>	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
Outputs		<ul style="list-style-type: none"> <li>• Local housing support providers</li> <li>• Criminal Justice</li> <li>• Children and Families</li> <li>• Housing Support Providers</li> </ul>
Activities	<p><b>New build housing for vulnerable and disabled people also contributes to this Equality Outcome:</b></p> <p>Supported accommodation will help older people and people with disabilities to continue to both live independently and benefit from shared, supported living, while easily adaptable properties helps them to remain in their own home for longer.</p> <p>This approach to new build was influenced by customer feedback gathered through tenant involvement and quality inclusive design.</p> <p>The Housing Service is also in the process of developing arrangements with the Health and Social Care Partnership to maximise opportunities to work together to provide</p>	<p><b>Young Care Leavers event</b>  In January 2018 the Housing Service held a Young Care Leavers event involving a wide range of partners, including the Children and Families service, residential staff, Housing Operations staff and support providers. This event sought to look at how we meet the housing needs of this group, and an action plan was developed to be taken forward in partnership between services.</p> <p><b>Youth Housing Support Group</b>  The South Ayrshire Council Youth Housing Support Group (YHSG) is a multi-disciplinary team which works collaboratively to prevent and alleviate the effects of homelessness for young people in South Ayrshire. The Group consists of representatives from Housing and Homelessness Management, Housing Support, Family Mediation, Training and Employment support, Social Work and Through-care and Criminal Justice services. It was developed based on the recognition that young people can become homeless as a result of a range of multi-dimensional issues including; leaving home in an unplanned way due to relationship difficulties, having no income or</p>

	<p>appropriate good quality new build accommodation for people with learning disabilities. A Housing Working Group has been established with officers from both Housing and Health and Social Care to enable for long-term planning to meet anticipated and existing needs.</p> <p><b>Afghan and Syrian Families</b></p> <p>The Council has settled a total of 21 families into accommodation under the Afghan Relocation Scheme.</p> <p>At the January 2016 Leadership Panel members agreed to accept in the region of 42 Syrian refugees in South Ayrshire. To date, 30 individuals have been accepted. Housing Services has been instrumental in linking in/engaging with all key services and agencies involved to ensure a consistent and continuous approach to service provision for the families. They have also played a key part in ensuring that all children/toddlers are fully integrated into our education system, and that the adults are able to live independently and have the opportunity to integrate into South Ayrshire. Housing Support has been put in place to help these tenants across a variety of areas, including skills projects to improve access to employment and efforts to ensure cultural and religious needs of this group can be met. Early indications are that the families have settled well and are delighted and appreciative with the supports and assistance provided.</p> <p><b>Preventing Social Isolation</b></p> <p>Sheltered Housing has 19 “Community Hubs” within South Ayrshire from Dundonald in the</p>	<p>knowledge of the benefits system, no chance of returning home, limited housing options, unrealistic expectations and emotional upset and crisis.</p> <p>The Group meets fortnightly to review the cases of all young people under the age of 21 who are in housing need, in homeless accommodation or who are leaving Care. The Group monitors an average of 120 cases at any given time and all members work together to identify the appropriate interventions which are required to assist the young person to maintain, access, and sustain settled accommodation, with a primary focus on assisting the young person to remain in the family home if it is safe and reasonable to do so. The YHSG allows relevant agencies to jointly plan support for the young person and also helps to target resources to meet their needs. Individual support plans are developed with input from all group members, looking beyond the young person’s housing needs and assesses support needs in relation to safety and security, social networks, independent living, physical and mental health, training and employment, legal issues and addiction issues.</p> <p><b>Pre-Tenancy Training for Young People</b></p> <p>South Ayrshire Council also provides pre-tenancy training targeted at young people through our Housing Support contracts. The First Home Project, for instance, seeks to prepare young people for their first tenancies and help them to consider the costs and responsibilities associated with running a home. These sessions take a capacity building approach to supporting young people, and aim to arm them with the practical skills required to manage a successful tenancy. In addition, Housing advice sessions are in place across local hospitals and Prisons as part of discharge planning protocols.</p> <p><b>Homelessness Education Programme</b></p> <p>A Homelessness Education Programme is also in operation in South Ayrshire, working with young people in local schools to highlight the realities and practicalities of housing and homelessness issues. This is also delivered to ‘hard-to-reach’ groups, excluded young people and young carers.</p>
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North to Girvan in the South. It is hoped that by utilising these “Hubs” we will be able to assist with the prevention of social isolation in the wider communities and not just within our actual sheltered housing complexes.

There are a number of events and activities that take place within the “Hubs” and the relevant Housing Support Worker (Sheltered Housing) can be contacted direct to advise what activities, events, outings, film clubs, coffee clubs, “Men’s Dens” etc are scheduled to take place. There is also access to computers, photography and other hobbies to suit individual interests i.e. indoor bowling, bingo and sing-a-longs. Suggestions for different events or activities will be warmly welcomed as will any friends or family anyone may wish to bring along.

Each “Hub” will have an Events Calendar and Forward Plan of activities etc. on offer.

#### **Hostel Activity Programme**

Our Homeless Hostel Activity Programme is significantly transforming the lives – and life chances – of some of the most vulnerable people within our communities: residents of our homeless hostels. Three-quarters of homeless people in South Ayrshire suffer from mental health or addictions issues and require intense support and encouragement to develop the skills and self-esteem to resettle effectively in the community. We identified that to really assist people to rebuild their lives following a homeless episode, we needed to actively involve them in opportunities to learn new experiences and skills. We sourced funding to support the development of an annual activity programme and worked in

#### **Housing Support**

More generally, the Housing Service has a housing support contract in place that works to help vulnerable tenants to sustain tenancies across South Ayrshire. This includes advice and assistance, floating support, a housing options service at local prisons and a training scheme to support younger applicants in moving towards their first tenancy as well as a range of other measures. In 2017/18 our Housing Support services – including services offering advice and advocacy – were reviewed in order to maximise their effectiveness and ensure support is targeted at those who need it most and at key points of transition and risk of homelessness.

Taken together, these services play an important role in supporting people to sustain their tenancies and supporting their participation in community life more generally.

#### **Estate Walkabouts**

The Housing Service also facilitates community engagement through organising Estate Walkabouts in collaboration with the Community. Officers would have an initial discussion with the Community about the issues they wish to address, and a walkabout would be organised involving local tenants, residents and senior officers from relevant departments within the Council. In the past this has involved waste management, environmental health and anti-social behaviour teams with the intention of resolving specific issues affecting the Community.

	<p>partnership with our service users to create a series of activities that would meet their needs, encourage participation and have positive outcomes. This ranges from games nights to cookery, trips away to DIY – and feedback has been phenomenal. Service users tell us the programme has helped them better prepare for moving into their own accommodation and it recognises that people need more than accommodation alone to rebuild their lives. The programme is efficient, effective, impactful and genuinely changing lives.</p>	
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<b>Equality Outcome</b>	
<b>Continued work to progress S1: Improved opportunities for people to participate in shaping services</b>	
National Strategic Outcome	<p><b>We have tackled the significant inequalities in Scottish society.</b></p> <p>We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.</p>
Single Outcome Agreement	<p><b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b></p> <p>Supporting our Children and Families:</p> <ul style="list-style-type: none"> <li>• Our children and young people in South Ayrshire have the best possible life chances.</li> <li>• Safer and Stronger Communities and Reducing Offending</li> </ul>
Council Plan	<p><b>Working in partnership to maximise the potential of our communities</b></p> <p>SO4.1 Communities are supported to become empowered</p>
Protected Characteristics/ SAC Theme	<p><b>All protected characteristic</b></p> <p><b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b></p> <p>Empowerment: enabling and empowering communities to work with us to design and deliver local solutions that will ease future demands for services and lead to positive outcomes for individuals and families.</p>
	<p><b>Eliminated Discrimination &amp; Harassment</b></p> <p><b>Advance Equality of Opportunity</b></p>

<b>Service</b>	<b>Housing Services</b>
Rationale: Why is this Equality Outcome important	<p>The Housing Service sees a critical role for tenant participation (and, where appropriate, resident involvement) in making sure the services we provide best meet the needs of the communities we serve. The Scottish Government supports Tenant Participation, and satisfaction with opportunities to participate in decision-making and the quality of information provided to tenants are monitored as part of the Scottish Housing Regulator’s Annual Return on the Charter.</p> <p>This outcome is supported by our Local Housing Strategy outcome “People across South Ayrshire have the opportunity to have their say on issues affecting their communities.”</p>

	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Housing Regulator</li> <li>• Tenant Participation Advisory Service (TPAS)</li> <li>• Chartered Institute of Housing (CIH)</li> </ul>	<p>Involvement in Tenant Participation activities</p> <ul style="list-style-type: none"> <li>• Groups of involved tenants</li> <li>• Tenants' and Residents Associations</li> <li>• Voluntary Action South Ayrshire</li> </ul> <p>Involvement in Lochside Neighbourhood Group</p> <ul style="list-style-type: none"> <li>• Various local authority departments</li> <li>• ASDA supermarket</li> <li>• Local supermarket</li> </ul> <p>Involvement with development of policies (Anti-social behaviour policy, Allocations Policy, TP Strategy etc)</p> <ul style="list-style-type: none"> <li>• Local partners and service providers</li> <li>• Involved tenants</li> </ul> <p>Scrutiny of services</p> <ul style="list-style-type: none"> <li>• Involved tenants, housing and homelessness staff</li> </ul> <p>Rent consultation</p> <ul style="list-style-type: none"> <li>• Tenants</li> <li>• Housing staff</li> <li>• Senior officers</li> </ul> <p>Development of Tenants' Newsletter and Performance Edition</p> <ul style="list-style-type: none"> <li>• Involved tenants, housing staff</li> </ul> <p>Delivery of new Tenants' Handbook, DVD and online video</p> <ul style="list-style-type: none"> <li>• Involved tenants making up two working groups with officers</li> </ul>
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• 500 tenants interviewed as part of comprehensive survey in 2016/17.</li> <li>• 12 involved tenants have now been trained</li> </ul>	<ul style="list-style-type: none"> <li>• New Tenant Handbook, online video and DVD to give tenants better quality information about Council services.</li> </ul>

	<p>under the “Stepping Up To Scrutiny” programme run locally by our Tenant Participation Team and using materials provided by the Chartered Institute of Housing. A refresher programme was ran in February 2018.</p> <ul style="list-style-type: none"> <li>• Finalist for national award for innovation, TPAS Scotland</li> </ul>	<ul style="list-style-type: none"> <li>• 2,500 people attended our Communities Fun Day in September 2017.</li> <li>• A number of our tenants are directly involved in a number of working groups that aim to improve the quality of services being provided to our tenants.</li> <li>• Satisfaction levels with our Tenant Participation service have improved substantially, with very high levels of satisfaction compared to other peer authorities.</li> <li>• There are currently 14 Registered Tenants’ Organisations in South Ayrshire.</li> <li>• A video presentation was prepared to inform our tenants about the various options open to them with regard to the review of rental charges.</li> </ul>
<p><b>Activities</b></p>	<p><b>Comprehensive Survey</b></p> <p>During February and March 2017, Housing Services conducted a full comprehensive satisfaction survey involving 500 tenants. This face-to-face survey will be used to gauge tenant satisfaction with our services, inform the development of services and provide an indication of our performance to the Housing Regulator. This survey showed considerable improvements on the previous survey (carried out in 2015).</p> <ul style="list-style-type: none"> <li>• Satisfaction with opportunities to be involved in decision-making rose from 72% in 2015 to almost 99% in 2017</li> <li>• Satisfaction with the way we keep tenants informed rose from less than 76% to more than 97% in 2017</li> </ul> <p>The findings of this survey are reported to tenants through our Performance Edition, as well as informing our Annual Return on the Charter to the Scottish Housing Regulator.</p>	<p><b>Tenant involvement in service delivery</b></p> <p>Tenants have been actively involved in the development and monitoring of a number of our services, and arrangements are in place for this to continue on an ongoing basis. Examples include;</p> <ul style="list-style-type: none"> <li>• Our Scrutiny and Performance Groups (Tenancy Management Group and Housing Options &amp; Support Group) meet four times a year to review the feedback received from our surveys, to suggest areas of improvement and identify areas where processes are working well. These groups involve both tenants and staff, and tenants’ perspectives are used to shape services throughout the year.</li> <li>• South Ayrshire Council Housing Service also runs an annual Communities Fun Day. This event is led by our Tenant Participation team, and tenants play an active role in its organisation through our Events Group. This group meets throughout the year, and tenant volunteers are also involved in the running of the event of the day, building up a good rapport with staff and ensuring the service meets tenants various needs.</li> <li>• In 2017/18, tenants have had their say on a number of policies and strategies, including the review of our Allocations Policy, our Anti-Social Behaviour Policy, Rent Review proposals and the monitoring of spend on the Housing Revenue Account (HRA Group).</li> <li>• A review of our Tenant Participation Strategy began in January</li> </ul>



		<p>2018, with a proposed timetable for completion by September 2018.</p> <ul style="list-style-type: none"> <li>• Co-production approach taken to development of new Tenants' Handbook to improve the quality of information being provided to new tenants.</li> <li>• New DVD and online video to accompany the Tenants' Handbook co-produced with tenants. Tenants involved in every stage of the production process and working with writers/stars Mark Cox and Jane McCarry from TV's Still Game and the production company involved.</li> </ul> <p><b>Homeless Service User Forum</b> Our Homeless Service User Forum meets on an eight-weekly basis and is open to current and former tenants of temporary accommodation in South Ayrshire. Each meeting looks at a different issue relating to the service we provide, and allows service users to work with officers to shape the services we deliver. These meetings strive to be inclusive to all, and as such transport is provided, along with food for all who attend.</p>
		<p><b>Lochside Neighbourhood Group</b> The Lochside Neighbourhood Group is made up of local groups, individual residents, and partner agencies including Roads, Parks, Employment services, the local primary school and ASDA to address issues in the area and take forward action agreed with the community. Examples of this Group's work includes: influencing the design for the housing scheme and an accessible playzone and work to clean up the area – "Lochside Clean Up".</p>
		<p><b>Gypsy Travellers</b> Our long-standing site for our families from the Gypsy Traveller community unfortunately flooded in December 2015 and as a result eight families had to be moved to alternative accommodation.</p> <p>A temporary site was established in Girvan whilst looking for a longer-term solution that met the families' needs. The Council put out a call for sites, making reference to recent guidance on standards for Gypsy/Travellers' sites – particularly the requirement to ensure access to schooling and amenities. Of the identified sites, the temporary site at Coalpots Road was considered to be the best, due in large part to its proximity to existing</p>

		<p>services and the availability of utilities.</p> <p>Our Housing Capital Programme Coordinator has engaged with the families to be accommodated on this site since January 2016. This consultation began with a discussion about their culture and what this meant to them. The families spoke about their community's lifestyle changing over time, and highlighted a site in Perth which they felt would be a model for the type of site they'd want to live on. This site comprised static caravans with separate kitchens, and these discussions led to initial plans being developed for a site in South Ayrshire.</p> <p>Discussions also touched on other related issues, including the future energy needs of this community and the type of accommodation the families would want for their children and for future generations. The families wanted to preserve their traditions while having accommodation that was easy to heat, safer and more secure in terms of tenancy. Following on from the flood at the Houdston site, families were also keen to make sure they could access insurance.</p> <p>The resultant proposals involved developing eight 'lodges', each with kitchen and bathroom separated from living accommodation by a breezeway. The proposed lodges have been designed to let in as much light as possible, incorporating rooflights, windows and open spaces. These lodges are arranged facing inward towards a central common area, with provision for vehicle needs.</p> <p>A physical model was built to help the families' visualise the proposals and provide feedback on how well this would meet their needs. The lodges met the demands of this population but would also allow the Council to access funding from the Scottish Government and offer Scottish Secure Tenancies to the families. All eight lodges are adaptable to meet changing needs, and are all wheelchair accessible. Property sizes have been built to meet current needs with some projection. Planning permission for this project has recently been granted, and it is anticipated that work will begin onsite in 2018/19.</p>
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Indicators	Baseline and Year	Progress & Date
<p><b>Scottish Social Housing Charter Indicator 1</b></p> <p>Percentage of tenants satisfied with the overall service provided by their landlord</p>	<p><b>2013/14 – 70.8%</b>  <b>2014/15 - 79.8%</b></p>	<p><b>2016/17 – 90.4%</b></p>
<p><b>Scottish Social Housing Charter Indicator 6</b></p> <p>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes</p>	<p><b>2013/14 – 52.1%</b>  <b>2014/15 – 72.3%</b></p>	<p><b>2016/17 – 98.6%</b></p>
<p><b>Scottish Social Housing Charter Indicator 17</b></p> <p>Percentage of tenants satisfied with the management of the neighbourhood they live in</p>	<p><b>2013/14 – 67.8%</b>  <b>2014/15 – 86.3%</b></p>	<p><b>2016/17 – 92.2%</b></p>
<p><b>Scottish Social Housing Charter Indicator 37</b></p> <p>Percentage of gypsies/travellers satisfied with the landlord's management of the site</p>	<p><b>2013/14 – 100%</b>  <b>2014/15 – 100%</b>  <b>2015/16 – 0%</b></p>	<p><b>2016/17 – 50%</b></p>

<b>Equality Outcome</b>	
<b>Continued work to progress S5 - Increased provision of accessible and inclusive Council information and communication</b>	
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b>
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b>
Council Plan	<b>Improve the way that we work as a Council</b> SO6.7 Information and communications systems and processes that support efficient delivery of front facing and back office services with a focus on digital delivery
Protected Characteristics/ SAC Theme	<b>All protected characteristic</b> <b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>
General Equality Duty:	<b>Eliminated Discrimination &amp; Harassment</b> <b>Advance Equality of Opportunity</b> <b>Foster Good relations</b>

<b>Service</b>	<b>Housing</b>	
Rationale: Why is this Equality Outcome important	<p>Given the wide range of tenants and residents with whom the Housing Service engages, it is very important that the information we provide and the way we communicate is accessible and inclusive.</p> <p>This is supported by our Local Housing Strategy outcomes “People in South Ayrshire can access good quality, accredited housing advice at any stage of their life” and “Housing Options advice effectively supports people to access suitable and affordable accommodation”.</p>	
<b>Equality Outcomes Term</b>	<b>Continued working on S5: Increased provision of accessible and inclusive Council information and communication.</b>	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>Scottish Housing Regulator</li> <li>Tenant Participation Advisory Service (TPAS)</li> </ul>	<ul style="list-style-type: none"> <li>Communications Group (Tenant Participation)</li> <li>Events Group (Tenant Participation)</li> </ul>

Outputs		<ul style="list-style-type: none"> <li>• Three tenant newsletters per year</li> <li>• One performance edition newsletter per year</li> <li>• 2,500 people attended our annual Communities Fun Day in September 2017.</li> </ul>
Activities	<p><b>Tenants' Newsletter</b></p> <p>Our Tenants' Newsletter which is issued three times a year is developed with full participation of involved tenants through our Communications Group. This group reviews all Housing Services publications, to ensure these are free from jargon and accessible. Tenants have oversight and substantial input into the Tenants Newsletter's articles, its design and the wording used to ensure the finished product meets tenants' needs as much as possible. The Tenants' Newsletter offers a mixture of fun and informative articles about the services being provided by the Council, this includes a regular "Day in the Life of" feature that has proved to be particularly popular.</p> <p><b>Performance Edition</b></p> <p>Tenants are also fully involved in the production and design of our annual Performance Edition newsletter, through a dedicated Performance Edition working group. This newsletter reports on the Council's performance and is again developed to be accessible to all of our tenants.</p> <p><b>Communities Fun Day</b></p> <p>Our Communities Fun Day has now been running for five years and has increased in popularity every year since then. The Fun Day offers a mix of fun activities and information stalls to improve people's understanding of the range of services available locally. This innovative approach gives local services the chance to engage with clients and potential clients, while families know there will be a range of fun things to do at the event. This is particularly effective in helping get information to people who may be less inclined to read a newsletter or other printed material.</p> <p><b>Tenant Handbook and DVD/Online video</b></p> <p>Together with a dedicated group of tenant volunteers, South Ayrshire Council has developed a new Tenants' Handbook, online video and DVD to improve the quality and accessibility of information being provided to our tenants at sign-up. These projects were taken forward by working groups led by involved tenants and demonstrate the many benefits for both local authorities and their tenants of co-production, collaborative working and meaningful engagement as a means of improving services.</p>	

	<p>With regard to the Handbook, tenants were involved from the very beginning of the development process. Tenants made all key decisions on the document's content, language, layout and design. Our Handbook working group was keen to ensure the document was as useful as possible to tenants and addressed the issues that they felt were most important throughout the course of a tenancy.</p> <p>For the online video and DVD, tenants also worked with officers to make the key decisions about the production. This included the video's content, format, the production company used and the actors/writers engaged to take the project forward – namely Mark Cox and Jane McCarry from TV's "Still Game". Tenants worked with the production company and the actors/writers to produce a script that met our requirements while also offering an entertaining and engaging product that tenants would want to watch. A number of tenants were also directly involved in production starring as extras, while another tenant's home was used in a scene of the video.</p> <p><b>Utilising Social Media</b></p> <p>Over the last year we have made greater use of social media to engage with our tenants, applicants and residents of South Ayrshire. This has been primarily through the Housing Services Facebook page, and the regular use of the page for interactive content.</p> <p>We hope to utilise social media to an even greater extent in the years to come, particularly in engaging with 'harder-to-reach' groups, including younger people and people who would be less likely to attend formal TP meetings.</p>
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<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
<p><b>Scottish Social Housing Charter Indicator 3</b> Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions</p>	<p><b>2013/14 – 63.1%</b> <b>2014/15 - 75.5%</b></p>	<p>2016/17 – 98.6%</p>	
<p><b>Summary of Achievement</b></p> <p>The Housing Service is committed to improving the accessibility and inclusiveness of the information we provide, and of the ways we communicate with tenants and residents. Involving tenants in this process – through our Communications and Events groups, as well as by finding out people's views through surveys – means that we are able to provide information in ways that people want to receive it. The improvement in satisfaction in this area – from less than 76% in 2015 to nearly 99% in 2017 demonstrates the effectiveness of the steps we have been taking to better involve tenants.</p>			