

**Glasgow City Council****Operational Performance Delivery and Scrutiny Committee****Report by Chief Executive****Contact: Cormac Quinn Ext: 73625****Equality Outcomes Mainstreaming Report 2021 – 2025
Part 1****Purpose of Report:**

This report presents progress on the Council's actions to mainstream equalities and the progress against its Equality Outcomes 2021 - 2025. It is a statutory requirement of the Equality Act 2010.

Recommendations:

The Committee is asked to:

- Consider and note the progress towards mainstreaming equality into service delivery.

Ward No(s):

Citywide:

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

1 Purpose

- 1.1 As part of the council's statutory requirements under the Equality Act 2010, this report on Part I of the Equality Outcomes update presents report on the council's mainstreaming of equality into service delivery and progress towards its [2021 to 2025 Equality Outcomes](#).

2. Background

- 2.1 Under the Equality Act 2010, public authorities are required to comply with the following:

- Publish Equality Outcomes that are based on evidence and informed by the involvement of equality groups and communities.
- Publish a mainstreaming report on progress towards promoting equality across all protected characteristics.

- 2.2 In 2021, the Council Family developed its third set of Equality Outcomes, which build on the existing set and establish some new priorities. These outcomes are not meant to encompass all the work the Council Family does to reduce social inequality in the city. Instead, they reflect what are considered to be the priorities.

- 2.3 The report represents the statutory final report on progress towards the Council Family's Equality Outcomes 2021 to 2025. Part I and II of the Equality Outcomes report detailing progress against specific action planning outcomes will be presented to the City Administration Committee in due course.

3. Mainstreaming Equality Summary

- 3.1 The Council is required to have appropriate governance in place to develop policy and practice, monitor implementation of its Equality Outcomes and related performance.

- 3.2 This report outlines the robust arrangements in place across the Council Family Group to ensure compliance with the duty, the sharing of good practice and a consistent approach, where required. Among some of the key areas are:

- A City Convener for Equalities, who links in with key strategic leads from Chief Executive Department and other Services as appropriate.
- An Equality Working Group of senior officers representing each Service and ALEO
- Continued collaborative working with the Glasgow Community Planning Partnership and active links to the Health and Social Care Equality (HSCP) Working Group.
- BSL User Reference Group for users of British Sign Language (BSL) to support the implementation of Glasgow's local action Plan for BSL; and to increase accessibility across the Council Family.
- Equality Impact Assessment (EQIA) training sessions to support and assist decision making processes.

- 3.3 The governance and monitoring arrangements also include an approach to conducting Equality Impact Assessments (EQIAs) shared across the Council Family Group.
- 3.4 As noted the **Equality Working Group** reports and updates on any further action to improve mainstreaming; or further work to deliver the Equality Outcomes, by our Services and ALEOs. This also provides a forum for impact evaluation, and timely consideration of equality as part of policy development through the EQIA process.



Equality Mainstreaming and Progress Report 2025

Mainstreaming Equality in Service Delivery

Part 1

Glasgow Council Family
Equality Mainstreaming Report 2025

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Mainstreaming Equality in Service Delivery

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For further information on Glasgow City Council's Equality Outcomes, please contact the Corporate Policy and Governance team:

Email: equality@glasgow.gov.uk

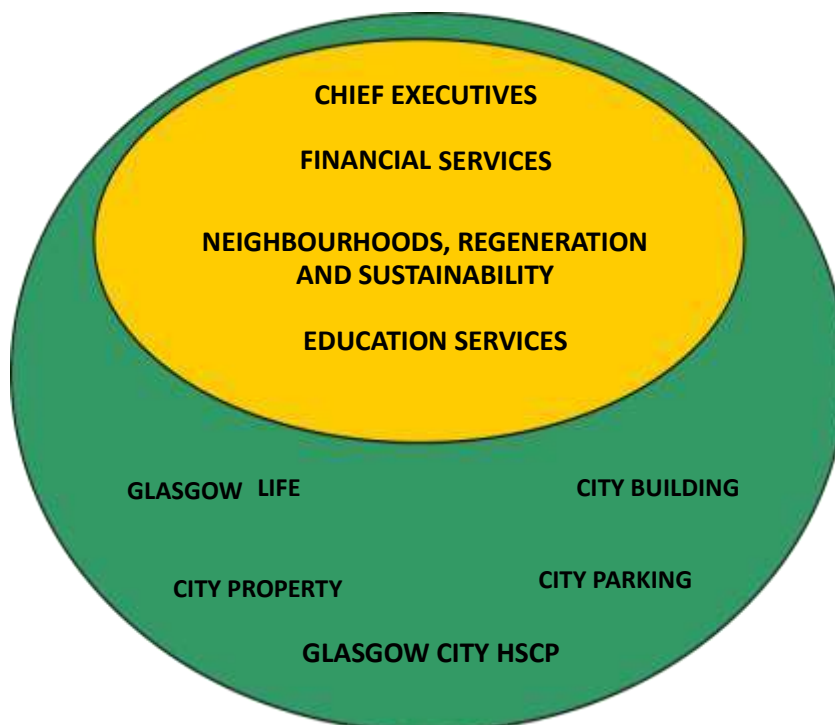
Copies in alternative formats and community languages will be made available on request

PART I

Mainstreaming Equality in Service Delivery

1.1 Introduction

- 1.1 This is the final report on Glasgow City Council Family's mainstreaming of equality into service delivery and progress towards the [2021 to 2025 Equality Outcomes](#). It describes what steps have been taken to integrate equality into day-to-day activities, building on the original outcomes as published in 2013 and the next set of outcomes published in 2017 and 2021. The Equality Act 2010 introduced a new public sector general equality duty that combined the existing legislation requiring public authorities to pay due regard to the need to eliminate unlawful discrimination, victimisation and harassment; advance equality of opportunity; and foster good relations. These requirements apply across the protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion and belief, sex and sexual orientation, and marriage and civil partnership.
- 1.2 The Council Family is the business model through which the Council delivers services to the people of Glasgow (see diagram 1 below). It is a model based on a group of directly provided services and wholly and jointly owned companies that share core key objectives, priorities and values, the arms-length organisations (ALEOs). Although the ALEOs are not bound by the Public Sector Equality Duty, they have agreed to deliver the Council's policy and Equality Outcomes as part of the Council Family. They are also required to address Poverty and Inequality, and ensure services adhere to the Human Rights Act.
- 1.3 **The Glasgow City Council Family of Organisations 2021-2025**



- 1.4 It should be noted since the outcomes were published that there were several structural changes which have resulted in a more effective and streamlined service. These changes included services such as Cordia being transferred back into the appropriate areas of Social Care Services and Glasgow. Appropriate elements of Community Safety Glasgow were also transferred into the Neighbourhoods, Regeneration and Sustainability (NRS) Department.
- 1.5 The report explains the overall approach to equality and provides specific examples of good practice across the Council Family, including Human Resources, Neighbourhoods, Regeneration and Sustainability, Glasgow Life, Education, Chief Executive and Community Empowerment. It reflects how the Council Family has sought to embed Equality as part of its day-to-day approach and operational considerations.
- 1.6 The Equality Act 2010 stipulates that public authorities must publish Equality Outcomes every 4 years, which include targets and actions the Council Family Group will take to reduce inequality. As noted above, the Council published its first set of Outcomes in 2013 based on the findings of an evidence review and developed in consultation with equality groups. They do not encompass all the work the Council Family does to reduce inequality in the city. Instead, they reflect what are the priorities and form the framework on which the Council Family has built its equality agenda.

2.1 Equality: The Glasgow Context

- 2.1 Glasgow is Scotland's largest and most diverse city with a population of approximately 635,100 (May 2025). The city has the largest [percentage of black and ethnic minority population](#) (19%) of all major Scottish cities.
- 2.2 The latest [Scottish Core Questions Survey 2023](#) notes that 26% of people in Glasgow have a limiting long term physical or mental health condition or illness. There are approximately 13.6% or 86,400 of Glasgow's population that are over the traditional retirement age of 65.
- 2.3 Despite the work undertaken over the life of the Outcomes there are still significant challenges for the poorest and most disadvantaged people in the city, and for those who face barriers because of their race, gender, age, disability, sexual orientation, or religion and belief. To ensure that equality is considered at all levels of service delivery and decision making, the Council Family agreed a Statement of Intent for Equality as part of the Equality Outcome 2017-21 that sets out its policy approach which still applies to the current 2021-25 outcomes, which can be summarised below:

Glasgow City Council will not tolerate inequality and discrimination in the city and will take action to address the underlying causes and support its most vulnerable citizens. In particular, the Council will work to eradicate hostility, prejudice and violence that continue to be manifested against particular groups.

- 2.4 To mitigate the effects of inequality, Glasgow City Council has been committed to delivering its Equality Outcomes within a policy framework that ensures that the Council Family is:
- Mainstreaming equality in all aspects of policy development and decision making, thereby demonstrating leadership

- Embedding equality impact assessments into policy, service planning and decision making
- Contributing to the development and use of a robust evidence base, which identifies the underlying causes of inequality and supports the activity by which these are addressed
- Actively engaging with communities in order to understand their perspectives, concerns and priorities
- Using the framework provided by the Equality Act 2010 and the specific duties set by the Scottish Government to mainstream equality within the day-to-day work of the Council Family and in working with our Community Planning Partners.

2.5 Equality: Impact of COVID-19 and Cost of Living Crisis on Equality

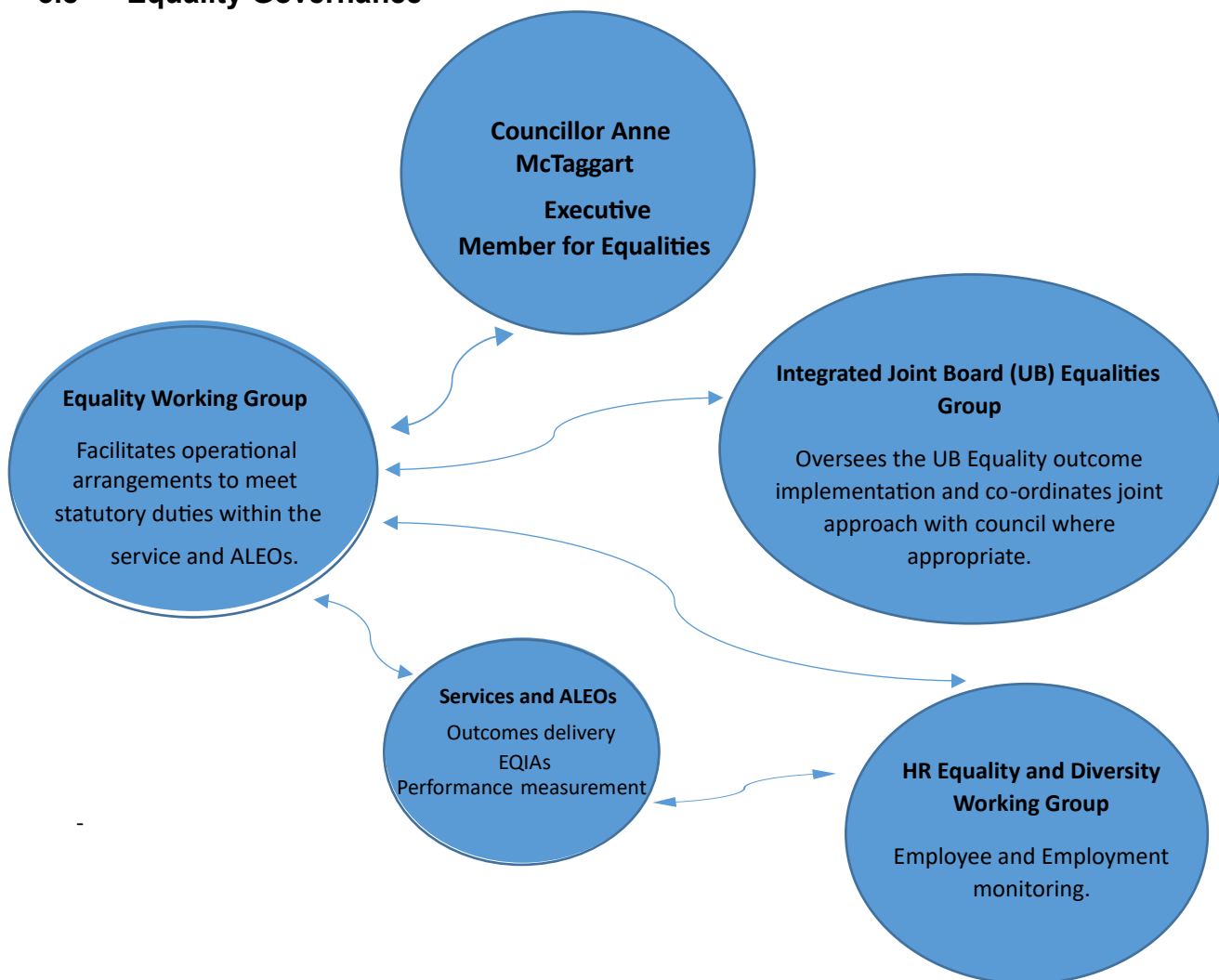
- 2.6 It is widely acknowledged that the legacy impacts of the coronavirus pandemic were significant and unequal, with the impacts of COVID-19 on equality detailed on the [Scottish Government website](#)
- 2.7 Tackling these issues has been challenging and continues to leave a legacy on the city. Our Equality Outcomes recognise these issues, particularly some of those that relate to the continuing challenge of social isolation, and other related areas of impact
- 2.8 Across all Council Family Services there have been several co-ordinated responses to protect the vulnerable (not all of which are detailed here) such as the Shielding Programme which delivered support to many older and vulnerable people across the city.
- 2.9 Some of the structures originally employed to support vulnerable members of the community during COVID-19 have helped to inform the development of [Glasgow Helps](#) . This response is a key part of the Council's ongoing focus on the [Cost of Living Crisis](#) across many of the protected characteristics. For children and their families; the Glasgow Child Poverty Pathfinder which aims facilitate more comprehensive access for successful early intervention.

3.1 Leadership, Structure and Partners

3.2 Governance and Management

- 3.3 The activities highlighted in the remainder of the report are focused on the key activities that have been undertaken in the full period of the Equality Outcomes implementation (2021-2025).
- 3.4 The Council Family mainstreams equality in all aspects of policy development and decision making, in particular in its embedding of Equality Impact Assessment as a tool for enhanced decision making.
- 3.5 All scrutiny and policy development committees have embedded equality in their remits. Reports to committee regularly highlight equality issues through the inclusion of an equality consideration on all committee report templates. This consideration is linked to the Equality Impact Assessment process and also reflects on Socio Economic and Human Rights considerations.

- 3.6 The [Glasgow Community Planning Partnership](#) has also been responsible for co-ordinating the city-wide partnership approach to supporting General Duty for equalities, and seeks to embed Equality Outcomes through its own Equalities Working Group and its links to Locality Action Planning and support to organisations.
- 3.7 The Integration Joint Board, has developed its own specific [Equality Outcomes](#); and continues to support the work of Glasgow City Council by linking into Strategic Equality Planning Group, which enables the co-ordination of actions and responses related to GCC Equality Outcomes; where appropriate.



Family Group response to the Equality Act 2010, and for driving the Equality Outcomes and related policy areas.

3.11 Equality Outcomes

3.12 The Equality Act 2010 contained a new stipulation that public authorities must publish a set of Equality Outcomes. The 14 related Equality Outcomes 2021 – 2025 form the basis of equality work by the Council Family and reflect the priorities identified in consultation with equality groups. Each outcome has been aligned with the Strategic Plan theme it supports, actions and short-term and long-term measures. An update on the Council Family's progress towards delivering the Equality Outcomes is included in part II of this report.

3.13 As part of the Equality Act, [Fairer Scotland Duty](#) came into force on 1 April 2018. It requires public bodies to pay due regard to how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making decisions. We have incorporated this duty into the Equality Impact Assessment process and each strategic decision requires an assessment to identify potential impacts on the grounds of socio-economic status and to take steps to mitigate this risk wherever possible.

3.14 While recognising that considerable social and economic improvements have been delivered and continue to transform our city, a [significant number of Glasgow's residents live in the 20% most deprived areas](#) in Scotland. This reflects a slight improvement from previous years but still highlights significant levels of deprivation within the city. The city's [Poverty Leadership Panel](#) (PLP) leads the work to reduce poverty in the city with a key focus on tackling Child Poverty.

3.15 The Equality Outcomes 2021-2025 set out the following outcome areas:

1. An increased proportion of women, black and minority ethnic people, younger people, disabled people and LGBTI+ are supported to enter employment or training.
2. Disabled people, black and minority ethnic people and other people have an improved experience in accessing services that meet their needs through more regular and systematic involvement in design of service delivery across the Council Family.
3. Service users are provided with information accessible to them on services provided by the Council Family particularly, those who face barriers through disability, language and digital exclusion.
4. Glasgow's work to end violence against women and girls results in:
 - Women and girls can access the right services based on identified need and are protected from further harm;
 - Experiences of women and girls inform the planning and activity to eradicate gender-based violence and;
 - Prevention approaches support tackling the root causes of violence against women and girls.
5. LGBTI+, disabled, religious, faith and black and minority ethnic people have increased confidence to report hate crime through our work with partners to;
 - Prevent hate crime before it happens
 - Encourage people to report hate crime when it happens
 - Improve service responses to victims

6. The importance of tackling social isolation and loneliness is recognised and prioritised through our work with partners.
7. Glasgow city Council create and celebrate a diverse and inclusive workplace.
8. Black and minority ethnic people and disabled people have increased representation within Glasgow City Council's workforce.
9. Glasgow City Council has reduced barriers faced by women in the workplace.
10. Glasgow City Council employees are supported to have improved mental and physical health and wellbeing.
11. The Glasgow City Council has progressed LGBTI+ inclusion in the workplace.
12. Glasgow City Council (Education services) has developed a more strategic approach to delivering equality and diversity curriculum in schools that has been developed in partnership with the third sector and achieves external validation where possible.
13. Glasgow City Council (Education Services) has developed a more strategic approach to challenging discrimination in schools and ensuring that everyone is engaged in tacking forward this approach.
14. Glasgow City council (Education Services) has continued to improve outcomes in relation attainment and achievement for children and young people including those experiencing socio-economic disadvantage, those for whom English is not their language, those who identify as black and minority ethnic and disabled children and young people.

3.16 Training

- 3.17** We continue to provide all our staff with access to appropriate training to ensure that we build staff confidence, and professional assurance, to deliver high quality accessible services to the people of Glasgow. For example, in December 2022 a new Hate Crime Module was launched on GOLD. Since the course was launched more than 1200 staff have completed the module. Dementia Training has also been provided for over 150 staff since Feb 2024, in addition 353 new employees to the organisation have received Dementia Induction training.
- 3.18** Since the development of the original outcomes, elected members have also been prioritised to attend equality awareness training, and it is now part of the elected member mandatory training. Half-day training sessions have been facilitated by external trainers.
- 3.19** The Council has an agreed core standard for equality training and plans to augment this training with briefings and awareness sessions on specific topics. Training courses for employees are provided online through the e-learning platform or, where appropriate, and in line with current restrictions. delivered through classroom-based training. All services have a commitment to development of training on equality and will supplement the core standard as relevant for different staff roles, for example, the Glasgow Centre for Independent Living delivered disability etiquette awareness sessions for staff in Social Work Services. In line with Glasgow Council's Equality Outcomes, we have partnered with several training providers to source a range of training opportunities. Training such as Equality, Diversity and Inclusion is available to employees, covering topics of Disability Equality for front line employees, Dementia Awareness, Unconscious Bias in Recruitment and [more](#).

- 3.20** The Council also provides Equality Impact Assessment (EQIA) training to enhance key decision-making processes in the Council. Since the third set of outcomes were published in 2021, significant numbers of staff across the entire Council Family have been trained in Equality Impact Assessment. Elected members across all political parties have also been trained, and refresher training is also offered. This has provided greater scrutiny of EQIA, and a helped to embed Equality consideration into decision making. As a result of COVID 19 restrictions, no consistent face to face training took place from 2020 to 2021, and an online EQIA module of training was developed for Elected Members and staff in November 2020. Since the easing of restrictions regular face to face training recommenced in November 2022.
- 3.21** The development of the Council's approach to Climate Change Impact Assessment will necessarily look to include EQIA as part of its approach and the ongoing development of this will be notified to Committee.

3.22 Implementation and Monitoring

- 3.23** The Governance and Management section above outlines how progress towards mainstreaming equality and the delivery of the Outcomes is coordinated and monitored. To implement the council family approach to meeting the Public Sector Equality Duty, each council service and ALEOs has a lead officer for equality. The General Purposes City Policy Committee considers equality policy issues and the Operational Performance and Delivery Scrutiny Committee considers equality performance issues.
- 3.24** The Equality Outcomes include both long-term and shorter-term performance measures to enable the Council Family to track progress of delivery. Services are asked to embed performance monitoring of progress towards the Equality Outcomes into performance management arrangements. Corporately, equality issues are reported in the Council Annual Performance Report.
- 3.25** Every Council service prepares an Annual Business Plan (ABP) formerly known as the ASPIR. This report contains a progress and performance update in relation to key priorities. It also sets out future priorities and how these will be achieved. ASPIRs are reported to the relevant Policy Development Committee. Within the ASPIRs, services are asked to summarise the key findings and response to [Equality Impact Assessments](#) (EQIAs) that have been conducted during the year and set out the planned EQIAs for the upcoming financial year.

4.1 Evidence and Information

4.2 Consultation and Research

- 4.3** The Council includes all relevant and appropriate demographic questions when undertaking consultation and engagement in line with GDPR. Each survey asks a range of equalities monitoring questions including age, gender identity, disability and ethnicity. The [consultation statement](#) sets out the commitment to ensuring that all relevant groups and communities with an interest or who are likely to be affected by an issue will have the chance to participate in a consultation. The Council makes materials available in different formats if needed, for example using a large print or another language. The Council also uses alternative methods of consultation, such as focus groups, to ensure that a wide range of views are represented.

- 4.4 The [Glasgow Household Survey \(GHS\)](#) is used by the Council Family to measure and track residents' use of and satisfaction with key services provided by the Council and its partner organisations. The survey is carried out annually and consists of 1,000 interviews across the city. A fresh demographically representative sample is used for every survey. Each respondent is asked a comprehensive set of demographic questions. The latest report was released in October 2024.
- 4.5 The information that is collected through surveys is analysed by age, disability, gender, race, religion or belief and sexual orientation and is routinely done so to assess if there are differential results reported by different groups. For example, from analysis of the most recent GHS the Council knows that Black and Minority Ethnic residents have an overall higher satisfaction level with services provided by the council and its partners (57%) compared to non BME (37%), despite an overall decline in this satisfaction measure. The results and findings from the GHS are reported widely across the Council, as well directly to the Corporate Management Team and elected members, with the full report published on the Council's website.
- 4.6 **Engagement**
- 4.7 The Council actively engages with communities in order to understand their perspectives, concerns and priorities. An example is the Glasgow Equality Forum (GEF), which brings together representatives from the voluntary sector, equality networks, and other organisations, who meet with community planning partners to discuss areas of mutual interest and help to shape and inform strategy and policy development. We link into this network via our links with the HSCP Equalities Group,
- 4.8 Membership of the Forum is structured to provide knowledge and experience of the issues and experiences of people across the range of protected groups. Many of the networks and organisations have broad membership bases, which inform their contribution. The current membership of the Forum includes:
- [GlasgowLGBTI+ Voluntary Sector Network](#)
[Glasgow Disability Alliance](#)
[Glasgow Womens Voluntary Network](#)
[Cemvo Scotland](#)
- Associate members:**
- [Faith in Community Scotland](#)
[Scottish Refugee Council,](#)
[Age Scotland](#)
- 4.9 In addition, the Council has also convened its own direct forums with communities of interest in the city; and these are noted below at 4.16.
- 4.10 The Council also jointly supports the online [Equality Updates](#) (along with Glasgow Council for the Voluntary Sector). The Update consists of an e-bulletins and a web presence designed to raise awareness of and promote equality issues in Glasgow. Information is shared in relation to jobs, sources of funding, events and research.
- 4.11 Through the Integrated Grant Fund, the Council supported a range of third sector organisations that work to tackle discrimination and inequality and promote good

relations. This included funding for equality networks and organisations, work on integration, and funding of services that complement and enhance Council Family Group services. The development of The [Glasgow Communities Fund](#) was introduced in October 2022, offering a 30-month programme of grant funding support to third sector organisations up to 31st March 2023. In the first phase of the programme, the fund has supported almost 300 organisations to deliver diverse programmes of activity at a city-wide and local level to the value of over £47m. Phase 2 of the fund will run from 1 April 2023 until the 31st of March 2026.

4.12 The Council also understands its obligations as an employer continues to support the [Supporting Equality and Diversity at Work Groups](#) to promote and support the message of diversity and inclusion within its own staff groupings, by using Diversity Champions to drive the message of equality across the Services and ALEOs.

4.13 There are several other networks or groupings at council service level that reflect this networking approach. One such example is the continued development of the [Glasgow Transport Strategy](#) (GTS)

Glasgow has the highest traffic volume of any local authority, despite car ownership being lower in Glasgow than the rest of Scotland. Car ownership is lowest in the most deprived areas where there is a greater reliance on buses for travel. [Glasgow Centre for Population Health](#)

- The GTS for the city of Glasgow aims to set a clear direction for transport policies, projects and investment up to 2030. It aims to create a sustainable, equitable and efficient transport system for tackles climate change, reduces inequalities and fosters liveable neighbourhoods.
- The GTS will be delivered through the support of the Active Travel Strategy, City Centre Transformation Plan and Liveable Neighbourhoods Plan. The strategy responds to Glasgow's net zero carbon aspiration for 2030, as well as a city target to reduce car vehicle kilometres by at least 30% by 2030 (over a 2019 baseline).
- For more information on this strategy, please refer to www.glasgow.gov.uk/transportstrategy

4.14 The Scottish Council Equalities Network (SCEN) is also a key forum for Glasgow and other authorities to engage and share good practice and relevant equality information. Usually two representatives from Glasgow City Council attend a meeting every 3 months with SCEN and is regularly a host.

4.15 Since the last Mainstreaming Report, there have been areas of activity that have been brought to light which require much needed focus. These are areas where evidence continues to be gathered, and approaches are still being developed. However, the continuing progress will be reported on. These include:

Engagement with officers to consider the most appropriate actions to support considerations around applying a Gender lens on Budgeting and City Development. Linked to this; the annual scheduled review of EQIA Guidance [EQIA Guidance Review March 2025](#) will allow emerging Scottish Government recommendations on the Public Sector Duty to be included in the future EQIA framework going forward, and which will also present opportunities for these lenses; noted above, to considered.

Progress by the Slavery Legacy Cross Party Working Group; around public consultation and ongoing engagement, was updated to this [Committee in Jan 2023](#); as work continues to address the Legacy of Slavery in the city; highlighted in the [Glasgow, Slavery and Atlantic Commerce: An audit of Historic Connections and Modern Legacies](#)

4.16 Forum of Faiths and Other Forums

Forum of Faiths

Originally founded in 2002, the Forum was reconstituted in 2020_ to facilitate ongoing dialogue and work directly with relevant to faith groups on a number of issues including the Council's approach to the Public Sector Equality Duty.

The purpose of the group as agreed at the first meeting in August 2020 is to:

- Provide discussion on social issues;
- Promotion of good relations/community cohesion
- Visits (when possible) to places of worship
- Assistance to multi faith civic ceremonies
- Provision of advice to public bodies
- Acting as a consultative forum on local issues for local government
- Directly link faith groups to the civil and policy infrastructure of the city.

As work develops across these areas; we will, as noted previously, reflect on their development, scope and activities, in all future Outcomes progress updates.

The most recent meeting was held in December 2024 and was chaired by the Lord Provost. Discussions at the meeting included parking issues around places of worship and intended Glasgow 850 celebrations and the possible involvement of faith communities. These meetings will be organised as required but with the intention of convening twice a year depending on updates and availability.

Other Forums

Over the course of 2024, Glasgow City Council established a number of forums with the aim to better represent and understand the issues within the community. These included:

LGBT

Representatives from a number of LGBT organisations attended the inaugural LGBT meeting during November 2024. Matters discussed included the programme to update Glasgow City Council Equality Outcome Indicators, Glasgow Commonwealth Games 2026, Glasgow - 850 celebrations, and to explore the potential to establish a hub facility for organisations.

Gaelic

A meeting of the Gaelic Forum was convened in December 2024. The discussions updated members on the introduction of a Gaelic app which is being developed by the University of Glasgow, along with arrangements to support Gaelic given staff changes within the council.

BSL

Meetings with members of Glasgow's deaf community have taken place during 2024 despite ongoing issues with sourcing interpreters. The areas of discussion have been varied but have focussed on where participants believe the Council could be doing more to assist and improve their experience of council services.

Disability

We are currently working with organisations to facilitate a meeting which would hopefully establish a link with the disability community. A number of issues are being dealt with to assist progressing an in person meeting but we have sought involvement which provides disabled citizens to participate in providing Equality Outcome feedback.

5.1 Access to Services

5.2 Accessible Services

- 5.3** The Council has taken a number of steps to address barriers to communication in participation and accessing services. A number of these are included in part II of this report that set out the progress towards the Equality Outcomes. The paragraphs below provide some examples of specific approaches the Council Family Group undertakes to address barriers to access.

5.4 BSL Action Plan 2024 to 2029

- 5.5** We published our second [BSL Plan 2024 to 2029](#) in May 2024. The development of the plan involved extensive consultation with the BSL community, services and stakeholders. This plan further states the Council's commitment to improve accessibility for the BSL Community across all Council family services.
- 5.6** Following on from the Action Plan, and after engagement with BSL Stakeholders, a series of BSL networking events have been organised by the Chief Executive Department. These events will establish re-engagement with the BSL community, to ensure their needs as a community are reflected in our updated Action Plan and appropriate support and/or resources can be obtained.
- 5.7** Related to this; the Centre for Sensory Impaired, supported by the Council in partnership with the Royal National Institute for the Blind (RNIB), provides a range of services for people with sensory impairments. This includes the provision of materials in different formats and specific support through the provision of interpreters to the BSL community. The Council provides some information about its services in British Sign Language (BSL) on its website and is looking to further develop its approach in line with the BSL Action Plan.
- 5.8 2023-2028 Gaelic Language Plan**
- 5.9** Gaelic usage within Glasgow City Council and Glasgow Life has been increasing on year via various projects and initiatives to service the Ghaidlig speaking community in the city.
- 5.10** It should be noted that the 2022 Gaelic Economic in Glasgow research study demonstrated that Gaelic contributed to over 700 FTE jobs and £21.6m GVA to the Glasgow economy. Raising awareness via undertaking research, facilitating internal and

external training continues, and research has shown that interest in learning Gaelic among staff from across the Council continues to increase. The [Gaelic Language Plan 2023 to 2028](#) was approved by the City Administration Committee on the 1st December 2022.

5.11 Employability

- 5.12** City Building's supported business [RSBj](#), offers employment facilities to employees with disabilities. This includes Work Choice positions, which offers opportunities for people with disabilities on a rolling programme, which facilitates progression for disabled employees into mainstream employment.

5.13 Other Areas of Accessibility

- 5.14** The Council; through its Financial Inclusion team, and with its partners at MacMillan Cancer support continues to assist cancer patients linking up services through needs assessment to improve the journey of those patients and provide better access to all.
- 5.16** The Linguistics team, as part of the HSCP, provides face to face interpreting, telephone interpreting and translation for citizens accessing Social Work Services and Education Services. The service currently supports around 70 languages across the city. We continue to support the increased diversity of communication in the city and respond to requests for certain languages. For example, the demand for Ukrainian interpreters has increased dramatically, due to the number of Ukrainian refugees within the city.
- 5.17** Dementia Training: In response to the Scottish Government's Dementia Strategy and to bring training in line with the Promoting Excellence Framework, Glasgow City HSCP developed a course with Glasgow Caledonian University. The course is a 2-day skilled programme, accredited with 3 SCQF points and this can be used as recognised prior learning for other qualifications staff will undertake as part of their professional development. Dementia Informed training is included as core part of our homecare staff induction.
- 5.18** Glasgow ESOL partners continue to use the central register to recruit for ESOL learning classes which avoids duplication, provides a single point of access and gives a better picture of what the needs are in the City. Learning classes were switched to online access during COVID and have remained online, as there has been a higher attendance rate.

5.19 Equality Monitoring

- 5.20** Equality monitoring enables the Council to analyse how different people use and experience services, highlights any issues and understand how services work, in order that action to improve service provision may be taken. The following examples illustrate how the Council collects and uses equality monitoring information to deliver services.
- 5.21** The CareFirst management information system utilised by Social Work Services continues to capture information on every service user's ethnicity, age, and gender, as well as their main client group to determine the type of disability or disabilities. There is

also optional information collected on first language and religion. This classification information is built into operational reports that will show service activity by client and their equality characteristics. In turn this allows the department to monitor uptake of service and service activity by these characteristics.

5.22 Equality Impact Assessments

5.23 The Council continues to embed equality into policy, service planning and decision making through the application of an [Equality Impact Assessment \(EQIA\)](#) approach, which ensures that equality is considered at the start of a policy or service development. The EQIA considers how protected characteristics, socio economic deprivation, and human rights should impact our decision making and how a proper understanding of each of those elements as part of a decision-making process, enhances the outcome of that decision.

5.24 The Equality Impact Assessment documentation and process are used by the whole Council Family. All services and ALEOs are asked to report on completed EQIAs and note those planned for the upcoming financial year. Services comply with this by including the information as part of the Annual Service Performance and Improvement Report (ASPIR), which are published annually. All completed EQIAs are published on the [Council Website](#).

5.25 The EQIA process is also integrated into the Budget Strategy. The equality impacts of all budget options are assessed and the findings presented to elected members. These were summarised within the appendix to the [Council Budget](#).

5.26 The [EQIA Guidance and Assessment tool](#) was revised in July 2021, to reflect the Fairer Scotland Duty, and the need to reflect specifically on Human Rights implications in course of Impact Assessment. The tool and accompanying guidance will continue to be reviewed annually with any necessary amendments presented to the appropriate scrutiny committee. EQIA training in person occurs bi-monthly to ensure all staff across the Council Family can attend. The structure of this training includes presenting information and guidance, followed by a practical example, whereby employees are asked to work in groups to discuss and identify impacts of this example.

6.1 Council Workforce Equality Monitoring

6.2. As an employer, the Council aims to achieve equality and diversity in its workforce, we want to be a sensitive and understanding employer, creating a workplace where everyone is respected. The Council monitors its workforce across multiple profile areas including by gender, ethnicity, disability, and salary. Tables providing a summary of this information are included as appendix A and B below. Detailed monitoring information for the Council and Education Services (the Education Authority which we are required to publish separately) are published on the [Councils Website](#)

The analysis presented is based upon what is known about the workforce and where employees have chosen to disclose their information across the protected characteristics. HR Teams have since 2015 been focussed on encouraging employees to update their personal information; this has resulted in an improvement in disclosure across all protected characteristics since 2015.

- 6.3. Our Gender Pay Gap information is currently published on our Website for 2023/24 with 2024/25 data due to be published by end June 2025.

Gender Pay Gap since 2021

	2021	2022	2023
All Employees (Excluding Teachers)	7.42% (in favour of men)	7.03% (in favour of men)	5.43% (in favour of men)
Teachers	1.86% (in favour of men)	1.62% (in favour of men)	1.78% (in favour of men)

- 6.4 Our employees (excluding teachers) gender pay gap has decreased by 1.6% to 5.43% (in favour of men) since 2022. We continue to review our gender pay gap information to understand the reasons behind any year on year changes.

6.5 Workforce Profile by Ethnicity

The table below has been simplified to provide a summary of the Council's workforce by ethnicity. This summary is for All Council as at 31 December 2024.

To view the table in entirety (showing a breakdown by gender and ethnicity) please see the [Council's website](#)

Grade	White Employees			BME Employees			Non Disclosed			Total Workforce
	Number	%		Number	%		Number	%		
Grade 1 - 4 Total	8742	71.1%		695	5.7%		2,855	23.2%		12,292
Grade 5 - 7 Total	5,496	78.0%		264	3.7%		1,283	18.2%		7,043
Grade 8 Total	593	84.7%		15	2.1%		92	13.1%		700
Grade 9 - 15 Total	267	70.1%					48	14.3%		315
Other Non Pay & Grading Structure	298	70.1%		17	4.0%		110	25.9%		425
Teaching	4,127	65.7%		213	3.4%		1,946	31.0%		6,286
Total Workforce	19,523	72.1%		1207	4.5%		6,331	23.4%		27,061

Total Full Time Workforce	12,042	74.4%		584	3.6%		3,557	22.0%		16,183
Total Part Time Workforce	7,481	68.8%		623	5.7%		2,774	25.5%		10,878

(To ensure that employees can't be identified we have removed number where it is lower than 10)

6.6 Workforce Profile by Disability

The table below has been simplified to provide a summary of the Council's workforce by disability. This summary is for All Council as at 31 December 2024.

To view the table in entirety (showing a breakdown by gender and ethnicity) please see the [Council's website](#)

Grade	Disabled			Non Disabled			Non Disclosed			Total Work
	Number	%		Number	%		Number	%		
Grade 1 - 4 Total	345	2.8%		5,772	47.0%		6,175	50.2%		12292
Grade 5 - 7 Total	224	3.2%		3,907	55.5%		2,912	41.3%		7043
Grade 8 Total	22	3.1%		279	39.9%		399	57.0%		700
Grade 9 - 15 Total		1.6%		188	59.7%		122	38.7%		310
Other Non Pay & Grading Structure	36	8.5%		243	57.2%		146	34.4%		425
Teaching	177	2.8%		2,792	44.4%		3,317	52.8%		6286
Total Workforce	809	3.0%		13,181	48.7%		13,071	48.3%		27,056
Total Full Time Workforce	521	3.2%		7,095	43.8%		8,567	52.9%		16,183
Total Part Time Workforce	288	2.6%		5,024	46.2%		5,566	51.2%		10,878

To ensure that employees can't be identified we have removed numbers where it is lower than 10.

6.7 Workforce Profile by Gender

The table below has been simplified to provide a summary of the Council's workforce by Gender. This summary is for All Council as at 31 December 2024

To view the table in entirety (showing a breakdown by gender and ethnicity) please see the [Council's website](#)

Grade	Male			Female			Total Workforce
	Number	%		Number	%		
Grade 1 - 4 Total	3,260	25.3%		9,613	74.7%		12,873
Grade 5 - 7 Total	1,827	25.6%		5,314	74.4%		7,141
Grade 8 Total	242	34.6%		457	65.4%		699
Grade 9 - 15 Total	149	47.2%		167	52.8%		316
Other Non Pay & Grading Structure	237	50.4%		233	49.6%		470
Teaching	1,402	21.8%		5,036	78.2%		6,438
Total Workforce	7,117	25.5%		20,820	74.5%		27,937
Total Full Time Workforce	6,016	35.7%		10,835	64.3%		16,851
Total Part Time Workforce	1,101	9.9%		9,985	90.1%		11,086

6.8: Workforce Profile by Sexual Orientation

The table below has been simplified to provide a summary of the Council's workforce by sexual orientation. This summary is for All Council as at 31 December 2024.

To enable viewing and printing, this table has been simplified. To view the table in entirety (showing a breakdown by sexual orientation) please see the [Council's website](#)

Grade	Bi-Sexual		Heterosexual		Lesbian / Gay		Other		Not Disclosed		Total Workforce
	Number	%	Number	%	Number	%	Number	%	Number	%	
Grade 1 - 4 Total	91	0.7%	5,768	46.9%	100	0.8%	35	0.3%	6,298	51.2%	12,292
Grade 5 - 7 Total	45	0.6%	3,053	43.3%	87	1.2%		0.1%	3,854	54.7%	7,043
Grade 8 Total		0.0%	271	38.7%		0.0%		0.0%	420	60.0%	700
Grade 9 - 15 Total		0.0%	106	33.7%		0.0%		0.0%	199	63.2%	315
Other Non Pay & Grading Structure		0.0%	275	64.7%		0.0%		0.5%	135	31.8%	425
Teaching	75	1.2%	2,520	40.1%	101	1.6%		0.1%	3,584	57.0%	6,286
Total Workforce	211	0.8%	11,993	44.3%	288	1.1%	35	0.1%	14,490	53.5%	27,061
Total Full Time Workforce	149	0.9%	7,013	43.3%	237	1.5%	26	0.2%	8,758	54.1%	16,183
Total Part Time Workforce	72	0.7%	4,980	45.8%	73	0.7%	21	0.2%	5,732	52.7%	10,878

6.9 Workforce Profile by Religion or Belief.

The table below has been simplified to provide a summary of the Council's workforce by religion or belief. This summary is for All Council as at 31 December 2022.

To enable viewing and printing, this table has been simplified. To view the table in entirety (showing a breakdown by religion or belief) please see the [Council's website](#)

Grade	Buddhist		Church of Scotland		Hindu		Jewish		Muslim		Other Christian		Roman Catholic		Sikh		Pagan		Another Religion		None		Not Disclosed		Total Workforce
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%			Number	%	Number	%	Number	%	
Grade 1 -4 Total	12	0.1%	621	5.1%	22	0.2%	2	0.0%	242	2.0%	830	6.8%	1,733	14.1%	39	0.3%	300.0%	0.0%	84	0.7%	2,659	21.6%	6,045	49.2%	12,292
Grade 5 -7 Total	6	0.1%	407	5.8%	8	0.1%	2	0.0%	68	1.0%	172	2.4%	852	12.1%	15	0.2%	200.0%	0.0%	48	0.7%	1,549	22.0%	3,914	55.6%	7,043
Grade 8 Total	0	0.0%	44	6.3%	0	0.0%	0	0.0%	2	0.3%	9	1.3%	80	11.5%	1	0.1%	0.0%	0.0%	1	0.1%	141	20.1%	422	60.3%	700
Grade 9 -15 Total	0	0.0%	26	8.3%	0	0.0%	0	0.0%	0	0.0%	8	2.6%	27	8.6%	1	0.3%	0.0%	0.0%	1	0.3%	52	16.5%	200	63.5%	315
Other Non Pay & Grading Structure	1	0.2%	47	11.1%	0	0.0%	2	0.5%	7	1.6%	17	4.0%	60	14.1%	1	0.2%	0.0%	0.0%	2	0.5%	140	32.9%	148	34.8%	425
Teaching	9	0.1%	301	4.8%	6	0.1%	2	0.0%	46	0.7%	134	2.1%	1,071	17.0%	12	0.2%	300.0%	0.0%	43	0.7%	1,025	16.3%	3,634	57.8%	6,286
Total Workforce	28	0.1%	1,446	5.3%	36	0.1%	8	0.0%	365	1.3%	1,170	4.3%	3,823	14.1%	69	0.3%		#DIV/0!	179	0.7%	5,566	20.6%	14,363	53.1%	27,061
Total Full Time Workforce	15	0.1%	887	5.5%	14	0.1%	4	0.0%	120	0.7%	538	3.3%	2,251	13.9%	29	0.2%	800.0%	0.0%	113	0.7%	3,351	20.7%	8,853	54.7%	16,183
Total Part Time Workforce	13	0.1%	559	5.1%	22	0.2%	4	0.0%	245	2.3%	632	5.8%	1,572	14.5%	40	0.4%	0.0%	0.0%	66	0.6%	2,215	20.4%	5,510	50.7%	10,878

7.1 Education - Service Provision

Education Services continue to include as many children and young people as possible in mainstream provision with appropriate support, as set out by the service's Inclusion Policy 'Every Child is Included'. In addition, there is specialist provision for children and young people with more complex additional support needs including physical disabilities, visual impairment and hearing impairment. Some of this provision is within co-located bases in our mainstream schools.

7.2 The strategic lead for education is the Executive Director for Education Services. He is supported by Heads of Service including; learning, teaching and assessment; quality improvement and leadership; strategic lead for raising attainment and achievement, curriculum and employability. The Head of Inclusion has lead responsibility for Equalities, and is supported by the Quality Improvement Officer (QIO) Equalities

7.3 Some of the key areas highlighted in the Progress towards Mainstreaming include; but are not limited, to areas such as:

- The updated Social Studies Curriculum Knowledge and Skills Framework 2024/25 being used widely across establishments to deliver curriculum experiences and outcomes. These embed equalities through links to appropriate resources which represent the diversity in our classrooms, schools, communities and city.
- Ongoing work with Glasgow University regarding Glasgow's Slavery Audit and workshops for teachers conducted throughout 2024
- Schools having a refreshed Anti-Bullying Policy. An Anti -Bullying Charter was created following consultation with Glasgow's Schools Forum/Young People and issued to all schools. Quality link school visits during this session have ensured that schools display and implement our Anti-Bullying Charter
- Further developing partnerships with Principal Teachers and Faculty Heads and teachers delivering English for Speakers of Other Languages (ESOL) within the ESOL curricular Network, to include all schools.
- Continuing to promote STEM ambassadors in schools following the end of the Education Scotland STEM grant funding; and continuing to develop service links with partners such as SERC and Mears to ensure sustainability of STEM ambassador role.

7.4 Further work to be conducted as part of the development of the new action plan in Autumn 2025 to realign and review existing mainstreaming actions with the revised Outcomes for Education.

8. Policy and Resource Implications

Resource Implications:

Financial: The plan will be implemented within existing resources.

Legal: None

Personnel: None

Procurement: None

Council Strategic Plan: This supports the Grand Challenge of Enabling staff to deliver essential services in a sustainable, innovative and efficient way for our communities by focusing on how our performance data is presented for public and operational scrutiny

Equality and SocioEconomic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify. This report represents progress towards delivering all of the outcomes.

What are the potential equality impacts as a result of this report? Not required as the report is not proposing a new service, policy, strategy or plan, significant change to/review of a service, policy, strategy or plan or a decision about budgets

Please highlight if the policy/proposal will help address socioeconomic disadvantage. The Equality Outcomes include a specific aim to 'Improve Economic Outcomes for People with Protected Characteristics'

Climate Impacts:

Does the proposal support any Climate Plan actions? The report outlines how EQIA will complement and support the development of Climate Change Impact

Please specify:

What are the potential stage climate impacts as a result of this proposal? None identified at this

Will the proposal contribute to Glasgow's net zero carbon target? No direct contribution identified at this stage

Privacy and Data Protection Impacts:

Are there any potential data protection impacts as a result of this report Y/N

If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out.

9. Recommendations

9.1 The committee is asked to:

- Consider and note the progress towards mainstreaming equality into service delivery.