Item 3

12th October 2022

Glasgow City Council

Operational Delivery and Scrutiny Committee

Report by: The Chief Executive

Contact: Cormac Quinn **Ext: 75678**

EQUALITY PROGRESS UPDATE 2022

Purpose of Report:

This report presents progress on the Council's actions; towards the Equality Outcomes for 2021-2025.

Recommendations:

The Operational Delivery and Scrutiny Committee is asked to:

- Consider and note the progress towards delivering the Equality Outcomes for 2021-2025.
- Note that this is an interim non statutory report
- Note that the statutory equality progress report is required to be published by the end of April 2023; and that this further statutory report will be presented to committee in due course.

Ward No(s):	Citywide: ✓
Local member(s) advised: Yes ☐ No ☐	consulted: Yes ☐ No ☐

1. Introduction

1.1 This document is the Equality Outcomes Progress update 2022, which contains information on the Council Family's approach to mainstreaming equality in service delivery and progress towards the of Equality Outcomes 2021 to 2025.

1.2 Progress towards the Council Family's Equality Outcomes for 2021 to 2025 as of October 2022 is presented in the tables on the following pages. The Outcomes are divided under three sections aligned to the three parts of the General Duty:

- Eliminating Discrimination, Harassment and Victimisation
- Advancing Equality of Opportunity
- Fostering Good Relations

1.3 Each outcome has one section presenting an update on the long-term measures, and another section that sets out the delivery actions and current progress.

1.4 It should be noted that this interim report is not a statutory requirement; but an opportunity to sense the direction of the actions and whether any issues in reporting have emerged at this early stage

1.5 The statutory Equality Progress report will be presented to OPDSC at the mid-point in the plan, in advance of the April 2023 statutory deadline.

2. Progress as of 2022

2.1 There are total of 80 actions divided between the six Equality Outcomes.

2.2 There have been some issues with reporting progress towards the long-term measures as for many outcome indicators from used in setting initial baselines is no longer available (i.e., Scottish Household Survey). Wherever possible, alternate research has been used to demonstrate change over the timeframe of the outcomes. This interim report is useful in allowing us to identify whether baseline data is trackable in the medium to long term; and whether it needs to be updated or replaced.

2.3 There are some key areas of progress that should be highlighted to the Committee. This includes some ongoing work; but also new areas of work within existing work developed as part of the new set of outcomes

- **Trafficking Awareness Raising Alliance (TARA) Service.**

  In 2022 TARA has produced Guidance for Ukrainian women and girls who have recently arrived in Scotland as part of the UK Government's resettlement scheme. This offers advice on what is to be expected from the scheme, as well as advice for safeguarding against trafficking/ exploitation/ modern slavery. In order to be accessible, this guidance is available in Russian and Ukrainian language translations, alongside English.

- **Financial Inclusion Support in Secondary Schools (FISO)**

The Financial Inclusion Support (FISO) project is now entering year 3 following a one-year pilot and an expansion phase in year 2. The outcomes noted are from Year 2 - April 2021 – March 2022:

Number of clients	1,064
Clients with Financial Gains	640
Total Financial Gains	**£1,801,453**
Clients with Debt managed	126
Total Debt managed	**£536,393**

The following displays some of the priority groups who have accessed the service:

Lone Parent Families	63%
Families with 3 or more children	37%
Families which include a disabled adult or child	13%
Minority Ethnic Families	55%
Displayed as a % of clients who accessed the service. A client can appear in more than one priority group.	

In addition to the above financial outcomes direct referral pathways to other supports have resulted in:

- 56 families have been referred for employability assistance
- 83 families who were experiencing digital exclusion received either a refurbished desktop computer or Chromebook and MIFI devices
- 71 families referred to HEAT for assistance with fuel / energy
    - Families who have benefited from the FISO service have in total received £23,926.58 of assistance with Fuel, Home Energy Supports and grants including approximately £10,000 worth of fuel top-ups and vouchers

- **Pilot of Citizens Panels**

The Citizen's Panels pilot has been extended through 2022/ 23 to ensure that the key purpose of the panels is clear and that they are co-produced with local communities.

The Centre for Civic Innovation is leading on the development, and is engaging with a number of stakeholders, including equality organisations, to ensure that people with protected characteristics are fully involved in the process.

- **Socially Connected Glasgow Strategy**

  Commissioned Glasgow City HSCP, the Social Connected Glasgow Strategy was developed and co-produced by Impact Funding Partners (IFP). Through a Human Centred Design process, IFP engaged with over 40 organisations across the city and crucially, listened to over 140 Glasgow City residents through a range of interview. The Strategy was launched in June 2022 and work has commenced with partners and stakeholders.

3. Recommendations

3.1 The Operational Delivery and Scrutiny Committee is asked to:

- Consider and note the progress towards delivering the Equality Outcomes for 2021-2025.
- Note that this is an interim non statutory report
- Note that the statutory equality progress report is required to be published by the end of April 2023; and that this further statutory report will be presented to committee in due course.

OUTCOME 1

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

General Duty: Advancing equality of opportunity

NATIONAL OUTCOME INDICATORS

<table>
<tr><th rowspan="2">Indicator</th><th rowspan="2">Data Source</th><th colspan="3">Baseline Data (2019)</th><th colspan="4">Most Recent Data</th></tr>
<tr><th colspan="2">2020</th><th colspan="2">2021</th></tr>
<tr><td>Employment Rates of People of Working Age (16 to 64 years):
• Employment Rate (16 – 64 years)
• Black and Ethnic Minority
• Disabled People
• Young people (16 to 24 years)
• Women</td><td>Annual Population Survey (2019)

Annual Population Survey (2021)- Scotland's Labour Market: People, Places & Regions</td><td colspan="5"><table>
<tr><th>Employment Rate</th><th>Glasgow</th><th>Scotland</th><th>Glasgow</th><th>Scotland</th><th>Glasgow</th><th>Scotland</th></tr>
<tr><td>16-64 years</td><td>67.3%</td><td>74.8%</td><td>69.8%</td><td>74.5%</td><td>69.7%</td><td>72.8%</td></tr>
<tr><td>Black & Ethnic Minority</td><td>47.8%</td><td>59.3%</td><td>64.3%</td><td>64.2%</td><td>52.4%</td><td>65.1%</td></tr>
<tr><td>Disabled people</td><td>45.2%</td><td>49.0%</td><td>40.8%</td><td>41.1%</td><td>46.1%</td><td>47.4%</td></tr>
<tr><td>Young People (16-24)</td><td>47.5%</td><td>57.9%</td><td>53.3%</td><td>52.2%</td><td>49.1%</td><td>54.0%</td></tr>
<tr><td>Women</td><td>66.9%</td><td>71.7%</td><td>65.4%</td><td>71.4%</td><td>63.1%</td><td>70.5%</td></tr>
</table></td></tr>
<tr><td>Gender Pay Gap in Scotland</td><td>Office of National Statistics</td><td colspan="3">4%</td><td colspan="2">3%</td><td colspan="2">3.6%</td></tr>
<tr><td>Unemployment rate of LGBTI+ people in Scotland</td><td>LGBT Youth Scotland - Life in Scotland</td><td colspan="3">18%</td><td colspan="2">18%</td><td colspan="2">18%</td></tr>
</table>

GLASGOW COUNCIL FAMILY OUTCOME INDICATORS

Indicator	Lead Service/ALEO	2020	2021
Number of *Women into Business* events held	Chief Executive's Department (Economic Development)	0- Due to Covid	8 full day sessions of the Accelerator programme (Women Led)
Number of businesses attending *Women into Business* events		0- Due to Covid	15 Businesses supported
Number of *Ethnic Entrepreneur*s community-based events held		0- Due to Covid	0 - Due to Covid
Number of tailored one to one *Ethnic Entrepreneurs* support sessions undertaken		97	248
Number of businesses supported by the Community Business Boost programme		17	4
No One Left Behind (NOLB) approach:	Chief Executive's Department (Economic Development)		
• Total Registrations		Not available (new monitoring dashboard)	3170
• Total Progressions along Employability Pipeline		Not available (new monitoring dashboard)	1310
• Total Results (Outcomes)		Not available (new monitoring dashboard)	1339

Indicator	Lead Service/ALEO	2020	2021
Percentage of apprentice intake to City Building who are from a black and minority ethnic background.	City Building	3.3%	9.2%
Percentage RSBi employees who have a disability.		50%	51%
Number of TESC funded positions within RSBi		109	109
Number of Coach Core apprentices and demographic data.	Glasgow Life	12	0 -Due to Covid

Indicator	Lead Service/ALEO	2020	2021
Number of Kickstart students and post programme outcomes		0- Due to Covid	0- Due to Covid
Number of Volunteers and equality demographic data		Communities and Libraries-60 Sport – 82 Total hours volunteering- 2377 Museums, Arts and Events volunteering was paused due to the pandemic.	Communities and Libraries- 29 Sport – 39 Total hours volunteering- 2184 Museums, Arts and Events volunteering was paused due to the pandemic.
Number of courses, participants, and equality data for learning programmes		Total no of programmes -227 Total No of Attendees -806 Total No of Attendances-7272	Total no of programmes -501 Total No of Attendees -2,060 Total No of Attendances-9,134

SUPPORTING TARGETTED PROGRAMMES

Project	Overview	Lead Service	Progress Update
Economic Development European Social Fund (ESF) No One Left Behind (NOLB)	Both Economic Development's core employability funding, the European Social Fund grant, and Scottish Government Employability Funding are all targeted at supporting those Glasgow residents that face barriers to entering volunteering, training, FE/HE or employment. Targets those with multiple barriers to employment including women, black and minority ethnic people, disabled people and LGBTI+. Part funds specific specialist support for lone parents delivered by One Parent Families Scotland, BAME by Bridges Programmes and Health conditions/disability by Enable. There is also internal GCC services for young people with autism and learning disability Scottish Government Annual Grant Offer - targets those with multiple barriers to employment including women, black and minority ethnic people, younger people, disabled people and LGBTI+. Provides match funding to ESF programme to March 2023 Economic Development manage the design, commissioning and monitoring of these funds and a breakdown of current funding streams and projects is listed below. Note that there will be a change in reporting as of 2023 with a move away from separate funds which will ensure clearer outcomes- the actions will be updated from 2023 to reflect this.	CED: Economic Development	Economic Development (ED) is in the design and commissioning transitional phase of the No One Left Behind (NOLB) City Wide Employability approach and are also still managing the distinct funding streams and projects below. By 2023, there will one coherent employability structure targeted at those facing barriers including protected characteristics. While ED still report on individual projects/funds to funders in this transition phase, ED is moving towards aligned reporting for the totality of the funding and reporting on individuals' journeys. There are ten projects currently supported by the European Social Fund (ESF). The ESF been supporting projects since 2016, with renewed agreements and new contracts put in place for 2021-23.

<table>
<tr><th>Project</th><th>Overview</th><th>Lead Service</th><th>Progress Update</th></tr>
<tr><td>Glasgow Guarantee Employability and Recruitment Portal</td><td>Supports unemployed Glasgow Residents age 16 to 64 years to access employment and Modern Apprentice Opportunities via a wage incentive to employers</td><td>CED: Economic Development</td><td>Since 2019, Glasgow Guarantee programme access has been restricted to school leavers and unemployed Glasgow residents with barriers to employment being supported by employability providers.

For 2020/21 the proportion of job outcomes by target group is listed below;

<table>
<tr><th colspan="2">Proportion of jobs outcomes secured by target group (% of total)</th></tr>
<tr><td>Black and Minority Ethnic</td><td>7.2%</td></tr>
<tr><td>Disability</td><td>9.9%</td></tr>
<tr><td>LGBTI+</td><td>9.1%</td></tr>
<tr><td>Care Experienced</td><td>6.7&</td></tr>
</table>
</td></tr>
<tr><td>Parental Employability Support Fund</td><td>Scottish Government Annual Grant to end of March 2022. Funding support to lone parents, disabled parents and parents of disabled children, BAME parents, young parents under 25.</td><td>CED: Economic Development</td><td>Awarded to GCC in February 2020. Delivery using this funding started in July 2020 through Glasgow Life offering a Family Finance Keyworker service linking parents into employability and a range of other supports. Since July 2020, engagements per target group are as follows:</td></tr>
</table>

<table>
<tr><th>Project</th><th>Overview</th><th>Lead Service</th><th>Progress Update</th></tr>
<tr><td></td><td></td><td></td><td>
<table>
<tr><th colspan="2">Engagements per target group</th></tr>
<tr><td>Female</td><td>80%</td></tr>
<tr><td>Male</td><td>16%</td></tr>
<tr><td>Gender not recorded/ preferred not to say</td><td>4%</td></tr>
<tr><td>Black and Minority Ethnic</td><td>24%
(although 68% preferred not to say)</td></tr>
<tr><td>Disability</td><td>27%</td></tr>
</table>
</td></tr>
<tr><td>Young Person’s Guarantee (YPG) Scottish Government Annual Grant</td><td>Target group 16 – 24 years including black and minority ethnic, disabled, LGBTi and Care Experienced needing support to access and/or sustain volunteering, training, FE/HH, employment and MA opportunities
○ Developing the Young Workforce – Key workers in all education establishments targeting those young people with multiple barriers who may not make a positive transition from school including Care experienced, Disabled, Black and Minority Ethnic
○ Towards Better Futures and On Route – Post school service targeting those that either require support to engage with employability service or need support to transition into FE/HE, Employment or MA.</td><td>CED: Economic Development</td><td>The YPG list of projects has been increased to include Health and Social Care Partnership and Third Sector employability projects, targeting young people with addiction and mental health issues.

<table>
<tr><th colspan="2">Engagements per target group, since January 2020</th></tr>
<tr><td>Female</td><td>40%</td></tr>
<tr><td>Male</td><td>59%</td></tr>
<tr><td>Not recorded/ prefer not to say</td><td>1%</td></tr>
<tr><td>Black and Minority Ethnic</td><td>7%
(with 12% prefer not to say)</td></tr>
<tr><td>Disability</td><td>14%
(with 4% prefer not to say)</td></tr>
</table>
</td></tr>
</table>

Project	Overview	Lead Service	Progress Update
	○ **Volunteering Project** – supports those young people who have significant barriers to employment via a supported volunteering placement in the 3rd Sector ○ **Step Up Glasgow** – 6 month job placement targeted at school leavers with barriers to employment that need pre work experience to transition into employment. ○ **Employability Key Workers based in Health & Social Care Partnership** – provides employability support to those young people accessing social care and primary health services including Family Nurse, Mental Health Services, Addictions and Homelessness ○ **Transition to MA Project** – targets young people with Autism Spectrum Disorder through sector profiling, job placement in Council family and job coach		
Disabled People Employment ILM	The project seeks to deliver intensive personal development training, digital skills and a level 2 VQ qualification and employment opportunities specifically tailored to the individual needs of disabled people. Through this more disabled people will be ready for employment and have employment experience to increase their chances of employment.	CED: Financial Inclusion	Funding for this programme has now finished, and won't be included in subsequent years, but the results of the programme are listed below. <u>Glasgow Centre for Independent Living;</u> Funding supported 19 individuals to participate in GCIL's intensive personal development programme "Achieve the Success You Deserve". This project has now ended as funding was non-recurring.

<table>
<tr><th>Project</th><th>Overview</th><th>Lead Service</th><th>Progress Update</th></tr>
<tr><td>Glasgow Helps Single Parents (OPFS)</td><td>To support lone parents (of which the majority are women in the city) with the following;
• Support into employment or training
• Access to welfare rights advice
• Support with digital connectivity
• Support for access to food
• Support and access to energy/fuel advice support
Emotional support</td><td>CED: Financial Inclusion</td><td>This project aims to provide an innovative, holistic family centred service for single parent families in Glasgow that will focus on improving all aspects of family life including addressing poverty, health, family wellbeing, education, and sustainable employment.

The priority group and delivery areas chosen for this project has been data led from information provided by Glasgow City Council CCI Data analysis. OPFS will target this specialist support project to single parents with an emphasis on:

• Young single parents (under 25 years)
• Single parents with children under 1 years
• BAME single parents
• Single parents with disabilities / disabled children
• Single parents affected by the benefit cap/ larger families
• Single parent kinship carers
• Single parents faced with poverty situations
• Single parents faced with in-work poverty</td></tr>
<tr><td>Employability Support Fund Application for Universal Credit Hubs</td><td>The objective is to provide ongoing support for our most vulnerable citizens to claim benefits that they are entitled to as well as access other support such as employability. The hubs contain in-house accredited digital skills training to enhance employability and provide resources such as access to computers with screen readers for those that suffer from visual impairments.</td><td>CED: Financial Inclusion</td><td>Glasgow’s application to the DWP Employability Support Fund was unsuccessful due to the criteria seeking a national supplier. The Financial Inclusion & Transformation Team were however able to secure 12 months funding via Scottish Government COVID funding to continue the service up to March 2023.

<table><tr><th colspan="2">Service Use Statistics (Period 01/04/2021 until 31/03/2022)</th></tr><tr><td>Total number of customer enquiries</td><td>1837</td></tr><tr><td>Number supported over the telephone</td><td>922</td></tr><tr><td>Number booked in for intensive face to face support</td><td>915</td></tr></table></td></tr>
</table>

Project	Overview	Lead Service	Progress Update
			Further details: • 276 supported to create an email address • 34 were referred to Scotcash for support to open a bank account • 147 referrals were made to the Scottish Welfare Fund • 368 UC customers were supported to maintain Council tax • Reduction or Council Tax account • 161 referred to Jobs & Business Glasgow for employability support • 112 referred for Glasgow Life adult learning courses (i.e., digital, literacy numeracy etc.) • 285 clients were referred out for other supports (housing, energy, disability benefits, foodbanks etc.) • Delivering from 18 venues across the city (including Barlinnie Prison). Funding for this project will end in March 2023 which will coincide with the migration from legacy benefits to Universal Credit for all Glasgow citizens.
Clyde Gateway-Supporting Families into Employment	The project will: • Support wellbeing and resilience across all areas; financial, emotional and physical, recognising that family wellbeing is directly influenced by socio-economic factors that interact and impact across a family's home, neighbourhood, learning and work environments. • Support families to develop skills by identifying training, learning and work opportunities that will enhance their employability and life chances for the future.	CED: Financial Inclusion	Supporting Families (SF) is an established model, focused on improving and integrating into existing services. The programme is focused on employability, skills development, addressing childcare and all elements of wellbeing (financial/mental/physical). It targets unemployed, low-income families, specifically aimed at the following child priority groups: lone parents, households where someone is disabled, families with three or more children, minority ethnic families, families with a child under one year old and families where the mother is under 25 years of age. One of the main components of the project is the Family Support Worker (FSW) role. The FSW works closely with all referred families from each education establishment to deliver holistic

Project	Overview	Lead Service	Progress Update
			support to enable participation and remove barriers to opportunities, to best meet the needs of low-income families. ***Phase 1*** (September 2021 – August 2022) has extended the project reach from one nursery establishment into three nursery establishments in Clyde Gateway. This was to meet the needs of families and target those identified by Head of Centre as sitting in child poverty priority groups and requiring support. Work has begun on transition and further model extension work into three local primary schools in Clyde Gateway. This extended reach is due to commence in early September 2022. **A Needs Led Model** Each individual and family engaged in SF completes a Holistic Needs Assessment (HNA) to establish realistic, tangible goals for the family with clear short, medium and long term, family identified outcomes. The HNA is employed by project partners to identify suitable interventions for that unique family. In effect, this model provides a bespoke wrap around service to the family unit. It is the bespoke nature of the project which has made it so successful but at the same time challenging to deliver. Other models may provide families with a list of interventions from which to choose. While this makes the project management – procurement of services, venue set up, timetabling and general budgeting – far easier, the focus is not truly on the unique family. This risks family members, or indeed only one member of the family, working their way through a list, completing intervention after intervention without making positive or lasting progress towards the whole families end goal as the model has failed to identify the full extent of the challenges facing the full family unit.

Project	Overview	Lead Service	Progress Update
			In recognition of this whole family model, the FSW supports all aspects of wider family life, including reducing poverty, improving health & wellbeing, increasing education and employment by addressing the following priorities: • Support wellbeing and resilience across all areas; financial, emotional and physical, recognising that family wellbeing is directly influenced by socio-economic factors that interact and impact across a family's home, neighbourhood, learning and work environments. • Support families to develop skills by identifying training, learning and work opportunities that will enhance their employability and life chances for the future • Increase social connections and reduce isolation. In addition to the HNA work, a school gate parent led needs analysis exercise was carried out in January 2022. FSW's spoke with 130 parents over the three nursery establishments. The analysis obtained during this exercise showed that training and employability were top of parents' wishes for the future, especially around first aid, childcare and social care. This has formed the action plan for all future skills development and employability intervention work. Training and Employability Pipeline support for families includes: • A certified 'Introduction to Childcare course offered in May 2022 in the Barrowfield Community Centre, open to parents from all establishments with an additional certified course 'Introduction to Social Care' starting in September 2022.

Project	Overview	Lead Service	Progress Update
			• An open day for digital jobs sector in May 2022 • An open day for skills and employment opportunities with Jobs & Business Glasgow in May 2022. • An open day for Financial Support took take place in Barrowfield on 14th June with parents being able to access information from organisers including Jobs and Business Glasgow, Social Security Scotland and One Parent Families Scotland. • Targeted recruitment workshops and access to NHS GGC clinical roles through Clyde Gateway and NHS GGC Jobs in Health joint working opened to families in June 2022 with workshops in July 2022, training commencing August 2022 and employment staring late 2022. • There will be demonstrations of cooking on a budget and a health and wellbeing area where stress can be addressed. There will also be access to a room for 1-1 advice. • Marah ESOL group will continue as parents find it beneficial just to talk to others. Work with Women's Library and Bridgeton Library taking place. • A Summer Holiday activity will take place in the Calton Community Garden devised to introduce families from the area to the garden with the promotion of the garden and its volunteering opportunities • During the Summer Holidays the team will link with organisations delivering activities and support families to attend linking to wellbeing. • A volunteering training programme due to commence in partnership with Volunteer Glasgow from August 2022 onwards • Healthy Cooking classes will continue at The Drill Hall Pantry in Parkhead. Parents who attend receive

Project	Overview	Lead Service	Progress Update
			membership to the Pantry to allow them to access food shopping at a greatly discounted rate. Open to parents from all establishments. • Sharing Stories programme will take place in August in Parkhead Library and October in Bridgeton Library partnering with libraries and funded through SLIC covid recovery fund. These sessions look at early brain development and the benefits of sharing stories with children and link to family wellbeing and mental health. Open to parents from all EY establishments. Up to 10 families can take part in each session and will receive a resource bag as part of the programme with free books, story cards and puppets **Area Expansion** Meetings have taken place between Clyde Gateway and Glasgow Life to plan and review area expansion work and to identify suitable area/s. Previously, Govan had been highlighted by GCC as an area of focus to prioritise. Glasgow Life had work underway to look at demographics (attainment challenge etc), potential bases (education alongside library settings) and partners to link in with here similar to approach in Clyde Gateway. However, after being advised by GCC TP Team that 'Glasgow Helps' – also a SF project partner, were to expand into Govan an alternative area/s were sought. Subsequently, a further scoping meeting to identify possible alternatives base on need to expand the project to place. Clyde Gateway has worked hard to reduce duplication of activity in the local area, only intervening where others cannot or where value can be added. When considering the expansion of the project, the knowledge of Child Poverty partners, local education

Project	Overview	Lead Service	Progress Update
			establishments and the “data and desk” research has and will continue to take place in advance of selecting new areas as this is critical to the success of SF. While a high number of organisations may exist in an area, for example employability providers, it is not necessarily the case that the HNA will identify employability, or the type of employability support provided as required. Ongoing engagement and alignment of existing services, contracts and resources will be required to mitigate this risk. As a result, it is likely that the Gorbals area, (Southside Central Ward) will be the 1st area for a programme roll out, with Glasgow Life looking at further scoping work to confirm this along with internal resource plans to include recruitment to mirror the FSW in Clyde Gateway. Initial agreement has been reached for this area expansion work to commence in December 2022; with recruitment commencing in October 2022. This Ward, unlike any other in the City, provides an opportunity to focus on the challenges associated with in work poverty with a higher that City average number of parents in employment. Further expansion into Canal Ward is currently under consideration but requires detailed analysis before confirming specific details or timescales.
Terrence Higgins Trust Partnership	In partnership with the Terrence Higgins Trust, the project aims to help those people in Glasgow who are have blood borne viruses. It will work to help provide Financial Inclusion and employability support to those who use the services. The people that use the service are amongst the most marginalised in the	CED: Financial Inclusion	As of January 2022 the Terrence Higgins Trust Partnership had supported: • 37 clients • Supported financial gains of £35,000 • Supported financial savings of £5000 • Supported debt to be managed of £1,500

Project	Overview	Lead Service	Progress Update
	city, often with the intersectionality of protected characteristics, thus by offering these services, they provide a chance for the individuals to improve their lives.		
Coach Core	Sports Modern Apprenticeship Scheme run in partnership with the Training Academy assists young people in developing skills, in confidence building and supporting employability for young people who are not attending school. The scheme is inclusive of those of BAME backgrounds, and supportive of disabled young people.	Glasgow Life	There were challenges in the cohort completing their course when lockdown started in 2020, due to COVID restrictions. This was overcome when social distancing restrictions permitted, and was adapted by using outdoor bowling greens, allowing anyone who wished to obtain their SVQ. A new group was not recruited in 2021 as it was thought to be too difficult to support them with COVID restrictions being in place. Recruitment for 2022/23 is currently ongoing for a new intake of apprentices.
KickStart employability programme	For young people in conjunction with Museums, Galleries Scotland (MSG) and for some posts, Our Shared Cultural Heritage project	Glasgow Life	During the COVID pandemic, venues were closed and there were also further challenges with recruitment when pandemic restrictions eased. However, the programme is now currently recruiting again for 2022/23 using a variety of methods- including targeted promotion with Black and Minority Ethnic third sector organizations.
School pupil work experience placements	Some of which will support pupils from ASN schools	Glasgow Life	None- due to covid restrictions, however, the programme is now currently recruiting again for 2022/23.
Volunteering	To provide volunteering opportunities across libraries, arts and music, museums, sports and events	Glasgow Life	In-person volunteering services were unfortunately limited by Covid, but the project was able to adapt to the situation, redirecting resources where possible to enable different forms of volunteering to continue throughout lockdowns.

Project	Overview	Lead Service	Progress Update
			Volunteering activity in Libraries and Sports services were severely limited by venue closure- but our covid response coordinating volunteering was delivered remotely via telephone. This was however very limited, as for a significant proportion of this time, the team was furloughed. By the end of March 2022 drop-in services in 5 library venues were delivering in-person cancer support, alongside the existing phone support. We acknowledge that the service still has some way to go to recover to its previous levels of support. The Good Move Walking programme develops walking opportunities across Glasgow by offering free, friendly health walks. Following Government guidelines and Glasgow Life protocols the Health and Themed Walks resumed in September 2020, initially with 5 pilot walks with numbers limited. The Themed Walks also restarted led by a member of staff, and limited to 1 hour rather than 2, to minimize social contact. By mid-November 12 weekly health walks (from a possible 27 Good Move Health Walks) had restarted and 41 volunteers (of 78) had returned to their role. When restrictions increased in December, 7 volunteers decided to take a step back till the situation improved and we stopped one walk. Otherwise, the walks continued up till the 22nd December. On Boxing Day enhanced restrictions came into force and group walking was no longer permitted.

Project	Overview	Lead Service	Progress Update
			In total, 138 individuals returned to the Health Walks, with several attending more than 1 walk a week, and 65 people returned to the Themed Walks. Again, some also did the health walks and volunteer walk leaders joined in too.
Learning programmes	The following which would assist people in gaining employment; Digital Skills learning programmes, Adult literacy and numeracy classes and ESOL classes	Glasgow Life	Some learning programmes were delivered online, whilst others were put on hold due to COVID restrictions. The main areas of progress in this area are highlighted below: • There has been an overall improvement in learner engagement since last year. • Adult learning offer adapted to suit the needs of customer as required, both during the pandemic and as we started a period of programme recovery. • Core work with local partners has resumed/ • COP26 themed ESOL classes ran in conjunction with the conference, with the learning covering not only the English language, but climate change and practical matters like how to recycle with much positive feedback received from participants.
Tomorrow's Women Glasgow	Women in the justice system are supported to access education, volunteering, and employment opportunities. Outcomes are monitored through the use of Outcome Star.	CED: Community Justice	Tomorrow's Women Glasgow continues to use a trauma informed approach to work with women involved in the justice system. This approach starts with ensuring safety for the women before moving on to developing a plan to support women in addressing underlying issues and promote a healthy, positive life. The service works with women in all spheres of their lives, and outcomes are now monitored through the Outcome Star tool.

Project	Overview	Lead Service	Progress Update
			Currently, outcome information is not available, however longitudinal data will be tracked as the Outcome Star becomes embedded, and data becomes available to demonstrate the impact of the service in the lives of the women they work with. This will be provided in future years.
Promote opportunities in construction to black and minority ethnic groups	City Building will promote opportunities in construction to black and minority ethnic groups through the craft apprenticeship scheme, attending recruitment fairs, offering work experience programmes and organising participation events during National Modern Apprenticeship Week.	City Building	Due to COVID19, access to schools had diminished. City Building sent out a “how to apply” handout to schools, explaining the full recruitment process. Events were held within Queenslie Training Centre during National Apprenticeship week.
RSBi	RSBi will continue to offer employment facilities to 260 employees (over 50% of whom are disabled), including 109 Work Choice positions. Work Choice is a DWP supported employment programme designed specifically for people who, due to their disability may find it difficult to find or sustain employment.	City Building	Statutory update to follow in April 2023.

<table>
<tr>
<td>Training</td>
<td>By training council staff in the following areas, council staff could be more likely to be aware of other people’s needs and to reach out to these communities to improve their services, including;

• Autism Spectrum Condition Basic Awareness,
• Deaf Awareness,
• Deafblind Awareness,
• Dementia Basic Awareness,
• Sight Loss Awareness,
• Supporting Employees Who Are Carers,
• Equality and Diversity – Race and Age</td>
<td>All Council</td>
<td>
<table>
<tr><th colspan="2">GOLD Courses Completed Apr 2020 - Mar 2021</th></tr>
<tr><td>Autism Spectrum Condition Basic Awareness</td><td>N/A</td></tr>
<tr><td>Deaf Awareness</td><td>171</td></tr>
<tr><td>Deafblind awareness</td><td>33</td></tr>
<tr><td>Dementia Basic Awareness - Module 1</td><td>251</td></tr>
<tr><td>Dementia Basic Awareness - Module 2</td><td>233</td></tr>
<tr><td>Sight Loss Awareness</td><td>175</td></tr>
<tr><td>Supporting Employees Who Are Carers</td><td>202</td></tr>
<tr><td>Equality and Diversity
• Race
• Age</td><td>
380
440</td></tr>
</table>

<table>
<tr><th colspan="2">GOLD Courses Completed Apr 2021 - Mar 2022</th></tr>
<tr><td>Autism Spectrum Condition Basic Awareness</td><td>364</td></tr>
<tr><td>Deaf Awareness</td><td>96</td></tr>
<tr><td>Deafblind awareness</td><td>59</td></tr>
<tr><td>Dementia Basic Awareness - Module 1</td><td>101</td></tr>
<tr><td>Dementia Basic Awareness - Module 2</td><td>92</td></tr>
<tr><td>Sight Loss Awareness</td><td>67</td></tr>
<tr><td>Supporting Employees Who Are Carers</td><td>64</td></tr>
<tr><td>Equality and Diversity
• Race
• Age</td><td>
124
144</td></tr>
</table>
</td>
</tr>
</table>

Transport Strategy	Year 2 activity will include developing actions, in consultation with stakeholders, to support the outcome: 'Transport responds and contributes to continued and inclusive economic success and a dynamic, world class city.'	NRS	The Glasgow Transport Strategy Policy Framework was published and adopted by GCC in early 2022, and is available at www.glasgow.gov.uk/transportstrategy. Policies and actions of particular relevance to this outcome (though others in the GTS PF are also relevant) can be found under policy sections "Creating a transport system that supports Glasgow's strong and inclusive economy", policies 62-69.
Digital Glasgow Strategy	Work towards our goals for the Digital Economy: We want to tackle digital exclusion and improve digital participation as a matter of social inclusion.	CED	A Digital Inclusion and Participation Working Group has been established under the Digital Glasgow Board. The aim of this working group is to provide a more joined up, targeted and coherent response to the challenge of digital exclusion in Glasgow with a focus on: - • Access to equipment • Access to connectivity • Access to essential digital skills learning opportunities The working group is chaired by Glasgow Life and includes representation from: - • Glasgow City Council • Glasgow Life • Glasgow HSCP • Housing Associations • Glasgow Colleges • GCVS • SCVO • Glasgow Disability Alliance

OUTCOME 2

Disabled people, black and minority ethnic people and older people have an improved experience in accessing services that meet their needs through more regular and systematic involvement in design of service delivery across the Council Family.
General Duty: Fostering good relations and Advancing equality of opportunity

GLASGOW COUNCIL FAMILY OUTCOME INDICATORS

NATIONAL OUTCOME INDICATORS

<table>
<tr><th>Indicator</th><th>Data Source</th><th colspan="2">Baseline Data (2019)</th><th>Most Recent Data</th></tr>
<tr><td>Overall satisfaction with Council Family services
• Overall
• BME
• Disability in the household</td><td rowspan="2">Glasgow Household Survey</td><td colspan="3"><table><tr><th></th><th>2019</th><th>2021</th></tr><tr><td>Overall</td><td>67%</td><td>48%</td></tr><tr><td>BME</td><td>73%</td><td>45%</td></tr><tr><td>Disability in the household</td><td>64%</td><td>50%</td></tr></table></td></tr>
<tr><td>The Council provides high quality services

• Overall
• Age (older People 60 – 74 years)</td><td colspan="3"><table><tr><th></th><th>2019</th><th>2021</th></tr><tr><td>Overall</td><td>48%</td><td>38%</td></tr><tr><td>Age (older People 60 – 74 years)</td><td>39%</td><td>N/A</td></tr></table></td></tr>
</table>

GLASGOW COUNCIL FAMILY OUTCOME INDICATORS

<table>
<tr><th>Indicator</th><th>Data Source</th><th>Baseline Data (2019)</th><th>Most Recent Data</th></tr>
<tr><td>The council rarely takes residents' views into account when making decisions that affect them
• Overall
• Race
• Disability
• Age (Younger People 16 – 34 years)</td><td rowspan="3">Glasgow Household Survey</td><td colspan="2"><table><tr><th></th><th>2019</th><th>2021</th></tr><tr><td>Overall</td><td>41%</td><td>43%</td></tr><tr><td>Race</td><td>See Table 6*</td><td>See Table 1*</td></tr><tr><td>Disability</td><td>47%</td><td>46%</td></tr><tr><td>Age (Younger People 16 – 34 years)</td><td>33%</td><td>39%</td></tr></table>*Please See below for Tables 1 and 6.</td></tr>
<tr><td>Would like to be more involved in decisions that affect their area
• Overall
• Race
• Age
• Disability</td><td colspan="2"><table><tr><th></th><th>2019</th><th>2021</th></tr><tr><td>Overall</td><td>52%</td><td>68%</td></tr><tr><td>Race</td><td>See Table 7*</td><td>See Table 2*</td></tr><tr><td>Age</td><td>See Table 8*</td><td>See Table 3*</td></tr><tr><td>Disability</td><td>44%</td><td>65%</td></tr></table>*Please See below for Tables 2,3,7, and 8.</td></tr>
<tr><td>The council designs its services around the needs of the people who use them
• Overall
• Race
• Disability
• Sex</td><td colspan="2"><table><tr><th></th><th>2019</th><th>2021</th></tr><tr><td>Overall</td><td>45%</td><td>40%</td></tr><tr><td>Race</td><td>See Table 9*</td><td>See Table 4*</td></tr><tr><td>Sex</td><td>See Table 10*</td><td>See Table 5*</td></tr><tr><td>Disability</td><td>42%</td><td>32%</td></tr></table>*Please See below for Tables 4,5,9, and 10.</td></tr>
<tr><td>Children's Disability Sports Programme - number of meetings and outcomes agreed for delivery</td><td rowspan="2">Glasgow Life</td><td colspan="2"><table><tr><th>2020</th><th>2021</th></tr><tr><td>0-Due to Pandemic</td><td>2</td></tr></table></td></tr>
<tr><td>Sports/exercise activity for BAME communities - number of meetings</td><td colspan="2"><table><tr><th>2020</th><th>2021</th></tr><tr><td>0-Due to Pandemic</td><td>0-Due to Pandemic</td></tr></table></td></tr>
</table>

<table>
<tr><td>and outcomes agreed for delivery</td><td rowspan="2"></td><td></td></tr>
<tr><td>Glasgow Life Access Panels - number of access panel meetings per annum and service/exhibition design implications</td><td>
<table>
<tr><th>2020</th><th>2021</th></tr>
<tr><td>1</td><td>1</td></tr>
</table>
</td></tr>
</table>

Table 1
The Council rarely takes residents' views into account when making decisions that affect them – By Ethnicity

	Scottish	British	Irish	Any other white background	Any mixed background	Indian	Pakistani	Any other Asian background	Caribbean	African	Any other black background	Chinese	Any other background	Total
The Council rarely takes residents' views into account when making decisions that affect them	43%	44%	58%	40%	29%	67%	35%	46%	0%	54%	60%	83%	33%	43%

Source: 2021 Glasgow Household Survey

Table 2
I would like to be more involved in decisions the Council makes that affect my area – By Ethnicity

	Scottish	British	Irish	Any other white background	Any mixed background	Indian	Pakistani	Any other Asian background	Caribbean	African	Any other black background	Chinese	Any other background	Total
I would like to be more involved in decisions the Council makes that affect my area	68%	63%	72%	62%	76%	67%	74%	85%	100%	79%	100%	100%	85%	68%

Source: 2021 Glasgow Household Survey

Table 3
I would like to be more involved in decisions the Council makes that affect my area – By Age

	16-24	25-34	35-54	55+	Total
I would like to be more involved in decisions the Council makes that affect my area	75%	72%	71%	58%	68%

Source: 2021 Glasgow Household Survey

Table 4
The Council designs its services around the needs of the people who use them – By Race

	Scottish	British	Irish	Any other white background	Any mixed background	Indian	Pakistani	Any other Asian background	Caribbean	African	Any other black background	Chinese	Any other background	Total
The Council designs its services around the needs of the people who use them	40%	36%	53%	52%	31%	75%	33%	46%	0%	73%	20%	50%	31%	41%

Source: 2021 Glasgow Household Survey

Table 5
The Council designs its services around the needs of the people who use them – By Sex

	Male	Female	Total
The Council designs its services around the needs of the people who use them	45%	37%	41%

Source: 2021 Glasgow Household Survey

Table 6
The Council rarely takes residents' views into account when making decisions that affect them – By Ethnicity

	Scottish	British	Irish	Any other white background	Any mixed background	Indian	Pakistani	Any other Asian background	Caribbean	African	Any other black background	Chinese	Any other background	Total
The Council rarely takes residents' views into account when making decisions that affect them	45%	41%	36%	27%	36%	33%	41%	31%	0%	30%	58%	29%	31%	41%

Source: 2019 Glasgow Household Survey

Table 7
I would like to be more involved in the decisions the Council makes that affect my area – By Ethnicity

	Scottish	British	Irish	Any other white background	Any mixed background	Indian	Pakistani	Any other Asian background	Caribbean	African	Any other black background	Chinese	Any other background	Total
I would like to be more involved in the decisions the Council makes that affect my area	49%	56%	43%	50%	61%	56%	64%	53%	100%	62%	67%	54%	69%	52%

Source: 2019 Glasgow Household Survey

Table 8
I would like to be more involved in the decisions the Council makes that affect my area – By Age

	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	Total
I would like to be more involved in the decisions the Council makes that affect my area	61%	58%	59%	57%	60%	35%	34%	22%	52%

Source: 2019 Glasgow Household Survey

Table 9
The Council designs its services around the needs of the people who use them – By Ethnicity

	Scottish	British	Irish	Any other white background	Any mixed background	Indian	Pakistani	Any other Asian background	Caribbean	African	Any other black background	Chinese	Any other background	Total
The Council designs its services around the needs of the people who use them	40%	43%	64%	50%	52%	64%	53%	47%	50%	62%	58%	64%	56%	45%

Source: 2019 Glasgow Household Survey

Table 10
The Council designs its services around the needs of the people who use them – By Sex

	Male	Female	Total
The Council designs its services around the needs of the people who use them	49%	41%	45%

Source: 2019 Glasgow Household Survey

SUPPORTING TARGETTED PROGRAMMES

Project	Overview	Lead Service	Progress Update
contactSCOTLAND Training	Promote the uptake of contactSCOTLAND training across the Council Family, focussing on front facing services. ContactSCOTLAND-BSL is a Scottish Government service that connects deaf BSL users throughout Scotland through an online BSL interpreting video relay service (VRS) with all of Scotland's public authorities and voluntary organisations	CED: Corporate Policy	A programme will be developed to target the promotion of this training at front line facing staff. Guidance has been developed in line with the 'How To' guides promoting to staff how they can use contactScotland and how to access the short training video. This also includes supporting information on how to verify a call, in order to answer any secure questions e.g.- Council Tax information.
Accessible consultation guidance	Develop guidelines for supporting and promoting accessible consultation as part of the corporate consultation guidance.	CED: Corporate Policy	A range of 'How To' guides have been developed to support staff in responding to requests for alternative formats and languages. These guides have been piloted with key partners across the Council Family and have been added to the Council staff webpage and will be promoted as part of accessible communications from August onwards. Included in the 'How To; guides are specific guidance on how to promote the availability of alternative formats and languages as part of any consultation and engagement and also guidance on improving the accessibility of online surveys and providing screen reader compatible versions. These guides will be linked to the corporate consultation guidance
Employability Services	The Scottish Approach to Service Design is being used to co-design and co-produce the range of employability services that Economic Development Manage.	CED: Economic Development	Currently at problem definition stage. Engagement with Disabled peoples organisations and disability services undertaken and also BME organisations and networks. Equalities research utilised to inform the problem statements. Plans to involve in the design stage due to commence in Sept/Oct 2022

<table>
<tr><th>Project</th><th>Overview</th><th>Lead Service</th><th>Progress Update</th></tr>
<tr>
<td>Financial Inclusion Support in Secondary Schools (FISO)

Financial Inclusion Support in ASN Schools</td>
<td>The project aims to create a programme where one on one support can be offered by a Financial Inclusion Support Officer to establish entitlement to benefits, perform a financial health check and assist with debt management. Through such initiatives, it aims to reduce inequality and poverty which in turn can help citizens flourish. In particular it aims to focus on providing these services to Black and Minority Ethnic families.

The objective is to provide support to young people and parents of disabled children within ASN schools to raise awareness of how they can maximise their income. The service has been customized by using a person centered approach which takes into consideration the needs of the individual who has Additional Support Needs and providing them with the most suitable support that they require.</td>
<td>CED: Financial Inclusion</td>
<td>The project is just entering year 3 following a one-year pilot and an expansion phase in year 2. The outcomes noted are from the extended phase April 2021 – March 2022:

<table>
<tr><td>Number of clients</td><td>1,064</td></tr>
<tr><td>Clients with Financial Gains</td><td>640</td></tr>
<tr><td>Financial Gains</td><td>£1,801,453</td></tr>
<tr><td>Clients with Debt managed</td><td>126</td></tr>
<tr><td>Total Debt managed</td><td>£536,393</td></tr>
</table>

The following displays some of the priority groups who have accessed the service:

<table>
<tr><td>Lone Parent Families</td><td>63%</td></tr>
<tr><td>Families with 3 or more children</td><td>37%</td></tr>
<tr><td>Families which include a disabled adult or child</td><td>13%</td></tr>
<tr><td>Minority Ethnic Families</td><td>55%</td></tr>
<tr><td colspan="2">Displayed as a % of clients who accessed the service. A client can appear in more than one priority group.</td></tr>
</table>

In addition to the above financial outcomes direct referral pathways to other supports have resulted in:
○ 56 families have been referred for employability assistance
○ 83 families who were experiencing digital exclusion received either a refurbished desktop computer or Chromebook and MIFI devices</td>
</tr>
</table>

Project	Overview	Lead Service	Progress Update
			○ 71 families referred to HEAT for assistance with fuel / energy ○ Families who have benefited from the FISO service have in total received £23,926.58 of assistance with Fuel, Home Energy Supports and grants including approximately £10,000 worth of fuel top-ups and vouchers
Locality and community Programmes	A new city-wide community engagement group was been created in Dec 2021 and includes representatives of different equalities groups, to ensure that diverse representation is central to future community engagement activity.	CED: Community Empowerment	This group continues to meet bimonthly and has a wide range of members, from public, third and community sector. The group is co-facilitated by CES and a manager from a Third Sector BME organisation. Equalities organisations are key members of the group and the agenda has included a session on Anti-racist community work. A similar session is planned for engaging with disabled people, showing that equalities issues are at the heart of the engagement work.
Locality and community Programmes	A range of local structures/models that approaches to joint working between Residents and Public, Third Sector Agencies via Thriving Places, Area Partnerships and other locality planning structures such as the Thriving Places neighbourhoods and G53 Together, where focus is on co-production of localised services. Community membership of these will target diverse communities and increase representation.	CED: Community Empowerment	The Thriving Places programme will continue for at least another year to March 2023. Within the programme, a wide range of the community are engaging in programmes and projects, in some cases targeted specifically e.g. engagements with young people and with older people's groups and targeted work with disabled people. In Castlemilk, the local community are developing a locality plan via a participation request from the Community Council.
Citizen Panel pilots	A pilot of three Citizens Panels attached to the Area Partnerships in 2022. Targeted work to include	CED: Community Empowerment	The Citizen's Panels pilot has been extended through 2022/3 to ensure that the key purpose of the panels is clear and that they are co-produced with local communities.

Project	Overview	Lead Service	Progress Update
	people with protected characteristics will be part of the process.		The Centre for Civic Innovation is leading on the development, and is engaging with a number of stakeholders, including equality organisations, to ensure that people with protected characteristics are fully involved in the process.
Community Councils	A renewed look at a project to engage with equalities groups to join community councils, now that many are operating fully post-pandemic.	CED: Community Empowerment	Prior to the pandemic, an audit of community councils was carried out, which showed that while some CCs are diverse in their membership, many are not. A project was started, to engage with BME organisations with the aim of encouraging more BME members into CCs. However, this was put on hold as many CCs have struggled to meet during the last two years. This project is now about the restart via the BME task group. This can also be applied to other protected characteristics at a later date, but the lack of BME Community councillors was the most glaring, aside from younger members.
Community Plan	The Community Plan for Glasgow is currently being renewed to include actions from the Social Recovery workstreams. Community engagement on the plan will target equalities communities	CED: Community Empowerment	A new 3-year Community Action Plan, underpinning and refreshing the Community Plan, is currently being developed following the work of the Social Recovery Taskforce workstreams. The GCPP agreed in June 2022 that it would be a rolling Action Plan, annually focusing on different Social Recovery and other priorities. The timescale is for the new Community Action Plan to be signed off by the end of 2022, followed by a community engagement process. This process will involve communities of interest/equalities communities including those communities (BME; Disabled; Women; Young People) that were integral to the SRT workstreams.
Community Engagement Group	A new city-wide community engagement group was been created in Dec 2021 and includes representatives of different equalities groups, to	CED: Community Empowerment	This group continues to meet bimonthly, and has enabled equalities issues to be central to the development of new workstreams e.g. a presentation on Citizens Panels (CP) led to a fruitful discussion on the engagement of BME and disabled people in CPs and has led to

Project	Overview	Lead Service	Progress Update
	ensure that diverse representation is central to future community engagement activity.		further engagement with the planning team. How to involved equalities groups will not a be a central part of the CP recommendations. The group is also planning a development day in the next few months where it will focus on concrete actions for the coming year. This group could also be a route for engagement around the community plan, or other strategic development projects. Colleagues in the HSCP have also been to the group for discussion and advice about good practice tin the engagement of equalities groups and other hard to reach communities.
Children's Disability Sports Programme	Parents of disabled children meet in a forum with Glasgow Life staff to assist in programme selection and planning for the Children's Disability Sports Programme.	Glasgow Life	2 meetings were held in 2021, 1 in September and 1 in November. See above Learning Programmes note for details.
Sports/exercise activity for BAME communities	A group for BAME service users will be set up to help plan sports/exercise activity for BAME communities	Glasgow Life	No meetings were held, due to the pandemic.
Access Panels	Access Panels at Museums feed in experiences of all protected characteristic groups and help the Museum plan services	Glasgow Life	We held two GM Access Advisory Panels in 2020/21 and both were held online due to Covid restrictions. The meeting on 3rd Dec 2020 consulted the Panel on the accessibility of architectural drawings for the opening exhibition in the Burrell Collection special events and exhibition space. The findings of this have been used to inform the exhibition design. The meeting on 5th Aug 2021 was to update Panel members on Burrell progress and have an opportunity to ask questions. No consultation took place during this meeting

Project	Overview	Lead Service	Progress Update
Transport Strategy	Year 2 activity will include developing actions, in consultation with stakeholders, to support the outcome: 'Transport has a positive role in tackling poverty, improving health and reducing inequalities' and 'Places are created where we can all thrive, regardless of mobility or income, through liveable neighbourhoods and an inclusive City Centre.	NRS	The Glasgow Transport Strategy Policy Framework was published and adopted by GCC in early 2022 and is available at www.glasgow.gov.uk/transportstrategy. Policies and actions of particular relevance to this outcome can be found under policy sections; "Developing more affordable sustainable transport choices with integrated ways to pay" policies 39-45; "Creating a barrier-free transport system that supports those with disabilities or who have additional mobility needs" policies 46-50; and" A fair and equitable transport system" policies 55-61. "Encouraging more journeys on foot, by cycles and creating quality places which support this", as seen in policies 13-16.
Digital Glasgow Strategy	Work towards the Digital Community Engagement and Empowerment goals; • We will work with communities to design a new digital service that will provide communities with better access to information about their area. • We will involve communities in the design of our services, particularly where we are re-designing services using digital technology, and supporting involvement in public service evaluation and planning through a variety of means. Work towards the Digital Public Services goals; • We want to embrace the potential that digital technology provides to redesign our services around the citizen, enabling services to become more integrated, more proactive, and more personalised.	CED	Glasgow's Open Government Partnership commits the city to engaging with communities to co-design solutions for: - • Digital community engagement • Open Data This allows these actions to be taken forward as part of the broader Open Government agenda. Plans for engaging with communities across the Open Government Action Plan (including digital community engagement and open data) are being developed. In parallel, • Work is underway to configure the Consul Digital Community Engagement platform which was previously selected to support Participatory Budgeting) so that it can be used for Citizens Panels. • A new Glasgow Data Hub has been launched as a means of publishing open data to communities (https://data.glasgow.gov.uk/)

Project	Overview	Lead Service	Progress Update
	We want to empower communities through better access to information and using digital technology to increase civic participation.		

OUTCOME 3

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

General Duty: Advancing equality of opportunity

NATIONAL OUTCOME INDICATORS

Indicator	Data Source	Baseline Data 2019	Most Recent Data 2021
Percentage of respondents who agree or strongly agree: The council is good at letting residents know about the services it provides	*Glasgow Household Survey*	39%	38%

GLASGOW COUNCIL FAMILY OUTCOME INDICATORS

Indicator	Data Source	Baseline Data 2019	Most Recent Data 2021
Respondents using any of the Council's online services (website, App or Social Media). • Overall • Age • Race	*Glasgow Household Survey*	33% Overall *For a demographic breakdown of Age and Race for this section, please see below, for table 11 and 12 respectively.*	Question was not included in 2021 Survey.
Residents who have access to the internet for personal use.	*Glasgow Household Survey*	88%	96%
Residents who reported not having adequate internet access or devices for home working or schooling (March 2020 Onwards)	*Glasgow Household Survey*	N/A	10%

Table 11
Respondents using any of the Council's online services (website, App or social media) – By Age

	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	Total
Respondents using any of the Council's online services (website, App or social media)	11%	32%	23%	17%	5%	5%	6%	1%	100%

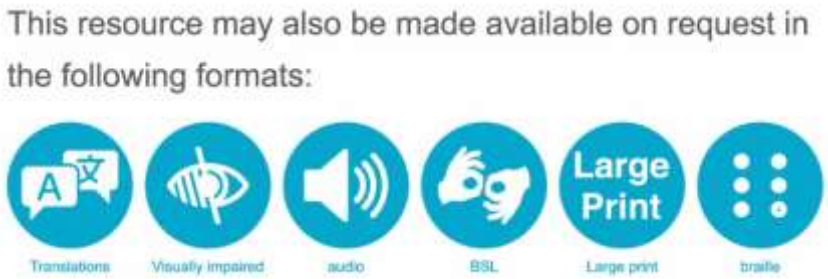
Source: 2019 Glasgow Household Survey

Table 12
Respondents using any of the Council's online services (website, App or social media) – By Ethnicity

	Scottish	British	Irish	Any other white background	Any mixed background	Indian	Pakistani	Any other Asian background	Caribbean	African	Any other black background	Chinese	Any other background	Total
Respondents using any of the Council's online services (website, App or social media)	54%	13%	2%	13%	2%	3%	5%	3%	0%	2%	0%	1%	2%	100%

Source: 2019 Glasgow Household Survey

SUPPORTING TARGETTED PROGRAMMES

Project	Overview	Lead Service	Progress Update
Available of alternative formats	Explore opportunities to promote availability of alternative formats and languages to support access to information in the way that best suits the service user.	CED: Corporate Policy	We want to ensure that people do not experience barriers when accessing our services. One way we can do this is by making reasonable adjustments so that information is available in a suitable format for the target audience. We can help to raise awareness with service users that alternative language or formats are available on request in order to ensure that there is equal access to the services we provide. We will promote availability of adaptations through the use of an access icon. The icon can be included on documents, webpages and surveys. This is the preferred way of promoting availability of alternative formats and languages as it is more inclusive for those who cannot read English. It has also been agreed that this icon will be used on the refreshed Glasgow City Council webpage to promote availability to service users and advise on using this icon and promoting alternative formats and languages will be included in the Corporate Consultation guidelines. 
Improved knowledge of responding to access requests	Support staff to understand how to respond to an access request by creating a resource of ‘How to’s’ including booking interpreters, requesting	CED: Corporate Policy	A range of ‘How To’ guides have been developed to support staff in responding to requests for alternative formats and languages. These guides have been piloted with key partners across the Council Family and have been added to the Council staff webpage and will be promoted as part of accessible communications from August onwards.

Project	Overview	Lead Service	Progress Update
	translations, alternative formats etc.		Included in the 'How To; guides are specific guidance on how to promote the availability of alternative formats and languages as part of any consultation and engagement and also guidance on improving the accessibility of online surveys and providing screen reader compatible versions. It has also been agreed that the ContactScotland icon will be used on the refreshed Glasgow City Council webpage to promote availability to service users. We will also promote the use of the ContactScotland icon by including it in our Corporate Consultation guidelines and having available supports in place as part of our 'How To' accessibility guidelines. These guides will be linked to the corporate consultation guidance.

<table>
<tr>
<td>Elected Member Equality Training</td>
<td>Equality training is a mandatory part of elected member development so that they are able to act as role models within the communities they serve. The action will be measured by the types of training offered and the percentage participation</td>
<td>CED: Corporate Policy</td>
<td>Equality Impact Assessment (EqIA) training has been made available to Elected members across all political parties. This has provided greater scrutiny of equality impacts and helped to embed Equality consideration into decision making. An online module of training was developed in order to work around the need for no face to face training.

Following a successful pilot, training was scheduled on a fortnightly basis in order to clear the backlog as a result of Covid-19 restrictions. Between 1st April and 31 December 2021, 15 sessions have been delivered to staff and a session was delivered to Elected Members in the Autumn.

To build on the equality impact assessment training, Fairer Scotland Duty Training has been made available for Elected Members in early February, to be delivered by the Improvement Service. In response to the level of demand, an enhanced availability of online eqia training will continue to be delivered until the Summer recess and sessions planned for new Elected Members in the Autumn.</td>
</tr>
<tr>
<td>Equality Training</td>
<td>The Council will consider options to implement a revised mandatory equality training standard for the Council Family at all levels of the organisation. The core of the training will be e-learning, supported by toolbox talks and face-to-face training that meets the needs of public-facing employees. Core elements will include general equality awareness, raising awareness of hate crime, violence against women.</td>
<td>CED: Corporate Policy</td>
<td>
<table>
<tr><th>Year</th><th>Sessions</th><th>Participants</th><th>Additional Information</th></tr>
<tr><td>2019/20</td><td>8</td><td>163</td><td>N/A</td></tr>
<tr><td>2020/21</td><td>1</td><td>4</td><td>This was a practice session with corporate policy staff only</td></tr>
<tr><td>2021/22</td><td>18</td><td>180</td><td>This included 1 session with 6 councilors</td></tr>
</table>
</td>
</tr>
<tr>
<td>Pensioner Poverty Project</td>
<td>The main aim of the project is to reduce pensioner poverty</td>
<td></td>
<td>This project is an income maximisation service delivered to clients aged 80 and over that have been identified as potentially eligible for Attendance Allowance and other benefits. It can be</td>
</tr>
</table>

<table>
<tr>
<td></td>
<td>within the city in line with the objectives of the People Make Glasgow Fairer Strategy.

As many pensioners are digitally excluded, the project aims to provide citizens with accessible information which can help to enrich their lives.</td>
<td>CED: Financial Inclusion</td>
<td>delivered as a telephony service or home visit. Since November 2021, the following outcomes have been achieved:

• £1,346,727 in actualised financial gains to date
• 425 financial gains overall
• 242 clients with one or more financial gain.
• On average clients will be £5,565 better off per year
• 97% client’s applications for Attendance Allowance were successful
• All 23 wards have had a financial gain</td>
</tr>
<tr>
<td>Employability Support Fund Application for Universal Credit Hubs</td>
<td>The objective is to provide ongoing support for our most vulnerable citizens to claim benefits that they are entitled to as well as access other support such as employability. The hubs contain in-house accredited digital skills training to enhance employability and provide resources such as access to computers with screen readers for those that suffer from visual impairments.</td>
<td>CED: Financial Inclusion</td>
<td>Glasgow’s application to the DWP Employability Support Fund was unsuccessful due to the criteria seeking a national supplier. The Financial Inclusion & Transformation Team were however able to secure 12 months funding via Scottish Government COVID funding to continue the service up to March 2023.

<table>
<tr><th colspan="2">Service Use Statistics (Period 01/04/2021 until 31/03/2022)</th></tr>
<tr><td>Total number of customer enquiries</td><td>1837</td></tr>
<tr><td>Number supported over the telephone</td><td>922</td></tr>
<tr><td>Number booked in for intensive face to face support</td><td>915</td></tr>
</table>

Further details:

• 276 supported to create an email address
• 34 were referred to Scotcash for support to open a bank account
• 147 referrals were made to the Scottish Welfare Fund
• 368 UC customers were supported to maintain Council tax
• Reduction or Council Tax account
• 161 referred to Jobs & Business Glasgow for employability support
• 112 referred for Glasgow Life adult learning courses (i.e., digital, literacy numeracy etc.)
• 285 clients were referred out for other supports (housing, energy, disability benefits, foodbanks etc.)
• Delivering from 18 venues across the city (including Barlinnie Prison).</td>
</tr>
</table>

			Funding for this project will end in March 2023 which will coincide with the migration from legacy benefits to Universal Credit for all Glasgow citizens.
Addressing Digital Inclusion for Disabled People	The project seeks to engage with disabled people identifying as wanting digital support, assessing their needs and providing support in the best way. The goal is to assist disabled people to have the skills and confidence to use digital technology in everyday life and access employability services and seek employment where possible and practicable. The service users will have access to information/training and devices specifically designed for their needs and provided by a specialist organization in the form of the Glasgow Disability Alliance.	CED: Financial Inclusion	Funding for this programme has now finished, and won't be included in subsequent years, but the results of the programme are listed below. <u>Glasgow Centre for Independent Living;</u> Funding supported 19 individuals to participate in GCIL's intensive personal development programme "Achieve the Success You Deserve". <u>Glasgow Disability Alliance;</u> Issued Cloudbook Laptops and 1 Laptop Computer to 6 individuals supported by the project. These will be used for a variety of online activities. It also allowed GDA to provide MiFi portable battery powered wireless devices to facilitate broadband access to the internet. Individuals who are being supported through Connects team support and coaching will be referred on for Digital Employability Project engagement.
Local planning structures	Local planning structures use a range of methodology to ensure information is accessible to all local residents and are encouraged to participate in local groups, activities in consultation with key stakeholders and that meetings are accessible to all.	CED: Community Empowerment	The changes to Area Partnerships that were agreed by the GCPP Strategic Partnership continue to be implemented on an incremental basis with regular reports being submitted to the Area Partnerships. Links will be made with equalities groups regrading representation on Area Partnerships and the emerging Citizens' Panels. Further work on the review of Sector Partnerships has been undertaken, with an update provided to the Sector Partnerships in September and a report with recommendations will be submitted to the Strategic Partnership in December 2022. Discussion will take place with the CPP Equalities Group and Community Engagement Working Group as appropriate.
Accessibility audit	Annual audit across all of our main websites	Glasgow Life	All new websites are built to meet current accessibility standards (WCAG 2.1 AA standards). Accessibility audits have taken place annually and will continue to do so.

Glasgow Life Website	A project to upgrade Glasgow Life websites from a legacy Customer Management System (CMS) to a modern platform, which incorporates all of the latest accessibility standards. This will include; • training of content creators in the requirements for accessible content, including text descriptions of any images for blind or partially-sighted users. • Plugins such as BrowseAloud and ReachDeck which provide additional website features for users with various sight and cognitive impairments. • Direct links from our venue pages to the relevant pages of AccessAble and Euan's Guide, which provide further details of physical access support and facilities at our venues. • Adherence to a style guide to ensure consistent communications in terms of plain English and typefaces. • Design work follows accessibility guidelines in	Glasgow Life	ReachDeck plugin is in place on all our main websites and it provides Google automatic translation into Global languages. Links from venue pages to AccessAble and Euan's guide are in place. The image library is also regularly updated to reflect the communities with whom we work.

	terms of colour contrast, shapes and layout etc. • Use of a refreshed image library to depict all of the communities with whom we work and customers/visitors who use our venues and services.		
Digital translation	Translation of communications into community languages and, where printed material is being used e.g. leaflets we can get translation done on a request basis.	Glasgow Life	In addition to Reachdeck providing Google automatic translation into Global languages, the Style guide has been published and circulated to all comms staff. We regularly review content for adherence to plain English. Accessibility guidelines are implemented and are being followed. We also adhere to guidelines in terms of colour contrast, shapes, and layout.
Digital Glasgow Strategy	Work towards the Digital Inclusion and Participation outcomes; • Everybody in Glasgow who needs it has supported access to digital technology and skills development opportunities • Access and support services are designed to include everybody Including specific actions: • We will establish a coherent city-wide catalogue of digital inclusion and participation training in partnership with all sectors in the city.	CED	The following interventions have been undertaken to improve digital inclusion within Glasgow: - Access to equipment and connectivity 1. Although delivered for attainment purposes, 60,000 iPads have been issued to school children across Glasgow, improving digital literacy of young people, and providing opportunities to inspire young people (and their families), 2. Glasgow Life has coordinated the delivery of 7000 laptop computers within the city on behalf of the Scottish Government's Connecting Scotland programme, 3. Surplus Council computer equipment has been recycled by social enterprise Remade, for distribution within the city, 4. GCVS has distributed 700 recycled smart phones as part of a national recycling scheme called "Community Calling" Access to skills 1. Glasgow Life has established a Digital Volunteer project to scale up existing digital inclusion training delivered by Glasgow Life by working in collaboration with the voluntary sector. To date 79 volunteer events have been held in the city,

	• We will deliver the Digital Inclusion and Participation work within Glasgow's Community Learning and Development Plan 2018 – 2020.		2. Glasgow Life have supported Universal Credit applicants with essential digital skills support (and has taken over 2000 calls from applicants). 3. The Digital Inclusion and Participation has been integrated into the Community Learning and Development Plan.

OUTCOME 4

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

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

General Duty: Eliminating discrimination, harassment and victimisation

NATIONAL OUTCOME INDICATORS

<table>
<tr><th>Indicator</th><th>Data Source</th><th colspan="2">Baseline Data (2019)</th><th>Most Recent Data</th></tr>
<tr><td>Recorded crimes of coercive control
• Overall
• Percentage of female victims
• Percentage of male victims</td><td>Scottish Government</td><td colspan="3"><table><tr><th></th><th>2019</th><th>2020</th></tr><tr><td>Overall</td><td>1,681</td><td>1,614</td></tr><tr><td>Female victims</td><td>94%
(1,577)</td><td>94%
(1,545)</td></tr><tr><td>Male victims</td><td>6%
(104)</td><td>6%
(96)</td></tr></table></td></tr>
<tr><td>Proportion of the population who have been subject to domestic abuse.
• Incidents in Scotland per 10,000
• Incidents in Glasgow City per 10,000</td><td>Scottish Government</td><td colspan="3"><table><tr><th></th><th>2019</th><th>2020</th></tr><tr><td>Scotland (per 10,000)</td><td>112</td><td>115</td></tr><tr><td>Glasgow (per 10,000)</td><td>147</td><td>151</td></tr></table></td></tr>
<tr><td>Number of recorded incidents of domestic abuse in Scotland.
• Overall
• Proportion of incidents with female victim and male accused
• Proportion of incidents with male victim and female accused</td><td>Scottish Government</td><td colspan="3"><table><tr><th></th><th>2019</th><th>2020</th></tr><tr><td>Overall</td><td>60,641</td><td>62,907</td></tr><tr><td>Female victim and male accused</td><td>80%</td><td>82%</td></tr><tr><td>Male victim and female accused</td><td>16%</td><td>15%</td></tr></table></td></tr>
<tr><td>Percentage of crimes recorded in Scotland that are sexual crimes.</td><td>Scottish Government</td><td colspan="3"><table><tr><th></th><th>2019</th><th>2020</th></tr><tr><td>Percentage</td><td>5%</td><td>5%</td></tr><tr><td>Total number</td><td>13,364</td><td>13,131</td></tr></table></td></tr>
</table>

Indicator	Data Source	Most Recent Data	
		2020	2021
Multi-Agency Risk Assessment Conferences (MARAC) Number of victims referred to MARAC.	Neighbourhoods, Regeneration and Sustainability (NRS)	1049	1468
ASSIST Percentage of clients rating the ASSIST service as good or very good.		Client satisfaction survey suspended due to Covid	Client satisfaction survey suspended due to Covid
Routes Out Number of positive outcomes achieved for women.		746	1053
Trafficking Awareness Raising Alliance (TARA) • Number of referrals to TARA Service; • Number of women accessing the support of TARA		103 (60 new cases) 115 women supported	69 (57 new cases) 118 women supported

SUPPORTING TARGETTED PROGRAMMES

Project	Overview	Lead Service	Progress Update
Communities in Glasgow embrace equality and mutual respect and reject all forms of violence against women and girls.	• Annually coordinate and deliver a programme of activity to raise awareness of harm caused by violence against women and girls by participation in local, national and international VAW Campaigns. • Proactively engage with communities to raise awareness of the harm caused by VAW&G creating greater understanding of the causes and consequences and the role they can play in tackling it • Deliver high quality age and stage appropriate activity which challenges gender stereotyping and promotes healthy positive relationships in primary and secondary schools across the city. • Develop a specific strategy to address the commercial sexual exploitation of women and girls in Glasgow • Coordinate and deliver a basic awareness training programme on violence against women • Coordinate and deliver specialist training events and workshops in line with identified need • Work in partnership with local Universities and Colleges to support the integration of Equally Safe in Colleges and Universities (ESCU) and the implementation of the ESHE Toolkit. • Work with partners and youth providers in the city to deliver interventions to raise young people's	NRS	Owing to public health restrictions, our part in the annual United Nations "16 Days of Action Against Gender-Based Violence" campaign was targeted across radio and social media platforms, to raise awareness of service provision across the city. Public health restrictions limited work within school settings and directly with pupils. We are now working with GCC Education Services to explore inputs in schools moving forward. The Glasgow Violence Against Women Partnership are currently reviewing and refreshing their city-wide strategic plan. Activities in youth work settings has been significantly impacted by public health restrictions. Activity in this area of work will form part of the review of the city-wide strategic plan to prevent and eradicate violence against women and girls. Direct community activity was impacted by public health restrictions and all awareness raising took place online and was directed at services rather than communities- but did seek to include community-based organisations. An online version of our guidance, including up to date access information was produced to reflect on various public health restrictions. Basic awareness training has been interrupted by public health restrictions, but as part of our adaptation to this situation, SafeLives Domestic Abuse Awareness Raising Tool (DAART) is now available on GOLD and is widely circulated. Online and face to face

Project	Overview	Lead Service	Progress Update
	understanding and awareness of VAWG and the importance of healthy, respectful relationships. Make available clear up to date and accessible online guidance about the services available to support affected women, girls and families. To ensure that information is well promoted.		training information is widely circulated with partners, but NRS Violence Against Women Team does not have capacity to develop and deliver further online training resources. Trafficking Awareness Raising Alliance (TARA) Service: TARA has a dedicated Training Development worker and over the course of 2020/2021 offered online workshops and training with a focus on trafficking for the purpose of commercial sexual exploitation. For TARA services in 2019/2020, this year was a bit of an anomaly due to the significant increase in Vietnamese nationals presenting in Scotland. This was found across all categories of adults/ children/ male/ female and covered all exploitation types. In 2022/23 TARA has produced Guidance for Ukrainian women and girls who have recently arrived in Scotland as part of the UK Government's resettlement scheme. This offers advice on what is to be expected from the scheme, as well as advice for safeguarding against trafficking/ exploitation/ modern slavery. In order to be accessible, this guidance is available in Russian and Ukrainian language translations, alongside English.
Women and girls thrive as equal citizens: socially, culturally, economically and politically	• Ensure that the GVAWP strategic plan is integrated with other key city partnerships and plans. Including ADP; Community Planning; Health & Social Care IJB; Community Justice; Equality Groups; Public Protection Committees • To increase the priority that violence against women has in key city wide planning documents.	NRS	The GVAWP undertook a review of the work of the partnership and work is now underway to ensure robust links with Violence Against Women & Girls and other key strategic plans. The ADP now has a dedicated working group which has a focus on substance misuse, recovery and VAW&G. In 2021 the GVAWP in partnership with GEMAP secured funding to develop a service Financially Included. This project targets early identification and effective intervention for women who are

Project	Overview	Lead Service	Progress Update
	• To embed an effective multi- agency financial inclusion plan for women and girls affected by male violence against women • Establish a specific working group to address the needs of women affected by immigration including Asylum Seeking and EU settlement (Brexit) • To engage with local equality groups to ensure that they are aware of the VAW&G agenda and understand the inequalities that underpin it. • Work with GCC to engage with Close the Gap Equally Safe at Work pilot as a shadow authority		experiencing financial and economic abuse as part of their experience of coercive control. The Women, Asylum, Immigrant and Refugee (WAIR) Working Group is now established with an action plan and has delivered specific pieces of work. This includes the development of the Women, Destitution and No Recourse to Public Funds (NRPF) project. This is a partnership project with Glasgow Women Aid and British Red Cross. The group also developed a position statement and a call to action for a gendered response to Ukraine Refugee Crisis.
Interventions are early and effective, preventing violence and maximising the safety and wellbeing of women, children and young people.	• Operationally and strategically support and oversee the delivery of an effective multi-agency MARAC response to high risk victims of domestic abuse in the city • Identify funding to support the development of a dedicated MARAC support team • Ensure that all specialist VAW&G services are underpinned by a gender analysis of VAW&G; are shaped and promote the views of women, children and young people affected; adopt a rights-based, person centred, needs led approach. • Work towards ensuring the provision of high-quality interventions to engage women and children affected by VAW&G. • Convene a short life working group to consider the development of a local measurement framework. To identify and agree common data points all partners will collect to harmonise the	NRS	In August 2021 NRS VAW Services assumed responsibility for the management and coordination of Multi-Agency Risk Assessment Conferences (MARAC) in Glasgow. Additional COVID Recovery Funds were made available by Glasgow HSCP to employ 2 x 28-hour MARAC Coordinators. Work is ongoing to identify a sustainable funding package for MARAC going forward. The development of data sets is a piece of work being taken forward nationally and we are involved in this work. The needs of minoritized women alongside intersectionality underpins the work of partners and we ensure that women with these specific needs are made visible. This is evidenced by our work with Social Recovery Task Force. We have been actively engaged with Glasgow HSCP as they develop a Domestic Abuse Strategy. We have worked with partners

Project	Overview	Lead Service	Progress Update
	approach to collation of equalities data in line with Equally Safe • Work with partners to ensure that violence against women services are accessible for women from diversity of communities in the city Black and ethnic minority, LGBT and disability communities • Support Public Sector partners to create a workforce that is competent, confident and proficient in identifying and responding to all forms of violence against women • To produce accessible multi-agency information including pathways for women and girls who are or are at risk of being subjected to forced marriage; trafficking; Engage and consult with women and girls affected by gender based violence on our plans to develop services		to introduce Safe & Together as a framework to inform domestic abuse responses across a range of services. Public health restrictions have limited direct engagement with women. That being said front line women's organisations have ensured that learned and living experience informs both strategic and operation activity.
Men desist from all forms of violence against women and girls and perpetrators of such violence receive and robust and effective response	• To introduce locally a challenging demand approach to tackle those who seek to buy sex in Glasgow. • To raise awareness of the multi-agency responsibilities in relation to the introduction of the Domestic Abuse (Scotland) Act 2017 • To be involved in the delivery of the Caledonian Programme in Glasgow to tackle male perpetrators of domestic abuse • To inform and contribute to GCC Licensing Services on the introduction of Sexual Entertainment Venue licensing	NRS	The introduction of a challenging demand approach is being taken forward nationally and this is an active area of work for NRS VAW Services; TARA Project and Routes Out. Awareness raising sessions and briefings have been produced to inform both public and 3rd sector of the introduction of the Act and of coercive control. Caledonian Service is active in Glasgow and we engage appropriately with our HSCP partners. The GVAWP responded to and gave evidence to GCC Licensing and Regulatory Committee on the development of a specific licensing policy for sexual entertainment venues.

Project	Overview	Lead Service	Progress Update
	• To work with partners to extend the learning and good practice developed by projects such as Support to Report To ensure that criminal justice partners are aware of the experiences of women and girls accessing justice		GCC Licensing and Regulatory Committee have agreed that the GVAWP should be consulted on the licensing of SEV's in the city. Criminal Justice partners are represented on multi agency partnership and on appropriate working groups of GVAWP.
White Ribbon Campaign	Glasgow Life will continue to support the white ribbon campaign by distributing ribbons to libraries and, by curating a series of relevant literature that would be made available on our e-reading platform during the annual 16 days of action	Glasgow Life	There was no distribution of White Ribbons to Libraries in 2020 or 2021 due to restrictions related to the pandemic- however this aspect of the campaign will resume in 2022.
Glasgow Life Youth club	Programmes cover violence against women in girls (these are only delivered where this is relevant to the group as each group has different needs)	Glasgow Life	There is no information on this nor will there ever be as youth workers do not report on the content, they deliver in youth clubs – we can only state that there are resources to cover this should the need arise.
Caledonian Project	This project works with men who have offences relating to domestic abuse. Monitor the activity of the team and the outcomes recorded for men who engage with this project	HSCP	The Caledonian team in Glasgow continues to deliver an accredited, integrated approach to address men's domestic abuse and to improve the lives of women, children and men. Using a trauma informed and evidence-based approach, the centralised team comprising of social work and ASSIST staff have responsibility for delivering the system, which supports the wider strategic aims of Glasgow HSCP in reducing violence to women. Throughout the Covid-19 pandemic the Caledonian team have maintained contact with women and children at risk of domestic abuse, offering a range of physical and emotional support. The Caledonian team have also supported HSCP staff with risk assessment and management where domestic abuse has been a concern during lockdown, in full recognition of the negative impact that Covid-19 has had on those experiencing domestic abuse.

Project	Overview	Lead Service	Progress Update
			At present the team are working with approximately 186 men subject to Community Payback Orders with a requirement to engage with the programme. Throughout the pandemic, workers have continued to engage with men to address the ongoing risk of domestic abuse. At the same time the women and children's service have supported vulnerable families (approx. 100 women and 26 children) with practical (e.g. mobile phones, food vouchers) and emotional support to help maximise their safety. The team continue to support processes such as Multi-Agency Risk Assessment Conferences (MARAC), Multi-Agency Tasking and Coordination (MATAC) and Disclosure Scheme for Domestic Abuse Scotland (DSDAS) in terms of a wider multi-agency approach to addressing domestic abuse
Training	Encourage staff to complete the GOLD training, Domestic Abuse Awareness Raising Tool (DAART)	All Council	Staff will be encouraged to complete the online GOLD training related to domestic abuse. So far, 48 people have completed training in the Domestic Abuse Awareness Raising Tool (DAART)

OUTCOME 5

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

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

General Duty: Eliminating discrimination, harassment and victimisation

NATIONAL OUTCOME INDICATORS

<table>
<tr><th>Indicator</th><th>Data Source</th><th colspan="2">Baseline Data (2019)</th><th>Most Recent Data</th></tr>
<tr><td>Hate Crime: Number of Charges Reported in Glasgow:
• Racially aggravated crime
• Religiously aggravated crime
• Disability aggravated crime
• Sexual orientation aggravated crime
• Transgender identity aggravated crime</td><td>Crown Office and Procurator Fiscal Service</td><td colspan="3"><table><tr><th></th><th>2019</th><th>2020</th><th>2021</th></tr><tr><td>Racially aggravated</td><td>689</td><td>700</td><td>880</td></tr><tr><td>Religiously aggravated</td><td>254</td><td>258</td><td>191</td></tr><tr><td>Disability aggravated</td><td>70</td><td>70</td><td>74</td></tr><tr><td>Sexual orientation aggravated</td><td>343</td><td>347</td><td>408</td></tr><tr><td>Transgender identity aggravated</td><td>Under 5</td><td>6</td><td>18</td></tr></table></td></tr>
<tr><td>Percentage of respondents who were aware that they could report to the police about being insulted, pestered or intimidated through….
• The Police Scotland website
• A Third Party Reporting Centre</td><td rowspan="2">Glasgow Household Survey</td><td colspan="3"><table><tr><th></th><th>2019</th></tr><tr><td>The Police Scotland website</td><td>61%</td></tr><tr><td>A Third Party Reporting Centre</td><td>23%</td></tr></table></td></tr>
<tr><td>Glasgow Household Survey respondents who were worried about being insulted, pestered or intimidated based on their protected characteristics.
• Overall
• Religion
• Race
• Disability
• Sex
• Age
• Sexual Orientation
• Trans status</td><td colspan="3"><table><tr><th></th><th>2019</th></tr><tr><td>Overall</td><td>22%</td></tr><tr><td>Religion</td><td>10%</td></tr><tr><td>Race</td><td>6%</td></tr><tr><td>Disability</td><td>6%</td></tr><tr><td>Sex</td><td>6%</td></tr><tr><td>Age</td><td>4%</td></tr><tr><td>Sexual Orientation</td><td>3%</td></tr><tr><td>Trans status</td><td>2%</td></tr></table></td></tr>
</table>

Indicator	Data Source	Baseline Data (2019)	Most Recent Data
Respondents who had experienced hate crime or harassment but had not reported the most recent incident.		2019 76%	

GLASGOW COUNCIL FAMILY OUTCOME INDICATORS

Indicator	Data Source	Most Recent Data	
		2020	2021
Increased general public awareness of hate crime.	Neighbourhoods, Regeneration and Sustainability	This question was not included in the 2020 Glasgow Household Survey.	This question was not included in the 2021 Glasgow Household Survey.
Proportion of reported graffiti incidents that are offensive. (Offensive graffiti is categorised as an aggregate of Homophobic, Racist, Sectarian and Obscene graffiti.)		489 incidences in 2020/21.	587 incidences in 2021/22.
Reach of Hate Crime Awareness Week Campaign		Facebook: 117k users across 11 posts Instagram: 1k impressions on 1 post Twitter: 208 likes and 140 retweets across 13 tweets	Facebook: 23k users across 5 posts Instagram: 3.1k impressions across 2 posts Twitter: 58k impressions across 8 tweets
Number of views of relevant posts		Facebook: 122 shares, 234 engagements, 16k video views across 6 videos Twitter: 208 likes, 140 retweets, 27 replies, link clicks not recorded Instagram: 19 likes	Facebook: 21 shares, 58 likes, 21 comments, 4.4k & 9.5k video views Twitter: 115 likes, 49 retweets, 9 replies, 31 link clicks
Increased % of people are aware that they can report a hate crime through Police Scotland website		The 2020 Glasgow Household Survey shows that 61% of respondents were aware that they could	This question was not included in the 2021 Glasgow Household Survey.

Indicator	Data Source	Most Recent Data	
		2020	2021
		report a hate crime in this way. Only 23% were aware of Third Party Reporting, a flagship Police Scotland enterprise supported by Glasgow City Council.	
Staff report increased understanding of hate crime, and the support and resources available to individuals.		482 staff across the council family undertook the GOLD hate crime training in 2020.	200 staff across the council family undertook the GOLD hate crime training in 2021.
Victims say that services offer appropriate support.		This data is not currently available, however improved data collection methods are being implemented in Third Party Reporting sites for 2022, although this has not yet yielded any data to report.	

SUPPORTING TARGETTED PROGRAMMES

Project	Overview	Lead Service	Progress Update
Develop New Hate Crime Action Plan	A new Hate Crime Action Plan is under development during 2021 and 2022 to support the Glasgow Hate Crime Strategy 2018 - 2028. The action plan will be developed in partnership through the Hate Crime Working Group and cut across the three themes of: ○ Prevention - We will work together to stop hate crime before it happens ○ Reporting - We will work together to encourage people to report hate crime when it happens ○ Responding - We will work together to improve Glasgow's service responses to victims	NRS	The Hate Crime Working Group has convened a development day facilitated by the Improvement Service from which an action plan with SMART objectives is being developed for each of the three delivery themes. The Working Group acknowledges that many of the activities outlined in the 2018-28 strategy were interrupted by the Covid-19 lockdown, however the priorities themselves are largely sound and the actions going forward are based on ensuring that all partners contribute resources, including resources in kind, to delivering these outcomes. These SMART objective plans will be presented to the working group at the next meeting, scheduled for July 26th
Prevention Coordinate an annual Hate Crime Public Education Campaign	• Identify target audiences • Define key messages for the year • Plan annual programme of activities • Link with national HCAW activities • Agree Partnership Coms plan Monitor annual trends via Household Survey	NRS	The National Hate Crime Awareness Week (NHCAW) sub-group has convened and agreed that a major strand of this year's campaign will be a two-pronged education programme. Firstly, in collaboration with Glasgow Disability Alliance (a working group member organisation) the group will produce an event aimed at people who are more likely to be victims of hate crimes addressing common misconceptions about what a hate crime is and what they can report, which will be recorded and held as a resource to be shared year-round; and secondly, a programme of activities to be delivered in secondary schools in conjunction with Campus Cops, the details of which are tbc. A collaboration has been established with the education department to lay out next steps for this programme which will

Project	Overview	Lead Service	Progress Update
			particularly target themes of prevention and reporting in the overall action plan.
Prevention Deliver multi stage intervention programmes in schools, targeted in areas recognised as having issues with sectarian hate crime.	• Review hate crime profiles • Identify target schools • Make proactive approaches to schools • Promote an evidence-led targeted approach • Deliver Sense over Sectarianism programme with community partners	NRS	The intervention programme will be piloted as part of National Hate Crime Awareness Week in October 2022.
Prevention Explore how best to promote and support community cohesion at local level.	• Identify any promising practice in promoting community cohesion in cities of comparable size to Glasgow. Sources - desktop research; knowledge of working group members; knowledge of local community workers and activists. • Deliver a programme of community development activities that promote community cohesion, aligned to Thriving Places and HCWG priority neighbourhoods.	NRS	A Community Empowerment Services officer (CES) has been identified as a lead for community cohesion. The Hate Crime Policy officer has attended Thriving Places meetings across the city to increase the visibility of the HCWG across the city. It has been highlighted by the working group that community cohesion features in a limited sense in the hate crime strategy and this should be addressed as the SMART objectives are identified
Responding Roll out of GCC Hate Crime awareness GOLD module to wider GCC family	• Promote the module • Establish the baselines – • Monitor viewing/uptake figures	NRS	The GOLD module is currently available across GCC family. 200 staff across the council family undertook the GOLD hate crime training in 2021. A need has emerged to refresh this training and make regular revisits a compulsory part of the training calendar.
Responding Develop a Hate Crime	• Community Planning Partners to identify Corporate Sponsors for the Hate Crime Ambassadors Programme	NRS	Hate crime ambassadors programme has stalled due to covid, this has been picked up as a future action by the HCWG during our development day.

<table>
<tr><th>Project</th><th>Overview</th><th>Lead Service</th><th>Progress Update</th></tr>
<tr><td>Ambassadors Programme within services</td><td>All Community Planning Partners sign up to Glasgow's Hate Crime Pledge
Develop a programme for each Community Planning Partner
Produce a hate crime tool kit for frontline staff
Cohort of Hate Crime Ambassadors trained in Glasgow City Council services</td><td></td><td></td></tr>
<tr><td>Responding
Undertake mapping of relevant support services</td><td>Develop a brief for service mapping
Identify resource
Commission external consultant to undertake service mapping
Compile and publish results</td><td>NRS</td><td>An up-to-date directory of current Third-Party Reporting (TPR) centres has been produced and all current TPR sites have been offered refresher training.

This new directory has been fed back to Police Scotland to update their website and publish. Rather than commissioning a consultant, this work has been managed internally.

This exercise is useful in revealing gaps in the response and report network which can be addressed as the TPR network expands.</td></tr>
<tr><td>Awareness Campaign</td><td>Glasgow Life can support the annual Hate Crime Awareness campaign by distributing posters, leaflets etc. to libraries.</td><td>Glasgow Life</td><td>No posters or leaflets were distributed due to the pandemic, but this has resumed in 2022.</td></tr>
<tr><td>Training</td><td>Encourage staff to complete the GOLD training, Hate Crime Awareness</td><td>All Council</td><td><table><tr><th colspan="2">Hate Crime Awareness Training completed on GOLD</th></tr><tr><td>2020/21</td><td>420 People</td></tr><tr><td>2021/22</td><td>195 People</td></tr></table>A need has emerged to refresh this training and make regular revisits a compulsory part of the training calendar going forward.</td></tr>
</table>

OUTCOME 6

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

General Duty: Fostering good relations

NATIONAL OUTCOME INDICATORS

Indicator	Data Source	Baseline Data
		2019
Percentage of adults have contact with family, friends or neighbours less than once or twice a week	*Scottish Household Survey*	6%
Respondents that feel that they don't have a strong sense of belonging to their local community		21%
Percentage of adults in Scotland that often feel lonely and feel lonely sometimes	*The Mental Health Foundation (2018).*	11%
Percentage of working-age adults who were disabled or off work for long periods due to illness were "frequently lonely"	Loneliness in Glasgow's Deprived Communities. GoWell	31.5%
Percentage of men and women living in deprived areas that reported "frequent loneliness"		17%

OUTCOME 6

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

General Duty: Fostering good relations

Please Note: There are some challenges with consistent availability of data on social isolation and loneliness- indicators may be subject to change and dependent on availability. Provided below are some key statistics on loneliness in Glasgow and Scotland more widely- with a particular focus on isolation related to the Pandemic and related social distancing measures.

NATIONAL OUTCOME INDICATORS

- In 2021, 11.6% of Glaswegians felt lonely either 'sometimes' or 'always'- the highest rate for all Local Authorities researched across Scotland (Office for National Statistics)
- Across Scotland, an estimated 200,000 Older people suffered from loneliness in 2021 (AgeUK)
- In 2021 65% of older people living alone in Scotland said the Pandemic has made them lonelier (AgeScotland)
- Survey data from Glasgow suggests that those with physical health problems, long-term conditions or disability are twice as likely to report severe loneliness than the general population (NHS Scotland 2018)
- Areas with a higher concentration of younger people and areas with higher rates of unemployment tended to have higher rates of loneliness. (Office for National Statistics)
- Survey data from areas of deprivation in Glasgow suggest that the perceived physical quality of neighbourhoods, the extent to which respondents use local amenities and the social environment of the neighbourhood are also associated with loneliness (NHS Scotland 2018)

SUPPORTING TARGETTED PROGRAMMES

Project	Overview	Lead Service	Progress Update
Pensioner Poverty Project	The main aim of the project is to reduce pensioner poverty within the city in line with the objectives of the People Make Glasgow Fairer Strategy. Part of the project aims to work with other projects such as the Glasgow Helps hub who can refer the citizen onto organisations who can help with loneliness/social isolation	CED: Financial Inclusion	The project is an income maximisation service delivered to clients aged 80 and over that have been identified as potentially eligible for Attendance Allowance and other benefits. It can be delivered as a telephony service or home visit. Since November 2021, the following outcomes have been achieved: • **£1,346,727** in **actualised** financial gains to date • **425** financial gains overall • **242** clients with one or more financial gain. • On average clients will be **£5,565** better off per year • **97%** client's applications for Attendance Allowance were successful • All **23** wards have had a financial gain
Glasgow Helps	Helping our citizens of Glasgow, connect with the right support networks at the right time to enrich their lives – achieved by creating a joint understanding of their needs, securing and managing agreed support pathways to help build citizen resilience and enable participation in the life of the city. The Project has referral pathways to health and wellbeing service providers within the city which will help those who suffer from loneliness and social isolation.	CED: Financial Inclusion	This service was originally established as a pandemic response, supporting those who were shielding or required to self-isolate. Recognised as a key project within the Council's Renewal programme it was agreed to build on the crisis response offer to develop a holistic support service for those in need of additional support. During the course of 2021/22 we have; • Established appropriate governance to oversee service development, including the completion of a DPIA • Secured approval for a Business Plan • Recruited 28 staff • Implemented a new telephony system • Commenced development of website support solution • Updated our service records management system

Project	Overview	Lead Service	Progress Update
			• Identified and commenced development and delivery of a number of 'campaigns' to reach out to cohorts of our citizens who may benefit from additional assistance • Grown and evolved our referral pathway partners • Worked with GCVS to create a standard Data Sharing Agreement for use between GCC and the Third Sector • Commenced work on our communications and stakeholder engagement plan • Positioned Glasgow Helps as an integral part of the Child Poverty Pathfinder as part of the 'No Wrong Door' model Alongside this, we have continued to provide support to citizens resulting in the following (Oct 2020 – July 2022); • Over 180,800 contacts with citizens, including 98,500 conversations; • 989 referrals for fuel support; • 4,437 referrals for support to access food; • 148 citizens supported with digital resources (devices and connectivity); • 481 referrals for support in relation to finances; • 479 referrals made to organisations that can support with wellbeing Additionally, the statistics below provide a further up-to-date summary of activity undertaken between 9th May 2022 and 22nd September 2022.

Project	Overview	Lead Service	Progress Update

			Please Note- There will be some crossover of these statistics with the above figures, which run from October 2020 to July 2022- but for the sake of providing the most up to date information, they have been included below.
			
			• 8,360 contacts with citizens (including inbound, outbound and text messages);
			• 1,777 referrals have been made which include;
			  ○ 32% for food support
			  ○ 39% for fuel support
			  ○ 14% for financial information and advice
			  ○ 9% to One Parent Family Scotland
			  ○ 5% for community support
			  ○ 0.8% to social work
			  ○ 0.6% for digital support
			• 1,333 adults and 1,143 children have been supported through referrals;
			• 452 citizens engaged in the case management support; and
			• 219 citizens have participated in a case review.
			
			Of those who are engaged in case management support;
			• 62% are female
			• 68% are unemployed
			• 10% are in full time work and 19% in part time work
			• 58% reside in the social rented sector and 22% in a private let, 11% are owner occupiers
			• 75% are white
			• 62% are families

Clyde Gateway- Supporting Families into Employment	The project will: • Support wellbeing and resilience across all areas; financial, emotional and physical, recognising that family wellbeing is directly influenced by socio-	CED: Financial Inclusion	Supporting Families (SF) is an established model, focused on improving and integrating into existing services. The programme is focused on employability, skills development, addressing childcare and all elements of wellbeing (financial/mental/physical). It targets

Project	Overview	Lead Service	Progress Update
	economic factors that interact and impact across a family's home, neighbourhood, learning and work environments. • By trying to increase social connections of the service users as well as providing emotional support, it aims to reduce the levels of social isolation and help build resilience.		unemployed, low-income families, specifically aimed at the following child priority groups: lone parents, households where someone is disabled, families with three or more children, minority ethnic families, families with a child under one year old and families where the mother is under 25 years of age. One of the main components of the project is the Family Support Worker (FSW) role. The FSW works closely with all referred families from each education establishment to deliver holistic support to enable participation and remove barriers to opportunities, to best meet the needs of low-income families. ***Phase 1*** (September 2021 – August 2022) has extended the project reach from one nursery establishment into three nursery establishments in Clyde Gateway. This was to meet the needs of families and target those identified by Head of Centre as sitting in child poverty priority groups and requiring support. Work has begun on transition and further model extension work into three local primary schools in Clyde Gateway. This extended reach is due to commence in early September 2022. **A Needs Led Model** Each individual and family engaged in SF completes a Holistic Needs Assessment (HNA) to establish realistic, tangible goals for the family with clear short, medium and long term, family identified outcomes. The HNA is employed by project partners to identify suitable interventions for that unique family. In effect, this model provides a bespoke wrap around service to the family unit. It is the bespoke nature of the project which has made it so successful but at the same time challenging to deliver. Other models may provide families with a list of interventions from which to choose. While this makes the project management –

Project	Overview	Lead Service	Progress Update
			procurement of services, venue set up, timetabling and general budgeting – far easier, the focus is not truly on the unique family. This risks family members, or indeed only one member of the family, working their way through a list, completing intervention after intervention without making positive or lasting progress towards the whole families end goal as the model has failed to identify the full extent of the challenges facing the full family unit. In recognition of this whole family model, the FSW supports all aspects of wider family life, including reducing poverty, improving health & wellbeing, increasing education and employment by addressing the following priorities: • Support wellbeing and resilience across all areas; financial, emotional and physical, recognising that family wellbeing is directly influenced by socio-economic factors that interact and impact across a family's home, neighbourhood, learning and work environments. • Support families to develop skills by identifying training, learning and work opportunities that will enhance their employability and life chances for the future • Increase social connections and reduce isolation. In addition to the HNA work, a school gate parent led needs analysis exercise was carried out in January 2022. FSW's spoke with 130 parents over the three nursery establishments. The analysis obtained during this exercise showed that training and employability were top of parents' wishes for the future, especially around first aid, childcare and social care. This has formed the action plan for all future skills development and employability intervention work. Training and Employability Pipeline support for families includes:

Project	Overview	Lead Service	Progress Update
			• A certified 'Introduction to Childcare course offered in May 2022 in the Barrowfield Community Centre, open to parents from all establishments with an additional certified course 'Introduction to Social Care' starting in September 2022. • An open day for digital jobs sector in May 2022 • An open day for skills and employment opportunities with Jobs & Business Glasgow in May 2022. • An open day for Financial Support took take place in Barrowfield on 14th June with parents being able to access information from organisers including Jobs and Business Glasgow, Social Security Scotland and One Parent Families Scotland. • Targeted recruitment workshops and access to NHS GGC clinical roles through Clyde Gateway and NHS GGC Jobs in Health joint working opened to families in June 2022 with workshops in July 2022, training commencing August 2022 and employment staring late 2022. • There will be demonstrations of cooking on a budget and a health and wellbeing area where stress can be addressed. There will also be access to a room for 1-1 advice. • Marah ESOL group will continue as parents find it beneficial just to talk to others. Work with Women's Library and Bridgeton Library taking place. • A Summer Holiday activity will take place in the Calton Community Garden devised to introduce families from the area to the garden with the promotion of the garden and its volunteering opportunities • During the Summer Holidays the team will link with organisations delivering activities and support families to attend linking to wellbeing.

Project	Overview	Lead Service	Progress Update
			• A volunteering training programme due to commence in partnership with Volunteer Glasgow from August 2022 onwards • Healthy Cooking classes will continue at The Drill Hall Pantry in Parkhead. Parents who attend receive membership to the Pantry to allow them to access food shopping at a greatly discounted rate. Open to parents from all establishments. • Sharing Stories programme will take place in August in Parkhead Library and October in Bridgeton Library partnering with libraries and funded through SLIC covid recovery fund. These sessions look at early brain development and the benefits of sharing stories with children and link to family wellbeing and mental health. Open to parents from all EY establishments. Up to 10 families can take part in each session and will receive a resource bag as part of the programme with free books, story cards and puppets **Area Expansion** Meetings have taken place between Clyde Gateway and Glasgow Life to plan and review area expansion work and to identify suitable area/s. Previously, Govan had been highlighted by GCC as an area of focus to prioritise. Glasgow Life had work underway to look at demographics (attainment challenge etc), potential bases (education alongside library settings) and partners to link in with here similar to approach in Clyde Gateway. However, after being advised by GCC TP Team that 'Glasgow Helps' – also a SF project partner, were to expand into Govan an alternative area/s were sought.

Project	Overview	Lead Service	Progress Update
			Subsequently, a further scoping meeting to identify possible alternatives base on need to expand the project to place. Clyde Gateway has worked hard to reduce duplication of activity in the local area, only intervening where others cannot or where value can be added. When considering the expansion of the project, the knowledge of Child Poverty partners, local education establishments and the “data and desk” research has and will continue to take place in advance of selecting new areas as this is critical to the success of SF. While a high number of organisations may exist in an area, for example employability providers, it is not necessarily the case that the HNA will identify employability, or the type of employability support provided as required. Ongoing engagement and alignment of existing services, contracts and resources will be required to mitigate this risk. As a result, it is likely that the Gorbals area, (Southside Central Ward) will be the 1st area for a programme roll out, with Glasgow Life looking at further scoping work to confirm this along with internal resource plans to include recruitment to mirror the FSW in Clyde Gateway. Initial agreement has been reached for this area expansion work to commence in December 2022; with recruitment commencing in October 2022. This Ward, unlike any other in the City, provides an opportunity to focus on the challenges associated with in work poverty with a higher than City average number of parents in employment. Further expansion into Canal Ward is currently under consideration but requires detailed analysis before confirming specific details or timescales.

Project	Overview	Lead Service	Progress Update
ADP recovery Communities	There is a community in each of the 3 sectors in the city and contact was maintained with people during the pandemic. This programme provides opportunities for people in recovery to socialise free of alcohol and drugs.	CED: Community Empowerment	The city's 3 recovery communities continue to work across each of their sectors, and following the easing of COVID restrictions, each area now has a full timetable of face-to-face activities, including gender specific activities. Each of the communities has its own programme, tailored to meet the needs of their community, including homework clubs for parents and children, bereavement support groups and first aid training. The North-East recovery community have accessed training on Alcohol related Brain Damage (ARBD), and members now visit a care home for people with ARBD every week to include residents in recovery activities in the sector. The communities also make links with their local communities and universal services to embed recovery in the city's wider community and support people to move on to greater independence.
Socially Connected Glasgow Strategy	Develop Strategy	HSCP	Commissioned by Glasgow City Health and Social Care Partnership (Glasgow City HSCP), the Strategy was developed and co-produced by Impact Funding Partners (IFP). Through a Human Centred Design process, IFP engaged with over 40 organisations across the city and crucially, listened to over 140 Glasgow City residents through a range of interviews. Key aspects in the Strategy include what helps to support good connections and reduce loneliness and identifying what barriers people face to be socially connected and lead meaningful, happy lives. The Strategy concludes with a number of recommendations for Glasgow City HSCP and wider partners to take forward in order to reduce isolation and loneliness and improve connections and opportunities for the people of Glasgow. Launch of the strategy took place on the 23rd June 2022 and we are currently looking at how we progress recommendations with our partners and stakeholders.

Project	Overview	Lead Service	Progress Update
			Link to strategy here: http://hdl.handle.net/11289/580331
Community Referral project	Support individuals who are referred to the project due to their experience of social isolation or loneliness.	Glasgow Life	Glasgow Life's Live Well Community Referral (LWCR) project pilot was launched 27 June 2022 in the Calton Ward (No.9) area. A LWCR delivery team (of 4) was recruited in May 2023. This pilot is to operate until the end of March 2023 and is to be externally evaluated. Development work to date has involved: service planning, asset mapping, relationship building, local/national government briefings, training, KPI setting, evaluation/measurement setting and sector engagement in line with the project plan.
Glasgow Life Mission Statement	Tackling Social Isolation and Loneliness has been written into the Glasgow Life Mission Statement. Relevant actions will be added to report progress of how this is being achieved.	Glasgow Life	Good Move Walking programme 2020/21 survey of participants and volunteer leaders demonstrated that support through the pandemic was appreciated. (The walk leaders received regular email and phone calls from staff during the pandemic) survey showed 69.8% of volunteers said that this helped them during the first lockdown period. Similarly, in a 2020/21 survey of the walkers at the health walks, 92.8% of those who returned felt that this had helped them cope with the impact that the Coronavirus pandemic has had on their lives.

<table>
<tr><th>Project</th><th>Overview</th><th>Lead Service</th><th>Progress Update</th></tr>
<tr><td></td><td></td><td></td><td>We have hosted the Young at Heart Tai Chi weekly online throughout the pandemic with a high attendance from our elderly participants throughout.

<table>
<tr><th colspan="4">Young at Heart Tai Chi</th></tr>
<tr><td>2020/21</td><td>Sessions -15</td><td>Attendance (total) - 345</td><td>Attendees (average per session) - 33</td></tr>
<tr><td>2021/22</td><td>Sessions -52</td><td>Attendance (total)- 1010</td><td>Attendees (average per session)- 41</td></tr>
</table>

The Dementia Friendly Communities project supported care homes with weekly online digital content around physical activity, music, history, and culture. 8 dementia-friendly community hubs were established by January 2021.

110 people attended dementia-friendly community hub sessions in January to March 2021, with 52 activities being delivered.

The types of engagement are grouped under three main themes- Music, Reminiscence & Exercise.

Stage one of the programme was initially to deliver activities in care home settings, but due to COVID19 this was drastically altered to an on line digital platform via a gifted I pad to each care home. This allowed activities to be posted each week via a Facebook page. Each week 3 links are posted on the Facebook page in easy exercise, nostalgia/ reminiscence, and a performance by the resident singer with the live stream sessions proving popular. As previously stated, we have communication with current care homes</td></tr>
</table>

Project	Overview	Lead Service	Progress Update
			via phone, e -mail and regular contact to develop relationships to further ensure the development of the programme of work. A series of live events have taken place, since January 2021 there has been a Burn's event, a Sydney Devine tribute, St Patrick's day event and each week there is a live tai chi tailored to suit all abilities. The benefits of the interventions have allowed staff in care home settings to develop their digital skills, actively trying to get more residents to take part and take ownership of the programme. An online library of content has been developed with 18 performances of a variety of genres of music, 7 presentations and talks on Glasgow of the past and 7 online cookery demonstrations. In securing these I pads, there has the added benefits of the residents in care homes being able to face time with their family and keep up contact during restricted lockdown periods. With the addition of the 30 I pads being awarded from Connecting Scotland to support the LCT funding award, this has allowed the programme to continue a digital platform and staff and residents being supported in their digital journey. In addition, the I pads were issued with one year's free MyFi which ensured greater connectivity and further removed barriers to participation for our care homes throughout the area. One 91-year-old male resident remarked 'that's some piece of kit', an older female resident is reported by staff as being much more calm and less anxious as she is now face timing with her family which has made her more content. Each iPad was supplied pre-loaded with 14 apps recommended by Alzheimer Scotland that assist in engaging those individuals living with dementia. Care staff

Project	Overview	Lead Service	Progress Update
			have been working through the apps with residents including my memories, colouring in and the jigsaw app. Care facilities were identified to take part in the programme in the south were those that demonstrated: 1.Having the capacity to engage with the programme 2.The majority of the residents identified as having dementia, 3. Ensuring a geographical spread throughout the south to include the areas of Gorbals, Govanhill, Darnley, Govan, Cathcart and Cardonald. We are currently working on establishing a care home forum for the south and the city. Glasgow Life Arts and Music have funded live performances for the St Patrick event in addition Glasgow Libraries have organised group Library cards for each care home. In 2020, our dementia friendly communities project distributed eighteen digital devices to isolated community members in order that they could communicate with family and interact online. (Additional training and support were offered to those with low digital skills to allow them to utilise their devices for communication, online activities, and learning). We also targeted refugee and asylum seekers through our partnership with Kinning Park Complex who were able to identify families and individuals who were most in need from these communities.
Glasgow Digital Strategy	Work towards the Digital Inclusion and Participation Outcomes; Everybody in Glasgow has the opportunity to learn how to use digital to participate in the city's social life.	CED	Digital Inclusion and Participation Working Group has been established under the Digital Glasgow Board. The aim of this working group is to provide a more joined up, targeted and coherent response to the challenge of digital exclusion in Glasgow with a focus on:

Project	Overview	Lead Service	Progress Update
			• Access to equipment • Access to connectivity • Access to essential digital skills learning opportunities The working group is chaired by Glasgow Life and includes representation from: • Glasgow City Council • Glasgow Life • Glasgow HSCP • Housing Associations • Glasgow Colleges • GCVS • SCVO • Glasgow Disability Alliance
Transport Strategy	Year 2 activity will include developing actions, in consultation with stakeholders, to support the outcome: 'Transport has a positive role in tackling poverty, improving health and reducing inequalities' and 'Places are created where we can all thrive, regardless of mobility or income, through liveable neighbourhoods and an inclusive City Centre'	NRS	The Glasgow Transport Strategy Policy Framework was published and adopted by GCC in early 2022, and is available at www.glasgow.gov.uk/transportstrategy Policies and actions of particular relevance to this outcome (though others in the GTS PF are also relevant) can be found under policy sections "Developing more affordable sustainable transport choices with integrated ways to pay" policies 39-45; section "Creating a barrier-free transport system that supports those with disabilities or who have additional mobility needs" policies 46-50; and section " A fair and equitable transport system" policies 55-61. For "Encouraging more journeys on foot, by cycles and creating quality places which support this", see policies 13-16.