

# Glasgow Equality Outcomes 2017 to 2021

## Glasgow Life



Glasgow City Council is responsible for setting equality outcomes for the city. The outcomes are submitted to the Scottish Government and reports on progress are submitted regularly over the period of the plan.

The outcomes from the present time until 2021 have been approved by the Council's Executive Committee (March 2017).

As part of the Council family, Glasgow Life plays its part on delivering on these outcomes.

4 over – arching Improvement Aims have been developed.

<b>Improvement Aim</b>
Improve Economic Outcomes for People with Protected Characteristics
Increase People's Knowledge about Equality and Fairness
Improve Access to Council Family Services by People with Protected Characteristics
Promote and Enforce Respect and Diversity in Glasgow

A total of 14 outcomes on which progress will be measured have been developed to deliver the 4 improvement aims.

Glasgow Life will deliver on all 4 improvement aims through working on 6 of the outcomes.

We have agreed to undertake 11 specific actions in relation to the outcomes.

### Improvement Aim 1: Improve Economic Outcomes for People with Protected Characteristics

Outcome	Action	Protected Characteristic	Measure	Responsibility	GCC Policy Alignment
<p><b>Outcome 4</b></p> <p>The Council Family has improved knowledge of the demographic makeup of its workforce.</p> <p><i>General Duty: Advancing equality of opportunity</i></p>	<p>Corporate HR and Glasgow Life will encourage employees to disclose demographic information by raising awareness of why this information is collected and how it used.</p>	<p>Race Religion &amp; belief Disability Sex Sexual orientation</p>	<p>TBC</p>	<p>Corporate HR Glasgow Life</p>	<p>Economic Growth Making Best Use of Our Resources</p>

### Improvement Aim 2: Increase People’s Knowledge about Equality and Fairness

Outcome	Action	Protected Characteristic	Measure	Responsibility	GCC Policy Alignment
<p><b>Outcome 5</b></p> <p>The Council has developed and delivered a consistent, and where necessary mandatory, approach to raising awareness about equality and diversity.</p> <p><i>General Duty: Eliminating discrimination, harassment and victimisation</i></p>	<p>Glasgow Life will deliver a programme of relevant equality training/staff briefings in order to build empathy, understanding and confidence within the workforce. This programme will include a particular focus on the training needs of employees who interact with members of the public.</p>	<p>All</p>	<p>Percentage of Glasgow Life employees who have received training as part of this programme</p>	<p>Glasgow Life</p>	<p>Making Best Use of Our Resources</p>

### Improvement Aim 3: Improve Access to Council Family Services by People with Protected Characteristics

Outcome	Action	Protected Characteristic	Measure	Responsibility	GCC Policy Alignment
<b>Outcome 8</b> The information and communication about the services provided for people with protected characteristics has been reviewed and improved.  <i>General Duty: Advancing equality of opportunity</i>	Glasgow Life will improve and develop its existing informational brochure to create tailored ones, such as one for people with a disability and one that outlines the free services provided by Glasgow Life.	All Disability	Production of new brochures, the protected characteristics covered, and any feedback from the process.	Glasgow Life	Making Best Use of Our Resources
	Glasgow Life will run information road shows at city and community events to raise awareness about its services, particularly those for people with protected characteristics.	All	Number of road shows delivered and to which protected characteristic group.	Glasgow Life	Vulnerable People
<b>Outcome 9</b> Barriers to participation in arts, learning, physical activity, learning and culture have been removed for people with people with protected characteristics.  <i>General Duty: Advancing equality of opportunity</i>	Glasgow Life will introduce technological and adaptive tools designed to assist customers in accessing services.	All	Range of technology introduced to assist service access.	Glasgow Life	Vibrant City
	Glasgow Life will work to improve venue access, both through physical adaptations and cultural ones.	All	Number and type of adaptations/improvements made.	Glasgow Life	Vibrant City
	Glasgow Life will continue to deliver programmes of sport and physical activity that are tailored to support disabled people become more active.	Disability	Number of programmes and range offered  Number of attendees	Glasgow Life	Vibrant City

Outcome	Action	Protected Characteristic	Measure	Responsibility	GCC Policy Alignment
<b>Outcome 10</b> The Council Family has implemented a systematic and integrated approach for engagement with groups regarding service design and delivery.  <i>General Duty: Fostering good relations</i>	Glasgow Life will co-produce services with protected characteristic groups or in partnership with the relevant third sector organisations.	All	Number and description of services co-produced or developed in partnership	Glasgow Life	Vibrant City
	Glasgow Life will form a developmental group of employees who work with older people to facilitate the sharing of good practice, exploit cross marketing potential and develop best practice.	Age	Formation of group  Examples of influence on service delivery.	Glasgow Life	Making Best Use of Our Resources

#### Improvement Aim 4: Promote and Enforce Respect and Diversity in Glasgow

Outcome	Action	Protected Characteristic	Measure	Responsibility	GCC Policy Alignment
<b>Outcome 11</b> The Council Family has visibly promoted and delivered events that promote and celebrate equality and diversity. <i>General Duty: Fostering good relations</i>	Glasgow Life will deliver events/initiatives that celebrate and promote equality and diversity for example the MELA; – a celebratory event of South Asian culture.	All	Number of events/initiative delivered  Attendances	Glasgow Life	Vibrant City
	Glasgow Life will continue to deliver the <i>Glasgow: A Sectarian City?</i> programme in museums to educate young people about sectarianism. (Dependent on the continuation of the Class Connections transport scheme for schools and on the educational priorities of each school).	Religion & belief	Attendances	Glasgow Life	Learning City

