



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

North Ayrshire Council and North
Ayrshire Education Authority

Equality Outcomes Progress Report

2017 – 2019

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*Any Council or Education specific actions have been absorbed completely into the Ayrshire Shared Actions for Outcomes 2 and 4. Outcomes 1 and 3 have additional actions carried out by Council Services and Education and Youth Employment.

1. Introduction

This progress report provides an update on the Equality Outcomes and actions being taken forward by North Ayrshire Council and a number of public sector partners across Ayrshire.

All public authorities in Scotland must comply with the public sector equality duty set out in the Equality Act 2010. This means that all public authorities, as part of their day to day business, must show how they will:

- Eliminate unlawful discrimination, harassment and victimisation and any other conduct that is prohibited under this Act
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The protected characteristics referred to, as listed in the Equality Act are age, marriage and civil partnership, disability, religion and belief, gender reassignment, pregnancy and maternity, race, sex and sexual orientation. We are all likely to have more than one protected characteristic which make up our individual identities.

All public sector organisations are required to set Equality Outcomes every four years, and this is our second set of outcomes building on those set previously during 2012/13.

2. What are Equality Outcomes?

National guidance on setting equality outcomes notes that these should be proportionate and relevant to the functions and strategic priorities of the organisations setting them, and that they may include both short and long term benefits for people with protected characteristics.

Equality Outcomes have been developed on the basis that they are short to medium term (1 – 4 years) and link with longer term and national outcomes. This report provides an update on the progress being made on meeting those outcomes over the last 2 years and is halfway through the 4-yearly Equality Outcome reporting period.

It should be noted that a number of these equality outcomes link with already existing policies and strategies, in order that the Outcomes become integral to the work of the various partners to drive a more focused effort on areas for improvement specifically to improve equality and reduce inequalities.

3. Ayrshire Shared Equality Outcomes

A joint decision was made by public sector partners of the Ayrshire Equality Partnership to consult on and develop shared outcomes and actions across Ayrshire. Members of the partnership who agreed to support this approach were the three Ayrshire Councils, the three Ayrshire Health and Social Care Partnerships, NHS Ayrshire and Arran, Ayrshire College, Ayrshire Joint Evaluation Board and the South West Community Justice Authority. There were a number of issues supporting the rationale for this shared approach. All the organisations involved support the same communities and it was realised there was a risk of multiple agencies consulting with a small number of 'community of interest' groups that could easily lead to consultation fatigue. It was also felt there would be merit in sharing resources and expertise during the consultation and development process and into the implementation phase, ultimately improving the experiences of communities through a more consistent approach across the partner agencies.

The development of the shared equality outcomes and actions would still allow partner agencies to maintain their own individual organisational accountability for reporting on equality mainstreaming and outcomes, while recognising the shared work of the partner agencies.

The Ayrshire Shared Outcomes are –

Outcome 1 – In Ayrshire people experience safe and inclusive communities

- Actions to tackle Hate Crime; implement the Keepsafe initiative; implement the Violence Against Women and Anti-Social Behaviour Strategies; extending Rights Respecting schools initiatives.

Outcome 2 – In Ayrshire people have the opportunity to access and shape our public services

- Support marginalised and under-represented groups to inform decision making; explore joint approaches for commissioning translation and interpretation services;

Outcome 3 – In Ayrshire people have the opportunity to fulfil their potential throughout life

- Consider the number of modern apprentices by protected characteristic, including BME, disability, and gender; support the STEM programme, develop peer-led programmes for LGBT people through Youth Services.

Outcome 4 – In Ayrshire public bodies will be inclusive and diverse employers.

- Achieve level 2 and 3 of the Disability Confident Scheme; through the Ayrshire Equality Partnership develop and provide a range of training and awareness sessions around equality and diversity.

4. Report Layout

To ensure consistency of reporting across the partners, information on the actions supporting each of the four equality outcomes is outlined below. More detailed information is contained on the Ayrshire shared actions under each Outcome.

Following the information on the shared actions, Council specific information is contained at the end of Outcome 1 and Outcome 3, providing a brief overview of the actions carried out by Council Services to support the achievement of the Equality Outcomes in addition to the support provide for the Ayrshire Shared Outcomes.

Equality information for Education and Youth Skills is contained at the end of Outcome 1 and Outcome 3.

5. Summary of Key Areas

The information below provides a brief overview of some of the key highlights from the Equality Outcomes Report –

- Promotion of Hate Crime Awareness across partner agencies
- An increase in the number of Keepsafe sites across North Ayrshire from 1 in 2017 to 9 in 2018.
- Promotion of the 16 days of action campaign to end violence against women, which saw an increase in 50% of the number of people signing the pledge in 2018 to 2017.
- An overview of the ongoing work to support families at the Gypsy/Traveller site at Redburn Grove.
- Engagement with the British Sign Language (BSL) community in the development and implementation of the BSL plan
- Highlights of the wide range of ongoing work to support the LGBT+ community.
- Skills Development programme to increase the number of opportunities for long-term unemployed people with disabilities.
- Achievement of the Level 2 Disability Confident Employers Scheme.
- Highlights of the wide range of equality related training opportunities and the number of partner agency staff trained across Ayrshire.

6. Highlights from Education and Youth Employment

- 95% of North Ayrshire schools are involved with the 'Rights Respecting Schools' programme.
- Roll out of the anti-bullying, 'It's Never Acceptable' policy in schools.
- Progress towards 'challenging gender stereotyping in career choices and promotion of 'non-traditional career roles, e.g. through STEM and Early Years career pathways.
- Ensuring young disabled people have access to work experience placements and vocational educational experiences.

7. Equality Outcome 1 – Ayrshire Shared Actions

Equality Outcome 1.1a : In Ayrshire people experience safe and inclusive communities

What we set out to do:

To ensure people across Ayrshire experience safe and inclusive communities. We aimed to increase awareness of hate crime and avenues for reporting including third party reporting centres.

Output – Increased awareness of hate crime

Action – Raise staff awareness to better identify hate crime

Measurement – Number of staff trained

Output – Increased awareness of hate crime

Action – Work with partners to raise awareness of hate crime

Measurement – Number of crimes reported and detected

Output – Increased used of third party reporting

Action – Increase the awareness of third party reporting

Measurement – Increased third party reporting using a variety of media tools and promotion materials

What we did:

The partners recognised that hate crime continues to rise for particular groups within our community, however, under-reporting of such crimes remains an area which requires more focus. Awareness of what constitutes a hate required to be made clearly for people as well as alternative ways of doing so.

The partners took the opportunity during Hate Crime Awareness Week in October to promote what a hate crime is and ways to report. In October 2017, the partners produced a leaflet providing staff and service users with consistent information to better support awareness of this issue. The leaflet was disseminated across all partner organisations along with the use of social media mechanisms such as twitter and face book to get the message out as widely as possible. This was repeated again in October 2018 with the partners also promoting the [Scottish Government One Scotland](#) campaign to put an end to hate crime.

The use of the www.hatecrimescotland.org website also provided the opportunity to further cascade information on hate crimes and reporting mechanisms to both staff and service users.

Through the partnership working with our colleagues in Police Scotland we have also devised a quarterly report to help us understand the levels of hate crime across Ayrshire. The report offers the opportunity to identify if there are any particular protected characteristic groups where hate crime is increasing but also to consider

if there are any areas of increase where more work could be targeted to address this.

What difference did we make?

It was anticipated that the increase in awareness raising around Hate Crime that we would see a rise in the reporting of hate crimes before seeing a reduction. This appears to be the case; however, work is ongoing to support a reduction in Hate Crime incidents. The evidence identified that in 2017 race hate crime was the highest and this trend continues.

To support the reduction in racist hate crime, the partners have supported and promoted diversity days and open days at the Mosque to encourage fostering good relations between different racial groups.

What we will do now/future work?

Whilst one of the measurements was the number of staff trained about hate crime, the partners have focussed the first two years of this outcome on raising awareness of what this covers and ways of reporting.

At the time of producing this mid-term report, the Scottish Government began a consultation process following on from the recommendations of Lord Bracadale's Independent Review of Hate Crime Legislation in Scotland. The consultation is scheduled to conclude on 24 February 2019.

In the coming two-year period, the partners are looking to develop an online eLearning module to better support staff understanding in line with the outcomes of the aforementioned consultation as well as taking forward any other necessary actions as a result of the consultation.

Over and above supporting our staff, the partners will work together to better promote what Hate Crime is to our communities across Ayrshire and where third party reporting centres are located.

Case study

As indicated previously, the partners worked with Police Scotland colleagues to develop a quarterly report on hate crime and evidence showed an increase in hate crimes in an area of South Ayrshire but no third party reporting centres. Therefore, as part of the ongoing 'front door' work to NHS premises, this offered the opportunity to address this gap and establish a reporting centre.



Equality Outcome 1.1b : In Ayrshire people experience safe and inclusive communities

What we set out to do:

To ensure people across Ayrshire experience safe and inclusive communities, we aimed to implement the 'Keep Safe' initiative across partner agencies in Ayrshire. We endeavoured to do this through staff training and briefing sessions to raise awareness and through conducting an audit of existing places with a view to increasing the number of establishments registered for the initiative.

Output – Implementation of the 'Keep Safe' initiative across partner agencies in Ayrshire

Action – Deliver partner training as appropriate

Measurement – Number of training courses / briefing session delivered and Number of staff trained

Output – Implementation of the 'Keep Safe' initiative across partner agencies in Ayrshire

Action – Conduct a baseline audit of 'Keep Safe' places

Measurement – Audit of 'Keep Safe' places

Output – Implementation of the 'Keep Safe' initiative across partner agencies in Ayrshire

Action – Support the development of the 'Keep Safe' initiative in Ayrshire

Measurement – Increase in the number of establishments registered for 'Keep Safe'

What we did:

What is Keepsafe?

People who are vulnerable because of learning disabilities, physical disabilities, sensory impairment or mental health problems have the right to feel safe when they are out in the community. Unfortunately some people can become targets for bullying and harassment and can feel intimidated, scared and frightened to go out.

The [Keep Safe initiative](#) (link to the I Am Me Keepsafe website) works with a network of businesses such as shops, libraries and cafes who have agreed to make their premises a 'Keep Safe' place for people to go if they feel frightened, distressed or are the victim of crime when out in the community. These premises have been approved by Police Scotland and the staff within these establishments receive training as do staff within organisations and people who use the service

Disabled and elderly people who wish to take part in the initiative will be issued with a contact card which will contain details of the person's name, any health concerns, any communication needs and helpful contact details for friends or family.

The partners conducted an audit of the number of establishments at the outset of this outcome and across the whole of Ayrshire there was only one establishment in North Ayrshire (Please see case study below)

What difference did we make?

Following the audit, the partners worked to increase the number of Keep Safe establishments across Ayrshire. At the time of writing this report, there were 46 Keep Safe premises across Ayrshire and Arran. These sites have been approved and are registered on the 'I Am Me' website which keeps a register of all approved Keep Safe establishments.

The partners have successfully increased the number of establishments approved and registered from one to 46 in the period since setting this outcome and associated actions. As part of increasing the number of establishments registered for this initiative, a large number of staff have also required to undergo training to ensure staff working in the establishments can fulfill the potential of the initiative.

What we will do now/future work?

The partners will also continue to progress identification of further locations for Keep Safe places through engagement with Learning Disability service users and other relevant groups to help identify suitable locations out with statutory buildings. Ideally, Keep Safe places will be established in local business or leisure venues where people would normally visit.

The partners will continue to collect and monitor data on usage for the Keep Safe establishments and measure the impact of these initiatives on service users.

Work is ongoing to engage with the ferry terminal on Arran to progress its registration as a Keep Safe location.

Case study – Progressing the Keepsafe Programme in North Ayrshire

At the time of preparing this report we did not have any case studies to show the impact of this initiative, however we have substantially increased the number of Keepsafe sites across North Ayrshire. This is due, mainly to the work of the local Police Scotland Preventions and Interventions Officer, (who took on this role in North Ayrshire during 2017) and supported by staff from the Health and Social Care Partnership and North Ayrshire Council.



From a standing start of only one premise in North Ayrshire (Misty Law Medical Centre in Beith), an additional 8 locations were added during 2018 –

- Largs Police Office
- Irvine Police Office
- Irvine, Centre Stage Bus (Thursdays)
- Kilwinning, Centre Stage Bus (Friday's)
- Arran, Caledonian MacBrayne, Brodick,
- Kilbirnie, Salvation Army, George Steven Centre
- Kilbirnie, Police Scotland

- Saltcoats Police Station.

Over 50 members of staff from various organisations have been trained to support the Keepsafe initiative in their respective organisations.

There are further plans to develop more Keepsafe sites across North Ayrshire, with staff from Wetherspoons undergoing training in 2019, the Co-op store in Brodick on Arran and several other business are being approached to be Keepsafe sites. Discussions are being held with Ka Leisure to roll the programme out across leisure and sports facilities. Training has also taken place at the Brodick Ferry Terminal, which receives over 1 million visitors per year and the roll-out of the programme there was picked up by the local press.

Keepsafe in Schools

Keepsafe (Youth) Ambassador Training has taken place at Irvine Royal Academy, with a number of volunteers trained to support the programme and discussions are being held at Garnock Community Campus to roll out the programme.

The Keepsafe Programme will continue to be monitored to gauge both uptake of premises and use of the scheme by members of the public. Ultimately the programme is about enhancing the lives of some of our most vulnerable groups, providing a safety net for them when they are out and about in our local communities.

Equality Outcome 1.2: In Ayrshire people experience safe and inclusive communities

What we set out to do:

Prevent is one of the four elements of CONTEST, the UK Governments counter terrorism strategy. The Counter Terrorism and Security Act (2015) places a duty on a number of specified authorities to have “due regard to the need to prevent people from being drawn into terrorism” The partners agreed to implement certain actions to support this work including raising staff awareness to better identify radicalisation and also increase awareness of the reporting procedures.

Outputs – People are aware of prevent.

Action – Raise staff awareness to better identify radicalisation

Measurement – Number of staff trained

Output – Established reporting protocols in place

Action – Increase awareness of reporting procedure

Measure – Published briefings and leaflets in all key areas

What we did:

Delivery of classroom based Workshops to Raise Awareness of Prevent (WRAP) sessions continued to take place across all partner organisations. This allowed opportunities for staff to better understand the risk of radicalisation but also engage with one another around this agenda to offer the chance for debate and discussion. From 1 April 2017, 1,072 staff were trained with eight staff undertaking the train the trainers training.

The e-learning package continues to be promoted to staff taking the total number of staff completing the e-learning package to 3,912.

The all staff Prevent briefing was revised and circulated a number of times across all partner organisations since 1 April 2017. This allows a clear and consistent message around Prevent to be disseminated across the whole of Ayrshire. Each partner organisation distributes these briefings using their own internal processes.

What difference did we make?

We have raised awareness of Prevent and our responsibility to safeguard vulnerable individuals for being radicalised; in doing so staff have started asking more questions and discussing their concerns.

We are complying with the duties placed upon us as a named specified authority within the Counter Terrorism and Security Act, 2015. Staff are more aware of Prevent and the need to safeguard against radicalisation and the routes for reporting any concerns.

What we will do now/future work?

We will continue to provide WRAP training, publish briefings and keep staff abreast of any changes in line with the Prevent strategy. We will continue to meet with as a multiagency partnership and share intelligence. Going forward we will include Prevent within the adult and child protection training and continue to emphasise Prevent as a safeguarding issue.

Case study

Whilst we do not have any specific case studies to report, we are confident that staff awareness is greatly improved based on a shared understanding of the threat, risk and vulnerability in the area and the safeguarding of individuals. Therefore, should a situation arise we are confident that relevant staff would recognise vulnerability and be in a position to notice, check and share concerns about those at risk appropriately.

8. Equality Outcome 1 - North Ayrshire Council Services Actions

Equality Outcome 1: In Ayrshire people experience safe and inclusive communities
This section provides a brief overview of actions carried out by carried out by Council Services that contribute to the Equality Action Plan and the Equality agenda.
Implement and Continue to Review the Anti-Social Behaviour Strategy - 2015-18 Progress – 75% completion by end December 2018.
<p>The Anti-Social Behaviour Strategy has 6 key outcomes, two of which link strongly with the Equality agenda, these are –</p> <p>Outcome 1 – Crime and antisocial behaviour have reduced and there is a higher detection of crime.</p> <p>A range of statistics are collected around this, with the most relevant being rates of domestic abuse, which increased by 3.1% to the end of December 2018. Further work is required to consider crime in relation to specific protected characteristics and how this influences the outputs through this strategy.</p> <p>Outcome 2 – Higher level of support is provided to victims.</p> <p>Victim support has reduced over the last 12 months by 50% following the introduction of new data protection policies. In response to this Police Scotland reviewed their referral processes, which led to the need for ‘expressed’ consent for referrals rather than ‘presumed’ consent.</p> <p>The home security project has provided assistance to over 390 households, which is an increase of 20% on the previous period.</p>
Implement and continue to review the Violence Against Women (VAW) Strategy 2015-18. Progress – 50% completion by the end of December 2018.
The VAW strategy has 4 key priorities, which are highlighted below with summary actions -
<p>Priority 1 – Scottish society embraces equality and mutual respect and rejects all forms of violence against women.</p> <ul style="list-style-type: none">• The partnership was effectively promoted through a range of social media platforms. The key area of work was the ‘16 Days of Action’ campaign, which during 2018 was the most successful yet, with 1600 people signing the pledge across North Ayrshire, this was 50% more than the previous year.

- Other activities supporting the 16 days of action included, the branding of Council vans, a showing of the 'Suffragette' movie; 15 pledge signing and information events; domestic abuse training for staff; an 'Expect Respect' conference, and a 'Reclaim the Night' walk to the Harbour Arts Centre in Irvine.

Priority 2 – Women and Girls thrive as equal citizens, socially, culturally economically and politically.

- A pan-Ayrshire application was submitted to the 'Close the Gap Equally Safe at Work Employer Accreditation Programme. Although unsuccessful the partnership have applied to be part of the Shadow Group, which will allow some input and learning to be shared from the pilot sites.

Priority 3 – Interventions are early and effective, preventing violence and maximising the safety and wellbeing of women and girls.

- Domestic abuse training has been provided to a range of partners across Ayrshire.
- The initial pilot project - 'Domestic Abuse Affecting Young People - what it looks like in secondary schools' was delivered to around 200 5th year pupils, both male and female at St Matthews Academy.

Priority 4 – Men desist from all forms of violence against women and girls and perpetrators of such violence receive robust and effective responses.

- The newly accredited Caledonian Programme was delivered to 5 men in North Ayrshire, with increased engagement levels of services users as a result of this programme.

Update – Gypsy/Travellers

This section provides a brief overview of the continued work taking place at Redburn Grove to support the residents of the site. The actions carried out help to meet a number of the Equality Outcomes -

Encouraging under-represented groups to inform decision making –

Through the work of the site manager, residents were explained how the voting process works; six residents at the site registered to vote for the first time via the postal vote system as they were uncertain how the polling stations worked and did not feel comfortable entering these.

From 2019 Councillor McPhater will hold a surgery onsite, on the first Monday of every month.

Training sessions –

Site staff deliver a number of awareness raising and information sessions on Gypsy/Travellers and the supporting role North Ayrshire Council plays in this. The following sessions were delivered during 2018 –

- APSE
- Health and Social Care Partnership Learning and Development Day
- Irvine Community Council
- Ayrshire College Emergency Services Course.

Education/Welfare/Health

Parents are encouraged to send their Children to Nursery, Primary and Secondary schools as required. Secondary schools Education is also delivered onsite.

Welfare Reform, Housing Support, Barnardos and Money Matters have all delivered assistance to families and tenants have been awarded assistance from the Scottish Welfare Fund.

There is an onsite GP for registered patients, to encourage them to attend the GP, rather than go straight to hospital.

Digital Inclusion

During 2017, a digital display screen was added to the site office. This links to the information that is on public display screens throughout North Ayrshire Council premises and allows residents to be kept more up to date with what is happening across North Ayrshire.

Minimum Site Standards

During 2015, the Scottish Government set guidance on the minimum site standards and tenants core rights and responsibilities. These standards were met at the site by June 2018 and the Council was one thirteen sites out of 27 that met the standards.

Site Name Change

The residents at Redburn felt that they were discriminated against because of their address having the words pitch and caravan site in them. The residents all signed a letter to North Ayrshire Council to ask for the name to be changed. The process took approximately 6 months through Planning process, with the Locality Partnership agreeing the change in Dec 2018. The name of the site now reflects the same as any other street in North Ayrshire. 1 to 16 Redburn Grove. As a result, we have removed the No Unauthorised Access sign at the gate and replaced with a road sign, the same as every street. Please see images -



Previous sign and entrance



Updated Street Sign

9. Equality Outcome 1 - Education and Youth Employment Actions

Equality Outcome 1: In Ayrshire people experience safe and inclusive communities

This section provides a brief overview of the actions provided by Education and Youth Employment that support Equality Outcome 1
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Increase nurturing and Rights Respecting Schools –

Progress – 100%

95% of all schools in North Ayrshire are involved with the Rights Respecting schools programme. Thirty-five schools have a bronze award, 9 silver and 1 gold award.

Update anti-bullying , child protection, additional support needs for all pupils and with particular vulnerabilities –

Progress - 100%

Work has been completed on the anti-bullying - 'It's never acceptable' policy, which will be rolled out across schools in 2018/19

A robust child's plan will guide additional support for young people to support their health and disability needs
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Progress – 85%

This has been revised through HMI guidance and discussions with staff

10. Equality Outcome 2 – Ayrshire Shared Actions

Equality Outcome 2.1a: In Ayrshire, people have equal opportunity to access and shape our public services

What we set out to do:

Through the Ayrshire Equality Partnership (AEP) the intention was to establish a database of all marginalised and under-represented groups in Ayrshire.

This was to ensure that there was an evidence base of consultation for all our communities in Ayrshire to ensure that the needs of our service users and their views are taken into account in relation to the design and delivery of services.

It was also essential to ensure that processes were developed and in place which would welcome, encourage and support marginalised and under-represented groups to inform decision-making.

Output – The experiences of marginalised or under-represented group continue to inform decision-making

Action – Through the partnership establish a database of all marginalised and under-represented groups in Ayrshire

Measurement – A list of marginalised and under-represented groups to be developed and maintained

Output – The experiences of marginalised or under-represented group continue to inform decision-making

Action – Ensure processes are in place which welcome, encourage and support marginalised and under-represented groups to inform decision-making

Measurement – Evidence inclusion of marginalised or under-represented groups in decision-making

What we did:

The AEP commissioned Council for Ethnic Minority Voluntary Organisations (CEMVO) Scotland to develop a Pan Ayrshire approach to engagement with ethnic minority communities across Ayrshire. CEMVO worked with the three local authority areas (East, North and South Ayrshire).

The information from the research carried out by CEMVO was used as a building block, by the Partners to develop a questionnaire that would help ascertain baseline information in relation to the different groups of people living or working in Ayrshire, which would also be broken down into local authority area.

This information would also allow us to develop a list of marginalised and under-represented groups and give a fuller picture of the diverse population living and working in Ayrshire.

The questionnaire was trialled at an event, however it has been agreed that further development of the questionnaire is required to ensure that information can be effectively and efficiently analysed, and that the questionnaire can be easily adapted to use in a number of different settings and is inclusive to all.

South Ayrshire Council are currently working with CEMVO to develop sustainable engagement with BME communities living in the South Ayrshire area. Information from this approach will be evaluated and reviewed to develop a similar way of working across Ayrshire.

What difference did we make?

At the moment there has been very little difference made. The AEP are in the process of revising the questionnaire to ensure that it can be easily adapted for different groups of people and different events. In essence the questionnaire should allow AEP members to ascertain the needs for the different communities living and working in Ayrshire, which will also be broken down into local authority area.

Anecdotal information received from the questionnaires distributed at a local event in East Ayrshire, shows that the majority of people do not require support from public bodies, although they do access services as required, for example NHS, Education etc.

What we will do now

The Partners have reviewed the situation in relation to the questionnaire and will re-develop the questionnaire to ensure that the information required is collated and easy to extract.

This will then allow the partners to ascertain the number of marginalised groups living in Ayrshire, their needs and the geographic locations.

Case study

In 2017, Council for Ethnic Minority Voluntary Organisations (CEMVO) Scotland were commissioned to develop a Pan Ayrshire approach for engagement with ethnic minority communities across Ayrshire. CEMVO Scotland's role was to work in partnership with the partners across Ayrshire and support in the development of a collective and congruent strategy that could then be taken forward seamlessly in these areas.

As well as identifying specific issues and nuances that affect the likelihood of engagement, the objective was also to identify if there was an appetite to create a similar collective body to the previous Ayrshire Minority Ethnic Communities Association (AMECA). The rationale behind this body was to help gather, collate and share pan Ayrshire intelligence to ensure policy development was inclusive of EM communities and allow a clearer picture of the barriers and issues faced by these communities when accessing local services.

The rationale to CEMVO Scotland assisting with the research was their expertise in engaging with EM communities over the last 14 years and our ability to tie the work into activities that we were planning through our Health and Social Care Programme, Social Enterprise Programme and the climate change work we deliver through our environmental programmes. By directly engaging and building trust with local ethnic minority (EM) communities living in Pan Ayrshire areas CEMVO was tasked to engage with the following communities:

- Sikh
- Pakistani
- Polish
- Nepalese
- Afghan
- Syrian
- Chinese
- Philippine

CEMVO Scotland's role was to support Ayrshire public bodies to gain a better understanding of its local ethnic minority communities and their specific needs in terms of accessing local services, such as:

- Health
- Education
- Social Services
- Policing
- Housing

CEMVO Scotland contacted a small number of individuals to take part in the research. The ethnic profile of the respondents was Gypsy Traveller, Afghan, Pakistani Muslim, Nepalese, Sikh, and Syrian. Some of the respondents were seen as leaders or were considered representatives of their communities.

Although the engagement rate was relatively low, CEMVO deemed that the quality in terms of knowledge, experience and activeness in the community of the respondents added value to developing an overall picture of each of these communities. The partners felt that the work did give a base on which to build upon. The partnership subsequently developed a questionnaire to use at local events to ascertain the needs of the local marginalised groups and to gauge appetite for the development of a voluntary organisation to support marginalised groups in Ayrshire similar to AMECA. To date the feedback from those communities with whom we have engaged does not suggest the need to establishment a voluntary organisation.

Equality Outcome 2.1b : In Ayrshire, people have equal opportunity to access and shape our public services

What we set out to do:

The partners set out to explore joint approach for the commissioning of translation, interpretation and communication support (TICS) services. It was agreed from the onset that this process would also include British Sign Language.

Output – The experiences of marginalised or under-represented group continue to inform decision-making

Action – Explore joint approach for the commissioning of translation, interpretation and communication support (TICS) services.

Measurement – TICS usage. Increased customer satisfaction.

What we did:

The Partners met on a regular basis to discuss the development of a Pan Ayrshire approach to tender for TICS services. This was to ensure that there was a consistent approach for all our communities across Ayrshire accessing support and to secure best value for all public bodies involved.

The process involved collating information from all organisations involved in relation to access, spend, quality of service and languages used, and mapping national contracts that could be accessed by public bodies, for example, the Scottish Government contract.

What difference did we make?

This service will ensure that there is consistency of approach across Ayrshire for all translation and interpretation requests.

It will not only present a best value approach, but also an efficient process for our communities across Ayrshire in relation to accessing a professional and robust translation and interpretation service which is inclusive. Provision of clear and comprehensive communication will have a positive impact on the outcomes for all of our service users. Work towards achieving this outcome is ongoing.

What we will do now

The working group will continue to develop a tender process to ensure that the tendering process is open transparent and robust.

Case study

There is no direct case study linking to the Translation and Interpretation Services as this action is still progressing. However, members of the Ayrshire Equality Partnership came together to engage with the British Sign Language Community to develop a local Shared British Sign Language Plan. More information is contained below –

During 2018, the Ayrshire Equality Partnership worked together on developing a Shared Ayrshire British Sign Language (BSL) Plan. Much of this work involved engaging the local BSL communities in Ayrshire on the key themes set down by the Scottish Government and considering local approaches to these.

A number of face to face engagement activities took place during 2018 including at the Deaf Club, Ayrshire College, Elderbank Primary, Grange Academy and at the Townhouse in Irvine. In addition to these consultation events, a launch and engagement event, supported by the Sensory Impairment Team and Connected Communities, took place at Irvine Town House in November 2018. A large number of the BSL community turned out to support this event, with a number of individuals registering their interest in supporting the implementation of the plan.

Further engagement activity will be taking place as the programme progresses.



Member of the BSL Community at the Launch Event in Irvine.

The BSL Plan can be found [here](#)

Equality Outcome 2.2: In Ayrshire, people have equal opportunity to access and shape our public services

What we set out to do:

In 2016, the Ayrshire LGBT+ Development Group held three locality based Trans events across Ayrshire. Local community engagement identified there is a lack of gender identity support within Ayrshire. In addition, it was highlighted that there were issues related to gender specific services which have adversely impacted the experience of accessing our services by those identifying as transgender.

Welcoming and accessible services would encourage greater engagement with services.

Output – Trans people are not discriminated against when accessing our services

Action – Ensure our public buildings and services are accessible and welcoming for trans people

Measurement – Feedback from the trans community. Increased customer satisfaction.

What we did:

A number of avenues were utilised to ensure that Trans people are not discriminated against when accessing our services. Staff training in relation to trans specific issues was made available to staff and training experiences shared across the partners. This training was evaluated to be positive for those staff involved. E-learning modules in relation to trans specific training is also available and again this training will be shared across the partners.

A few of the partners have developed or in the process of developing policies to support Trans employees in the workplace, and again this practice is being shared across the partners to ensure that trans employees are supported across the partner organisations.

The Ayrshire LGBT+ Education Network was created by Ayrshire College and East Ayrshire Council and aims to improve the educational experiences of LGBT+ children, young people and adults learning in Ayrshire through the sharing of best practice. The Network was launched in February 2018.

Since that time, the Network has held two further meetings at the College and ran three locality-based 'Join the Network' events across Ayrshire in November 2018.

Whilst the Network aims to improve educational experiences of LGBT+ people, it also offers opportunity to share learning, knowledge and understanding across all partners to ensure access to all public services in Ayrshire are trans inclusive. This work is ongoing to embed across all partner organisations.

What difference did we make?

The development of training and policies within the partner organisations has raised the awareness of the issues Trans people face on a daily basis, and has also provided a point of contact for staff in relation to seeking further advice or learning to ensure that our services are inclusive for Trans people.

The Network now includes a mailing list of over 100 practitioners from across the partners. It remains the only Network of its kind in Ayrshire and continues to demonstrate its impact upon practice. The last two meetings, for example, included trans-specific focuses with 100% of Network members reporting an improved knowledge and understanding of trans policy and practice.

Feedback from one of the sessions noted that:

- 100% of participants felt the show and share sessions would have a positive impact on their current practice
- 95% felt that they broadened their knowledge and understanding of transgender policy and practice

What we will do now

The Network aims to continue growing and meeting its objective, and is one part of the development of work with trans people in Ayrshire.

We will work with the Scottish Trans Alliance and other organisations to develop trans specific training across Ayrshire.

Case study

The Ayrshire LGBT+ Education Network was established to improve the educational experiences of LGBT+ children, young people and adults learning in Ayrshire through the sharing of best practice. The Network was launched in February 2018.

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The impact has been phenomenal in a short space of time:

- 100+ Members
- Had over 40 people attend our meetings at any one time

- Members mostly from education – primary and secondary schools and college but also NHS, vibrant communities, charities, and third sector organisations.
- All eight secondary schools in EA now have an equality or LGBT pupil group compared to only four before the network was launched.

North Ayrshire Activities

Within North Ayrshire we continue to provide support to the LGBT community through a range of activities and initiatives. The Council's Connected Communities Team play a key support role and have supported the following –

- Support provided on a fortnightly basis to the LGBT Network at Ayrshire College, Kilwinning Campus
- Support provided for the Kilwinning Academy LGBT Group to help them raise funds for their group, with donations for badges, earrings and ribbons.
- Rainbow Laces Campaign resources were bought in partnership with Active Schools and local clubs - 2000 pairs of laces purchased with over half of them distributed with information on LGBT equality in sport.
- During 2018, Training was provided on LGBT Awareness to Elected Members, the Child Centred Council Working Group, Housing and the Learning and Development Team.
- Input was provided on LGBT Awareness to 20 men attending the 'Fitba for U' (homeless programme).
- The Connected Communities Services is currently going through its Gold LGBT Youth Chartermark.



10. Equality Outcome 3 – Ayrshire Shared Actions

Equality Outcome 3: In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

National and regional data evidenced a need to improve the uptake of Modern Apprenticeships by those from a Black and Minority Ethnic (BME) background; those with a declared disability; and a fairer gender split in non-traditional career choices. These specific groups matched those identified by Skills Development Scotland (SDS).

Care-experienced young people remains a national and regional priority for many of the partners involved in delivering on the shared, regional Equality Outcomes 2017-2021. This specific group were not identified as priority in these Equality Outcomes. However, some consideration by partners was given to those who identify as being care-experienced especially given many are defined also as Corporate Parents.

Outputs / Indicators

- Baseline established to identify under-representation

What we did:

Some progress has been made by partners in establishing an Ayrshire-wide baseline to identify under-represented groups. Skills Development Scotland (SDS) provides an understanding of where under-representation exists across key, specific groups in Ayrshire and works with training providers, employers and others to tackle this under-representation. Individual partners, in partnership with for example SDS, employers and others, are now seeking to develop or enhance their own action plans to support targeting the under-representation identified. It is clear nevertheless that real change across the identified under-represented groups will require significant cultural and societal changes. As such, further partnership working across all partners involved will be needed to support these cultural and societal changes.

What difference did we make?

There remains a mixed picture across Ayrshire in respect of BME, gender, and disability representation in Modern Apprenticeships.

What we will do now/future work?

Partners through the shared, regional Equality Outcomes 2017-2021 have committed to tackle under-representation where identified in MA uptake. This commitment remains unchanged.

North Ayrshire Council, for example, have approved a new 3 year investment in its own MA programme and as part of this, an increased focus on care experienced

young people and disabled young people. The ambition is to have 20% of MAs each year either being care experienced or having a disability. Ayrshire College meanwhile remains committed to, for example, fairer gender representation across all subject choices and careers where under-representation is significant. The College's Gender Action Plan 2018-2021 outlines the actions it is taking to address under-representation. It will also continue partnering with NHS Ayrshire and Arran in the delivery of community programmes such as Project SEARCH designed to improve employment opportunities for those who identify as having a disability.

Case study

Although there are no specific case studies for this action at present, there continues to be a range of activities and programmes around the modern apprentice programme that are encouraging and supporting people with various protected characteristics to take up an apprenticeship. The key focus to date for North Ayrshire has been around young carers and those with a disability. Further work is required to scope out approaches for the BME community.

Equality Outcome 3: In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

Outputs / Indicators

- Trend increase in uptake of Modern Apprenticeships by those from Black and Minority Ethnic (BME) backgrounds

What we did:

Individual partners, in partnership with for example SDS, employers and others, are now seeking to develop or enhance action plans to support targeting the under-representation identified. It is clear further notable partnership working is required to support the achievement of the identified actions of Equality Outcome 3.

What difference did we make?

Reflecting on locality data provided by SDS as well as individual partner information in the reporting period, it is shown that across Ayrshire, the uptake of a MA from those who identify as BME is lower than in comparison to those who identify as White Scottish and White British. Little change or impact is evident from year 2017 to year 2019. It could be argued, that while all locality figures in Ayrshire are below the national average of 1.7%, this might be reflective of local BME populations in Ayrshire opposed to, for example, discriminatory recruitment processes.

What we will do now/future work?

Partners through the shared, regional Equality Outcomes 2017-2021 have committed to tackle under-representation where identified in MA uptake.

Partners will continue to engage with internal and external stakeholders to understand what barriers, if any, exist that may be underpinning the current lack of BME representation in MA. It presents an opportunity also for all partners involved in the shared, regional Equality Outcomes 2017-2021 to learn and share good practice where evident.

Case study

At this stage of the implementation of the Equality Outcomes we do not have any definitive case studies. The BME population levels in North Ayrshire remain relative low at 1.1% of the population. The percentage of North Ayrshire Council employees identifying as an ethnicity other than white has remained relatively stable over the last few years at 0.8% of employees. Although this is slightly less than the average for the area, in 2018, 14.6% of employees were 'Not disclosed', this equates to 1000 employees where we do not have information on their ethnicity. We can monitor trends for this but we cannot say for certainty what the exact figure is, we will continue to explore with partners how we can advance this action.

Equality Outcome 3: In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

Outputs / Indicators

- Trend increase in number of male enrolments in non-traditional Modern Apprenticeships
- Trend increase in number of female enrolments in non-traditional Modern Apprenticeships

What we did:

Individual partners, in partnership with for example SDS, employers and others, are now seeking to develop or enhance action plans to support targeting the under-representation identified. Ayrshire College, for example, are required by the Scottish Funding Council (SFC) to create, develop and deliver a Gender Action Plan (GAP). The GAP is a whole-College approach to improve gender balances in key subject choices and careers. The GAP includes actions across themes such as Infrastructure and Encouraging Applications. The GAP, therefore, outlines the College's commitment to gender equality. The College is a training provider and as such, will continue to partner with external stakeholders like employers, schools and SDS.

What difference did we make?

Reflecting on locality data provided by SDS as well as individual partner information in the reporting period, it is shown that across Ayrshire, female uptake of Modern Apprenticeships in traditionally male dominated careers such as Engineering is lower in comparison to male uptake. This pattern is mirrored for male uptake of Modern Apprenticeships in traditionally female dominated careers such as Care.

In the reporting period, the overall number of male MA's across Ayrshire is higher than in comparison to female MA's. This incidence, however, very much is reflective of MA's offered and thus uptake according to gender identity. In North Ayrshire Council, for example, the overall number of female MA's was higher in both 2017-18 and 2018-19. Closer inspection at what MA's offered shows a clear gender split between what is traditionally seen as 'female' or 'male' careers. That said, some progress is noted in improving these gender imbalances; for example, the number of female Health and Social Care MA's in 2017-18 was 5 to 1 male and in 2018-19, it was 2 to 2 and thus a fair gender split.

Such an incidence is not widely seen across all partners and indeed highlights that some learning can be shared through the partners.

What we will do now/future work?

Partners through the shared, regional Equality Outcomes 2017-2021 have committed to tackle under-representation where identified in MA uptake. It is evident

that some learning could be gained through the sharing of any good practice between partners.

Case study

The links below are to the Ayrshire College website highlighting one of their students taking on an engineering apprenticeship at Spirit Aerosystems.

Anna Manson / Apprentice of the year

<https://ayrshirecollegeblog.wordpress.com/2016/03/01/meet-the-apprentice-anna-manson-spirit-aerosystems/>

<https://www.skillsdevelopmentscotland.co.uk/news-events/2017/december/anna-is-scotlands-top-ambassador/>

Equality Outcome 3: In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

Outputs / Indicators

- Trend increase in uptake of Modern Apprenticeships by those with a declared disability

What we did:

Individual partners, in partnership with for example Skills Development Scotland, employers and others, are now seeking to develop or enhance action plans to support targeting the under-representation identified. It is known that partnership working through, for example, Project Search, is supporting an improving picture.

What difference did we make?

Reflecting on locality data provided by SDS as well as individual partner information in the reporting period, it is shown that across Ayrshire, the uptake of a MA from those who have a declared disability is lower in comparison to those who do not have a declared disability. All locality areas in 2016-17, according to SDS information, were relatively similar in % uptake of those with a declared disability. It is a more variant picture within individual partners. North Ayrshire Council, for example, saw an improvement of MA disability declaration between years 2017-2018. Ayrshire College, NHS Ayrshire and Arran, and East Ayrshire Council meanwhile continued to work in partnership through Project Search. Ayrshire College also undertook a short research project to improve staff disability declaration. Following this, a trend increase was evident in all staff declaring disability status.

What we will do now/future work?

Partners through the shared, regional Equality Outcomes 2017-2021 have committed to tackle under-representation where identified in MA uptake. Having such a commitment, partners have the opportunity to share learning and engage further with external stakeholders to improve uptake and outcomes of those MA's with a declared disability.

Case study

North Ayrshire Council committed to increasing the number of Modern Apprentices by protected characteristic over the next 3 year period. This has a specific focus on young carers and people with a disability.

As part of this commitment, Early progress was made in 2018 in supporting a young disabled resident into an MA position. This was achieved by creating a part time MA for the first time. The young resident will complete their MA over a longer time period to account for their health issues.

11. Equality Outcome 3 - Education and Youth Employment Actions

Equality Outcome 3: In Ayrshire people have opportunities to fulfil their potential throughout life.

This section provides a brief overview of the actions provided by Education that support Equality Outcome 1

Challenge gender stereotyping of career choices from early years to secondary school –

Progress – 85%

World of Work week promoted in schools. This pathway has been supported through the promotion of early years career pathways for all secondary school pupils and 'I can statements' in Developing the Young Workforce.

Work with internal and external stakeholders to promote non-traditional roles across protected characteristic groups –

Progress - 80%

Activities promoted including promoting boys into early years career pathways and girls into STEM opportunities.

Through activities such as “Girls into STEM careers”, promote opportunities for both sexes in industry sectors where labour markets reveal a gender split

Progress – 75%

Education and Youth Employment lead on breaking down gender stereotypes within schools. Economic Growth Services use positive case studies of Modern Apprentices to promote gender equality

This has been revised through HMI guidance and discussions with staff

Evaluate the numbers and quality of sustained destinations for any young person with additional support needs.

Progress – 40%

ASN schools support pupils with a range of opportunities to secure appropriate positive destinations such as education, employment, training or independent community living.

Ensure that young disabled people have access to work experience placements and vocational education experiences

Progress – 40%

Education Service has continued to promote work experience placements and vocational educational experiences for disabled young people in schools.

The service has also worked with the Ayrshire Chamber of Commerce, who coordinate North Ayrshire's work experience programme, to encourage employers to offer young people with disabilities work placements.

12. Equality Outcome 4 – Ayrshire Shared Actions

Equality Outcome 4.1a: In Ayrshire public bodies will be inclusive and diverse employers

What we set out to do:

Employment is also one of the most strongly evidenced determinants of health, the World Health Organisation (WHO) notes that ‘unemployment puts health at risk’ and ‘unemployment has a direct bearing on the physical and mental health and even life expectancy for unemployed people and their families.’

There is also recognition that some recruitment practices can be a barrier to employment for particular groups.

Outputs - Public bodies have a diverse workforce reflective of the population

Actions - Use alternative opportunities for advertising posts

Measurements - More diverse applications for posts within the public sector.

What we did:

Each of the partners have continued to promote their respective organisations as an employer of choice by providing employability programmes, especially for unemployed young people, whilst continuing to guarantee an interview to candidates who have a disability and who meet the minimum criteria for the post.

Partners are also continuing to explore how best to utilise social media to promote job opportunities, as well as targeted advertising using third sector organisations.

We continue to liaise with external partner organisations specialising in providing employment opportunities to specific sectors of the workforce, examples include DYW Ayrshire and Skills Development Scotland.

Some partners are exploring recruiting future colleagues via local Education Departments, School twitter accounts, colleges and universities direct.

What difference did we make?

Managers and recruitment staff are more aware of the benefits of providing opportunities to under-represented groups including young people, disabled, LGBT. Having a more diverse workforce will allow services to be designed and delivered with service users at the core.

What we will do now/future work?

We will report to partners the final outcome of the information gathering exercise on recruitment practices in order to learn from the experiences of alternative engagement.

We will continue to look at further alternative methods of attracting a wide range and diverse pool of applicants for available post within all partner organisations.

We will consider positive recruitment practices in an effort to develop a more diverse workforce for the future.

Case studies

The Implementation of the 'Skills for Life' programme provided training, placements and subsequent employment for cohorts of long-term unemployed, many of whom are disabled. Specific elements focusing on people with a disability saw new starts increasing from 14 in 2016 to 132 in 2017.

Equality Outcome 4.1b: In Ayrshire public bodies will be inclusive and diverse employers

What we set out to do:

Employment is also one of the most strongly evidenced determinants of health, the World Health Organisation (WHO) notes that ‘unemployment puts health at risk’ and ‘unemployment has a direct bearing on the physical and mental health and even life expectancy for unemployed people and their families.’

There is also recognition that some recruitment practices can be a barrier to employment for particular groups.

Outputs - Public bodies have a diverse workforce reflective of the population

Actions - Achieve and maintain Level 2 of the Disability Confident Scheme

Progress work to Level 3 of the Disability Confident Scheme

Measurements -Level 2 award achieved and maintained.

Level 3 award achieved.

What we did:

Each of the partners have continued to promote their respective organisations as an employer of choice by providing employability programmes, especially for unemployed young people, whilst continuing to guarantee an interview to candidates who have a disability and who meet the minimum criteria for the post.

We also continue to support staff who become disabled to remain in employment.

Baseline data of all Partners’ activities with respect to the Disability Confident Scheme has revealed that all Partners have reached Level 2. This audit will also attempt to establish which of the Partners are working towards Level 3 and what experiences and resources are available that can be shared.

What difference did we make?

We have provided opportunities for staff to remain at work following a change to their health.

Managers and personnel colleagues are committed to supporting staff to remain at work following a change to their health. We have provided training to these staff which has given them a greater understanding of the issues faced and potential solutions to support staff to remain in work.

What we will do now/future work?

We will report to Partners the final outcome of the information gathering exercise on the Disability Confident Scheme, recruitment and training.

We will support all Partners in their attempts to progress to Level 3 of the Disability Confident Scheme.

We will continue to look at alternative methods of attracting a wide range and diverse pool of applicants for available post within all Partner organisations.

Case studies

North Ayrshire achieved Level 2 of the Disability Confident scheme and are exploring the feasibility of advancing to level 3.

Equality Outcome 4.2: In Ayrshire public bodies will be inclusive and diverse employers

What we set out to do:

We recognised that a better educated and more skilful workforce could lead to an increase in employment opportunities and therefore the conditions to realise their full economic potential.

Employment is also one of the most strongly evidenced determinants of health, the World Health Organisation (WHO) notes that ‘unemployment puts health at risk’ and ‘unemployment has a direct bearing on the physical and mental health and even life expectancy for unemployed people and their families.’

Outputs - A better educated workforce to support equality inclusiveness

Actions - Partners working together to develop and provide a range of training and awareness sessions around Equality and Diversity issues

Measurements - The number of training programmes developed. The number of training programmes delivered. The number of staff trained.

What we did:

An audit of all partners’ Equality and Diversity training resources, currently in place and under development, is in progress. It is hoped that once the nature and learning platforms being used are established, the potential for sharing those resources will be explored further.

What difference did we make?

The audit of available training and training already delivered is ongoing. Early indications of training courses already delivered is as follows;

Face to Face

Equality & Diversity New Employee Induction – 1,480

Equality Impact Assessment – 110

Unconscious Bias – 60

Delivering an accessible venue – 30

Gender based violence – 165

Sensory Impairment - 6

e-learning

Equality & Diversity (Mandatory) – 3,583

LGBT Awareness – 194

Deaf Awareness – 35

Sight Loss Awareness – 20

Staff being better trained and more knowledgeable in equality and diversity issues will allow us to provide a better service to all stakeholders. Our audit of available, and in development, training resources has allowed a dialogue between the Partners to commence on areas where the sharing of good practice could be beneficial.

What we will do now/future work?

We will continue to review training resources held by all Partners and consider if these can be shared and/or delivered in conjunction with other Partners.

Case studies

Moving into 2019, the partners are looking to adopt an Ayrshire wide Cultural and Diversity training programme that all partners will be able to utilise. There will also be more sharing of other training resources and programmes where appropriate to enhance the equality related training that is on offer to each organisation.