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To: Councillor Wheeler, Convener; Councillor Bell and Graham, Vice Conveners; and Councillors Cormie, Delaney, Lesley Dunbar, Henrickson, Lumsden, Macdonald, McLellan, Audrey Nicoll, Radley and Councillor Stewart, the Depute Provost.

Town House,
ABERDEEN 04 March 2021

OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet remotely on **THURSDAY, 11 MARCH 2021 at 2.00 pm.**

FRASER BELL
CHIEF OFFICER - GOVERNANCE

In accordance with UK and Scottish Government guidance, meetings of this Committee will be held remotely as required. In these circumstances the meetings will be recorded and available on the Committee page on the website.

B U S I N E S S

DETERMINATION OF URGENT BUSINESS

- 1 There are no items of urgent business at this time.

DETERMINATION OF EXEMPT BUSINESS

- 2 There are no exempt items of business

DECLARATIONS OF INTEREST

- 3 Members are requested to intimate any declarations of interest

REQUESTS FOR DEPUTATION

4 There are no requests for deputation at this time

MINUTE OF PREVIOUS MEETING

5 Minute of the Previous Meeting of 13 January 2021 (Pages 3 - 14)

COMMITTEE PLANNER

6 Committee Business Planner (Pages 15 - 20)

NOTICES OF MOTION

7 Notices of Motion

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

8 Referrals from other Committees.

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

9.1 Performance Report - CUS/21/036 (Pages 21 - 74)

GENERAL BUSINESS

10.1 Payment to Foster Carers, Adopters, Kinship Carers & Associated Costs - OPE/20/232 (Pages 75 - 94)

10.2 Domestic Abuse Council Housing Policy - PLA/21/052 (Pages 95 - 122)

10.3 Equality Outcomes and Mainstreaming Report - CUS/21/051 (Pages 123 - 390)

EHRIAs related to reports on this agenda can be viewed [here](#)
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OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 13 January 2021. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Wheeler, Convener; Councillors Bell and Graham, Vice-Conveners; and Councillors Cormie, Lesley Dunbar, Henrickson, Lumsden, Macdonald, McLellan, Audrey Nicoll, Radley, Stewart, the Depute Provost and Yuill (as substitute for Councillor Delaney).

The agenda and reports associated with this minute can be found [here](#).

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

ANNOUNCEMENT

1. The Convener offered his congratulations after Aberdeen City Council won the award for Public Sector Fleet of the Year for 2020, in December 2020, for the medium to large category. The Convener noted that this was a huge success as it was not only open to local authorities but also to blue light organisations too. The Convener highlighted that the Council had succeeded due to their commitment to investing and implementing alternative fuel vehicles and also for their efforts with hydrogen technology. The Convener offered his thanks and congratulations to everyone involved.

URGENT BUSINESS

2. The Convener advised that he had accepted a notice of motion by Councillor Audrey Nicoll as a matter of urgency in terms of Section 50B(4)(b) of the Local Government (Scotland) Act 1973, and that it would be considered under the notices of motion section on the agenda.

The Council resolved:-
to note the position.

DETERMINATION OF EXEMPT BUSINESS

3. The Convener proposed that the Committee consider item 11.1 (Update on Housing First position – Exempt Appendix) with the press and public excluded.

The Committee resolved:-
in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting during consideration of item 11.1 on today's

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agenda so as to avoid disclosure of exempt information of the class described in paragraphs 6 and 8 of Schedule 7(A) of the Act.

MINUTE OF THE PREVIOUS MEETING OF 19 NOVEMBER 2020

4. The Committee had before it the minute of the previous meeting of 19 November 2020, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

5. The Committee had before it the committee business planner as prepared by the Chief Officer – Governance.

The Committee resolved:-

- (i) to agree to remove items 4 (Performance Report, 5 (Various Small Scale Traffic Management), 6 (Update on Housing First position), 7 (Driveway Appeal), 9 (Waste and Recycling Policy Review), 10 (Northern Roads Collaboration Annual report), 11 (Child Poverty Action Report) and 12 (Scottish Road Commissioner update), subject to the decisions taken in respect of items 4, 5, 6, 7, 9, 10, 11 and 12 later on the agenda;
- (i) to agree to remove item 8 from the planner (Waste Strategy) as this would now be considered outwith this committee;
- (ii) to note that a Service Update would be provided in due course in relation to Smart Bins; and
- (iii) to otherwise note the information provided within the planner.

MATTER OF URGENCY

The Convener intimated that he had directed in terms of Section 50B(4)(b) of the Local Government (Scotland) Act 1973, that the following item be considered as a matter of urgency.

URGENT NOTICE OF MOTION BY COUNCILLOR AUDREY NICOLL

6. The Committee had before it the following Urgent Notice of Motion by Councillor Audrey Nicoll:-

That the Committee:-

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1. notes between 24 and 30 December 2020, residents supplied by the Balnagask Energy Centre had problems with heating and hot water due to a failure with the back up boiler at another location;
2. notes the sustained demands placed on the heating network during a period of very cold weather, and when residents were at home complying with the Covid19 restrictions;
3. notes with regret the time taken to resolve the issue, particularly given the detrimental impact from the many limitations to the heating and hot water on families and vulnerable residents in an area recognised as having high levels of fuel poverty;
4. instructs the Chief Officer – Corporate Landlord, to provide a report back to this Committee on the action taken to find a permanent solution to this issue, given the potential sustained demand for domestic heating during winter months and Covid-19 lockdown; and
5. further instructs the Chief Officer – Corporate Landlord to provide a report to the relevant committee outlining options to minimise the effect of any future outages, and to include options to mitigate the additional heating costs incurred by residents using alternative costly heating options during the outage period.

The Committee resolved:-

to agree that a Service Update be provided to members, to provide details on how to minimise the effect of any future outages at Balnagask Energy Centre, and to include information on how to mitigate the additional heating costs incurred by residents using alternative costly heating options during the outage period.

PERFORMANCE REPORT - CUS/20/241

7. The Committee had before it a report by the Chief Operating Officer and the Director of Customer Services, which presented Committee with the status of key performance measures relating to the Operations function.

Members discussed the performance report in detail and offered various observations.

The report recommended:-

that the Committee provide comments and observations on the performance information contained in the report Appendix.

The Committee resolved:-

- (i) to note the Void Council Housing service update issued on the 7th January;
- (ii) to note the issues arising from Covid-19;
- (iii) to note the Chief Officer – Early Intervention and Community Empowerment chaired the fortnightly Voids Outcome Improvement meeting which scrutinised performance and progress on identified improvement actions;

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- (iv) to agree that Void Properties were far too high and instruct the Chief Officer – Early Intervention and Community Empowerment to continue to develop the improvement plan, in consultation with the Convenor and Housing Spokesperson, to reduce Void Properties significantly, and agree that the improvement plan be sent to members of the committee for reference only;
- (v) to agree that committee members receive fortnightly updates on Void numbers by way of email;
- (vi) to agree that officers would issue information by way of email to members on the cleaning alert timescales for community buildings;
- (vii) to agree that the Chief Officer – Integrated Children’s and Family Services would provide some information behind the statistics in regard to Children’s Integrated Services for future Performance Reports and
- (viii) to otherwise note the information provided within the Performance Report.

UPDATE ON NORTHERN ROADS COLLABORATION JOINT COMMITTEE - ANNUAL REPORT 2019 / 2020 - OPE/20/240

8. The Committee had before it a report by the Chief Operating Officer which presented the annual report from the Northern Roads Collaboration Joint Committee.

The report recommended:-

that the Committee -

- (a) consider the annual report from the Northern Roads Collaboration Joint Committee as attached at appendix 1; and
- (b) note the continued role of Aberdeen City Council in the Northern Roads Collaboration Joint Committee.

The Committee resolved:-

- (i) to approve the recommendations contained in the report; and
- (ii) to offer their condolence to the family of Councillor Ellen Morton, Chair of the Northern Roads Collaboration Joint Committee, who had sadly passed away and had been instrumental in getting the collaboration to where it was.

DRIVEWAY APPEAL - OPE/20/245

9. The Committee had before it a report by the Chief Operating Officer which considered an appeal on behalf of the owner of 108 Corrennie Circle, Dyce, against the decision by the Council as Roads Authority to refuse permission for the creation of an additional footway crossing to serve a new driveway.

The report recommended:-

that the Committee -

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- (a) agree that officers correctly applied the Council's approved driveway regulations; and
- (b) agree to uphold the decision to refuse permission for an additional footway crossing at 108 Corrennie Circle, Dyce, on the grounds that it does not comply with the above regulation.

The Committee heard from Councillor MacGregor, who addressed the committee as a local member and provided information to the committee in relation to the situation experienced by the resident. Councillor MacGregor urged members to approve the appeal.

The Committee resolved:-

to approve the recommendations contained in the report.

VARIOUS SMALL-SCALE TRAFFIC MANAGEMENT AND DEVELOPMENT ASSOCIATED PROPOSALS (STAGE 3 - PUBLIC ADVERT) - OPE20/244

10. The Committee had before it a report by the Chief Operating Officer, which considered objections that were submitted with respect to two proposed Traffic Regulation Orders (TROs). It was noted that the objections were received timeously at the public advertisement stage.

The report recommended:-

that the Committee –

- (a) acknowledge the objections received in respect of the proposed TROs as a result of the statutory consultation;
- (b) note the terms of the objections received and proceed to approve the order "The Aberdeen City Council (Morningside Lane, Aberdeen) (Prohibition of Waiting) Order 202(X)" as originally proposed; and
- (c) note the terms of the objections received and proceed to approve the order "The Aberdeen City Council (Northcote Avenue, Aberdeen) (Prohibition of Waiting) Order 202(X)" with the reduced 10 metre length as per the officer's recommendation.

The Committee resolved:-

to approve the recommendations contained in the report.

ANNUAL REPORT ON THE PERFORMANCE OF ABERDEEN CITY COUNCIL FROM THE SCOTTISH ROADWORKS COMMISSIONER - OPE/20/242

11. The Committee had before it a report by the Chief Operating Officer, which provided an update on the performance of Aberdeen City Council's Roads Maintenance

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and Roadworks Coordination teams following the publication of the annual performance report by the Scottish Roadworks Commissioner.

The report recommended:-

that the Committee –

- (a) note the contents of the Commissioner’s report, dated 25 August 2020 (Appendix 3); and
- (b) acknowledge the updated information as contained within this report, following the joint meeting between representatives of Aberdeen City Council and the Commissioner’s office on the 11 November 2020, along with the latest update as received on the 23 December 2020.

The Committee resolved:-

- (i) to note that the update on 23 December 2020, outlined that the Commissioner was satisfied that Aberdeen City Council had attained the required level of performance and would be removed from the Improvement Plan with immediate effect and commend officers in achieving this; and
- (ii) to otherwise approve the recommendations in the report.

WASTE AND RECYCLING POLICY REVIEW - OPE/20/236

12. The Committee had before it a report by the Chief Operating Officer, which sought approval for the revised and amalgamated waste policies dealing with excess waste and additional bins, missed bins, contamination of recycling bins, assisted collections and unadopted road collections.

The report recommended:-

that the Committee approve the revised and amalgamated waste and recycling policy contained within appendix 1 Waste and Recycling Policy.

The Convener moved, seconded by the Vice Convener, Councillor Bell:-
that the report recommendation be approved.

Councillor Yuill, moved as an amendment:-

that the words “where a permit is purchased” be deleted from page 136 of the policy and that it instead be remitted to the budget process for consideration.

Councillor Yuill’s amendment failed to attract a seconder and was therefore not put to the vote.

The Committee resolved:-

to approve the recommendations as contained within the report.

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CHILD POVERTY ACTION REPORT - CUS/21/009

13. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which provided the Committee with the Child Poverty Action report for 2019/20, as required by the Child Poverty (Scotland) Act 2017.

The report recommended:-

that the Committee approve the joint Aberdeen City Council and NHS Grampian Child Poverty Action Report 2019/20 for submission to the Scottish Government.

Councillor Lesley Dunbar moved, seconded by the Depute Provost, Councillor Stewart, that the Committee:-

- (i) agrees and approves the Aberdeen City Local Child Poverty Action Report 2019 – 2020 endorsed by Caroline Hiscox Chief Executive NHS Grampian and Angela Scott Chief Executive Aberdeen City Council for submission to the Scottish Government;
- (ii) notes the commitment of the Chief Executives of Aberdeen City Council and NHS Grampian to eradicating child poverty by 2030;
- (iii) notes the decision of the Operational Delivery Committee on 17th September 2019 to adopt the Local Outcome Improvement Plan as the Council’s Child Poverty Action Plan for 2019-2022;
- (iv) agrees that this Committee receives a half yearly report on the actions being taken by Community Planning Aberdeen to reduce and eradicate child poverty around the priorities for 2020/21 as noted in appendix 1;
- (v) notes that research from Glasgow and Edinburgh Universities which looked at socioeconomic deprivation including the evaluation of the association of residing in an area of socioeconomic deprivation with 30-day mortality following admission to critical care with COVID-19 indicates that:
People in the most deprived areas are more likely to be severely ill with and die from Covid-19 than those in wealthier areas;
- (vi) notes the Joseph Rowntree Foundation has warned Scottish Government that child poverty targets will be missed unless Scottish Ministers take bold action to ensure no child is left behind;
- (vii) notes with huge disappointment that, despite the Council agreeing at its budget meeting in February 2016 to explore the option of an Energy Service Company (ESCo), the Scottish Government has some 5 years later still failed to move forward with a Scottish ESCo as promised;
- (viii) given many children in Scotland continue to go hungry and other people are forced to go without food in order to feed other members of their family, notes with great disappointment that the legislative programme endorsed by the Scottish Government and supported by the SNP fails to include “The right to food” Bill but does include legislation on Independence;
- (ix) notes research has shown that child poverty continues to increase in Scotland and, agrees that the Scottish Government should reassess its current priorities to ensure it is doing all it can to help those children most in need through this Covid-

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- 19 pandemic and beyond, rather than prioritising a further Independence referendum;
- (x) notes the progress made during 2019/20 and the priorities for 20/21 and instructs the Chief Executive to write to the Minister for Local Government seeking an assurance from him that the Scottish Government will support Aberdeen City Council to eradicate child poverty in the city by 2030 by providing adequate funding in forthcoming local government budget settlements;
 - (xi) notes the increase in funding to Universal Credit by the UK Government worth up to £1,000 per recipient; and
 - (xii) instructs the Chief Executive to write to the UK Government Chancellor of the Exchequer asking him to continue the £20 a week Universal Credit uplift beyond April 2021.

Councillor McLellan moved as an amendment, seconded by Councillor Audrey Nicoll, that the Committee:-

- (i) agrees and approves the Aberdeen City Local Child Poverty Action Report 2019 – 2020 endorsed by Caroline Hiscox Chief Executive NHS Grampian and Angela Scott Chief Executive Aberdeen City Council for submission to the Scottish Government;
- (ii) notes the commitment of the Chief Executives of Aberdeen City Council and NHS Grampian to eradicating child poverty by 2030;
- (iii) notes the decision of the Operational Delivery Committee on 17th September 2019 to adopt the Local Outcome Improvement Plan as the Council's Child Poverty Action Plan for 2019-2022;
- (iv) agrees Committee receives a half yearly report on the actions being taken by Community Planning Aberdeen to reduce and eradicate child poverty around the priorities for 2020/21 as noted in appendix 1;
- (v) notes that the UK Government continues to under fund Universal Credit;
- (vi) instructs the Chief Executive to write to the UK Government Chancellor of the Exchequer asking him to continue the £20 a week Universal Credit uplift permanently and extend the furlough period and support to assist those people who have not had any support to date;
- (vii) notes that 21.5% of children in Aberdeen are currently living in poverty, down from 22.8% in 2016/17;
- (viii) notes that Covid-19 has had an adverse impact on a number of people in Aberdeen and the local economy; and
- (ix) instructs the Chief Officer – Early Intervention and Community Empowerment to bring back a report outlining the impact of Covid-19 on child poverty in our city.

Councillor Yuill moved as a further amendment, seconded by Councillor Radley, that the Committee:-

- (i) agrees and approves the Aberdeen City Local Child Poverty Action Report 2019 – 2020 endorsed by Caroline Hiscox Chief Executive NHS Grampian and Angela Scott Chief Executive Aberdeen City Council for submission to the Scottish Government;

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- (ii) notes the commitment of the Chief Executives of Aberdeen City Council and NHS Grampian to eradicating child poverty by 2030;
- (iii) notes the decision of the Operational Delivery Committee on 17th September 2019 to adopt the Local Outcome Improvement Plan as the Council's Child Poverty Action Plan for 2019-2022;
- (iv) agrees that this Committee receives a half yearly report on the actions being taken by Community Planning Aberdeen to reduce and eradicate child poverty around the priorities for 2020/21 as noted in appendix 1;
- (v) notes that research from Glasgow and Edinburgh Universities which looked at socioeconomic deprivation including the evaluation of the association of residing in an area of socioeconomic deprivation with 30-day mortality following admission to critical care with COVID-19 indicates that:
People in the most deprived areas are more likely to be severely ill with and die from Covid-19 than those in wealthier areas;
- (vi) notes the Joseph Rowntree Foundation has warned Scottish Government that child poverty targets will be missed unless Scottish Ministers take bold action to ensure no child is left behind;
- (vii) notes with huge disappointment that, despite the Council agreeing at its budget meeting in February 2016 to explore the option of an Energy Service Company (ESCo), the Scottish Government has some 5 years later still failed to move forward with a Scottish ESCo as promised;
- (viii) given many children in Scotland continue to go hungry and other people are forced to go without food in order to feed other members of their family the Committee notes with great disappointment that the legislative programme endorsed by the Scottish Government and supported by the SNP fails to include "The right to food" Bill but does include legislation on Independence;
- (ix) notes research has shown that child poverty continues to increase in Scotland and, agrees that the Scottish Government should reassess its current priorities to ensure it is doing all it can to help those children most in need through this Covid-19 pandemic and beyond, rather than prioritising a further Independence referendum;
- (x) notes the progress made during 2019/20 and the priorities for 20/21 and instructs the Chief Executive to write to the Minister for Local Government seeking an assurance from him that the Scottish Government will support Aberdeen City Council to eradicate child poverty in the city by 2030 by providing adequate funding in forthcoming local government budget settlements;
- (xi) notes the increase in funding to Universal Credit by the UK Government worth up to £1,000 per recipient;
- (xii) instructs the Chief Executive to write to the Chancellor of the Exchequer urging him to make permanent the £20 per week Universal Credit uplift, extend the furlough scheme and provide support to the three million UK taxpayers currently so far excluded from receiving support;
- (xiii) notes that 21.5% of children in Aberdeen are currently living in poverty, down from 22.8% in 2016/17;

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- (xiv) notes that Covid-19 has had an adverse impact on a number of people in Aberdeen and the local economy; and
- (xv) instructs the Chief Officer – Early Intervention and Community Empowerment to bring back a report outlining the impact of Covid-19 on child poverty in our city.

There being a motion and two amendments, the Committee first divided between the two amendments.

On a division, there voted:- for the amendment by Councillor McLellan – (5) – Councillors Cormie, Henrickson, McLellan, Audrey Nicoll and Radley; for the amendment by Councillor Yuill – (8) – the Convener, the Vice Convener Councillor Bell, the Vice Convener Councillor Graham; and Councillors Lesley Dunbar, Lumsden, Macdonald, Stewart, the Depute Provost and Yuill.

The Committee then divided between the motion and the amendment by Councillor Yuill.

On a division, there voted:- for the motion (7) – the Convener, the Vice Convener Councillor Bell, the Vice Convener Councillor Graham; and Councillors Lesley Dunbar, Lumsden, Macdonald and Stewart, the Depute Provost; for the amendment (1) – Councillor Yuill; declined to vote (5) – Councillors Cormie, Henrickson, McLellan, Audrey Nicoll and Radley.

The Committee resolved:-

to adopt the motion.

UPDATE ON HOUSING FIRST POSITION - CUS/21/003

14. The Committee had before it a report by the Chief Officer – Early Intervention and Community Empowerment, which provided an update on the Housing First programme in Aberdeen and sought Committee approval on the recommended option/s for continuance.

The report recommended:-

that the Committee –

- (a) note the report at appendix 1; and
- (b) approve option 4 at appendix 1.

The Convener moved, seconded by Councillor Lumsden:-

- (i) to note the report at appendix 1;
- (ii) to approve option 4 at appendix 1;
- (iii) to note the decision of the Scottish Government to fund the Housing First Fund by only 50% and regret that this partial funding by the Scottish government is set to end in 2022; and

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- (iv) to note the comments of Kevin Stewart MSP Minister for Local Government and Housing on social media that the 'right policies, regulations and resources 'must be in place to combat homelessness; and therefore instruct the Chief Officer- Early Intervention and Community Empowerment to write to Kevin Stewart MSP, Local Government and Housing Minister, seeking a commitment to ensure the service is 100% funded for 2021/22 financial year and beyond.

Councillor Yuill moved as an amendment, seconded by Councillor McLellan:-
that the motion be approved, however amended slightly in order to write to the leaders of all political parties and not just the Scottish Government.

On a division, there voted:- for the motion (7) – the Convener, the Vice Convener Councillor Bell, the Vice Convener Councillor Graham, and Councillors Lesley Dunbar, Lumsden, Macdonald and Stewart, the Depute Provost; for the amendment (6) – Councillors Cormie, Henrickson, McLellan, Audrey Nicoll, Radley and Yuill.

The Committee resolved:-

to adopt the motion.

- **Councillor John Wheeler, Convener**

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	A	B	C	D	E	F	G	H	I
1	OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER								
	The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal	Explanation if delayed, removed or transferred
3			11 March 2021						
4	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).	On agenda	Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
5	Domestic Abuse Policy	The purpose of this policy is to set out Aberdeen City Council's housing policy with regards to addressing incidents of Domestic Abuse.	On agenda	Lucy McNicol	Early Intervention and Community Empowerment	Customer	1.1.5		
6	Equality Outcomes and Mainstreaming Report	The Public Sector Equality Duty requires Local Authorities to produce a set of Equality Outcomes every 4 years. A new set of Equality Outcomes are due to be published on 30 April 2021.	On agenda	Faiza Nacef/ Gill Strachan	Early Intervention and Community Empowerment	Customer	1.1.3		
7	Payment to Foster Carers, Adopters, Kinship Carers and Associated Services	This report seeks agreement to the payments paid to foster carers, adopters, kinship carers and carers who provide supported lodgings. It also sets out the fees paid to Curators-ad-litem, Reporting Officers and Panel Chairs. The report details the proposed increases/changes to these fees & allowances.	On agenda	Angela Maitland	Integrated Children & Family Services	Operations	1.1.1	D	Additional work required and also a need to align with the Council budget process.
8			27 May 2021						
9	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
10	Review of Winter Maintenance Plan 2020/21	To review the winter maintenance plan 2020/21		Doug Ritchie	Operations and Protective Services	Operations	1.1.1, 1.1.3, 1.1.5		
11	Autism Strategy and Action Plan	ODC 17/01/19 - To instruct that annual reports be submitted on the progress of implementation of the Action Plan. To be reported annually from March however this has been delayed due to COVID-19.		Kevin Dawson	Health and Social Care Partnership	Health and Social Care Partnership	GD 7.1		
12	Tree and Woodland Strategic Implementation Plan	It was agreed at the budget meeting on 2 March 2020 that a report would be brought on this which would be incorporated into the Open Space Strategy to increase tree coverage within the city.		Steven Shaw	Operations and Protective Services	Operations	1.1.1	D	Further work required on the SIP draft.

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal	Explanation if delayed, removed or transferred
2									
13	Learning Centres	At ODC in January 2020, it was agreed to instruct the Chief Officer – Early Intervention and Community Empowerment to review the Council's Operational Agreements with learning centre associations over the next 12 months and thereafter to report back to this Committee with the outcome and findings of this review.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.1		
14	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
15	16 September 2021								
16	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
17	Road Safety Plan	To be presented every second year. This was presented to ODC in September 2019, therefore to be presented in September 2021.		Laura Sneed	Operations and Protective Services	Operations	1.1.3		
18	Child Poverty Action Plan	To be submitted annually to the Scottish Government.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3		
19	Child Poverty Action Plan update	At the Committee on 13 January 2021, it was agreed that committee receives a half yearly report on the actions being taken by Community Planning Aberdeen to reduce and eradicate child poverty around the priorities for 2020/21.		Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.3		
20	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
21	Road Winter Service Plan	To present members with the proposed Road Winter Service Plan and explains any changes from previous years.		Angus MacIver	Operations and Protective Services	Operations	1.1.1, 1.1.3, 1.1.5		
22	18 November 2021								

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	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal	Explanation if delayed, removed or transferred
2	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
23	Proposed Removal of Pedestrian Crossings and Traffic Signal Controlled Junctions	The purpose of this report is to advise members of the budget savings already approved through the budget process for 2020 / 21 which have yet to be implemented due to the ongoing pandemic and to seek approval from the Committee to carry out further monitoring of the traffic signal installations (previously considered for removal) to ascertain their true level of usage.		Donald Kinnear	Operations and Protective Services	Operations	1.1.1	D	Delayed due to Covid and the inability for officers to carry out surveys to identify which ones could be removed, if approved by committee. Given the Covid restrictions and the ongoing changes to traffic movements/increase in pedestrian movements and more people out exercising, its unlikely that these surveys will be carried out until Autumn 2021 at the earliest.
24	Committee Annual Effectiveness Report	To report on the annual effectiveness report for this Committee.		Lynsey McBain	Governance	Commissioning	GD 8.5		
25	Cluster Risk Register and Assurance Map Reporting	To report on the cluster risk register.		Jacqui MacKenzie, David Gammie, Derk McGowan, Mark Reilly, Graeme	Various	Various	1.1.4		
26	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
27									
28	Future reports								

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	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal	Explanation if delayed, removed or transferred
2									
33	South College Street/Queen Elizabeth Bridge Junction		CH&I - 8/11/17 - To instruct the interim Director of Communities, Housing and Infrastructure to report back to this Committee on a preferred option for South College Street/Queen Elizabeth Bridge junction.	Joanna Murray / David Dunne	Strategic Place Planning	Place	5	D	This project is awaiting completion of Phase 1 of the South College Street Project and updated traffic counts as a result of the opening of the AWPR. Estimated Committee date 2021.
34	Windmill Brae	ODC 19/04/18 - To request that a report be brought back to Committee on an update in regards to Windmill Brae.	This was at committee on 5 March 2020 and it was agreed to wait for the prioritised delivery programme of transport interventions from the Chief Officer Strategic Place Planning and Chief Officer Capital before determining its position on the proposed overnight prohibition of motor vehicles on Justice Mill Lane/Langstane Place/Windmill Brae etc as outlined in the report.	Ross Stevenson	Operations and Protective Services/ Strategic Place Planning/ Capital	Operations/Place/ Capital	3 and 4		
35	Void Properties	At the Committee meeting on 19 November 2020, it was agreed that a report would be brought back to a future meeting of this committee on the progress of Void properties.		Neil Carnegie	Early Intervention and Community Empowerment	Customer	1.1.3		
36	Traffic Management Measures for TECA site	To advise the committee as to the functionality and success of the measures installed within and around the TECA site, this being based on a review from the events held to date.		Jack Penman/Ross Stevenson	Operations and Protective Services	Operations	1.1.1	D	Delayed as it was to contain an element of public consultation into the parking behaviours of those attending TECA. However due to Covid-19 diverting resources, and the suspension of events at TECA, consultation and the report have been delayed. Service update will be issued to outline the delay.

COMMITTEE	Operational Delivery Committee
DATE	11 March 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	CUS/21/036
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

1.1 To present Committee with the status of key performance measures relating to the Operations function (non-Education).

2. RECOMMENDATION(S)

2.1 That the Committee provide comments and observations on the performance information contained in the report Appendix.

3. BACKGROUND

3.1 This report is to provide members with key performance measures in relation the Operations (non-Education) function as expressed within the 2020/21 Council Delivery Plan.

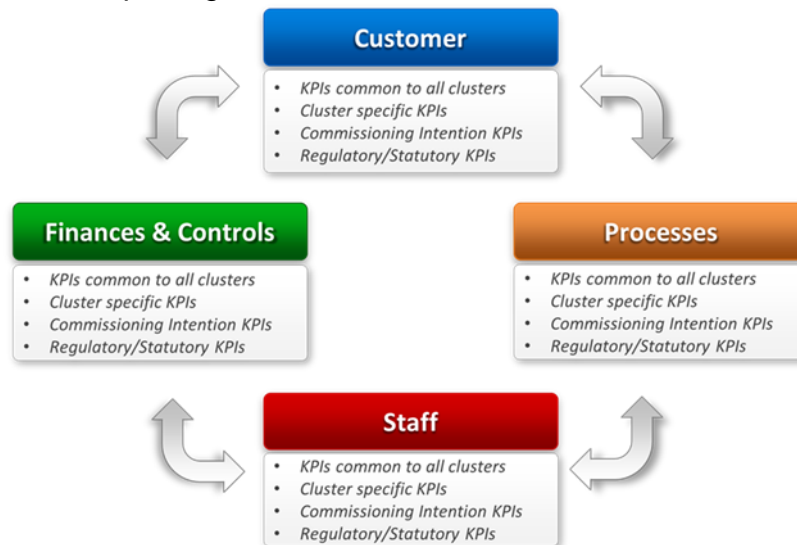
3.2 Introduced in 2019/20 Performance Framework Reporting, initially against in-house delivery directly contributing to the City’s Local Outcome Improvement Plan (LOIP) to the Operational Delivery and City Growth and Resources Committees, has informed the 2020/21 Council Delivery Plan (the Plan) that was agreed by Council on the 3rd March 2020.

3.3 The ‘Performance Management’ section of the Plan explains how the commitments and deliverables will be supported and scrutinised through the Council’s Performance Management Framework, which establishes robust performance management of service delivery. This section outlines the

systematic approach that will be taken during 2020/21 to identify, plan and deliver improvement.

3.4 The Plan reflects on the revised governance arrangements for Committee reporting, agreed on 3rd March 2020, and the roll-out of Performance Management Framework reporting against those Enabling Services which contribute outcomes and services that do not directly deliver against the LOIP, alongside the introduction of Service Standards against each Function that builds on the original Framework.

3.5 The Framework provides for an amended approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives as shown below which provides for uniformity of performance reporting across to Committee.



3.6 This report, as far as possible, details performance up to the end of December 2020 or Quarter 3 2020/21, as appropriate.

3.7 Appendix A provides an overview of current performance across the Operations (non-Education) function, with reference to recent trends and performance against target. It also includes, at appropriate points in the Appendix, further analysis of several performance measures which have been identified as exceptional. These are listed below:

- YTD % of Routine Void Path Maintenance Completed Within Timescale
- Number of school lunches served in the year – Primary
- % of large HGV vehicles under 7 years old
- First Use Check Exceptions (Environmental) – Year to date
- % Initial child protection conferences held within 21 days
- The percentage of Looked After Children who are looked after in foster care
- % of complaints resolved within timescale – Children’s Social Work
- % Freedom of Information requests responded to within 20 working days
- % Priority 3 - 5 incidents closed in timescale
- Percentage of tenants satisfied with the standard of their home when moving in (Year to Date)





3.8 With recognition of the impact on service delivery, and priority re-allocations of resource arising from the Council’s COVID-19 response, it has not been possible, or appropriate, in every case to fully develop data or reflection for the

full suite of all agreed Service Standards or KPI's for this period. Data and Insights continues to work with services to gather and review this data, where available.

3.9 Within the summary dashboard the following symbols are also used:

Performance Measures

Traffic Light Icon

-  On target or within 5% of target
-  Within 5% and 20% of target and being monitored
-  Below 20% of target and being actively pursued
-  Data only – target not appropriate

Where narrative analysis of progress against new Service Standards is provided and has been attributed with a RAG status by the relevant Service Manager, these are defined as follows:

RAG Status

- **GREEN** – Actions are on track with no delays/issues emerging
- **AMBER** – Actions are experiencing minor delays/issues emerging and are being closely monitored
- **RED** - Actions are experiencing significant delays/issues with improvement measures being put in place

4. FINANCIAL IMPLICATIONS

There are no direct financial implications arising out of this report.

5. LEGAL IMPLICATIONS

There are no direct legal implications arising out of this report.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	None		
Compliance	No significant related legal risks.	L	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the

			context of Best value reporting.
Operational	No significant related employee risks.	L	Oversight by Elected Members of core employee health and safety data supports the Council's obligations as an employer
Financial	No significant related financial risks.	L	N/A
Reputational	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report. Reporting of service performance serves to enhance the Council's reputation for transparency and accountability.
Environment / Climate	No significant related environmental risks.	L	N/A

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	None
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect current economic activity within the City and actions taken by the Council to support such activity.
Prosperous People Stretch Outcomes	The Council is committed to improving the key life outcomes of all people in Aberdeen. This report monitors key indicators impacting on the lives of all citizens of Aberdeen. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes.
Prosperous Place Stretch Outcomes	The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. This report provides essential information in relation to environmental issues allowing the Committee to measure the impact of any current action.
Regional and City Strategies	None

UK and Scottish Legislative and Policy Programmes	None
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8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	The recommendations arising from this report do not require that a full Equality and Human Rights Impact Assessment is completed
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

[Local Outcome Improvement Plan](#)

Council Delivery Plan 20/21 – COM/20/052

10. APPENDICES

Appendix A – Performance Summary Dashboard

11. REPORT AUTHOR CONTACT DETAILS

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Operational Delivery Committee Performance Report Appendix A

Operations and Protective Services

Building Services

1. Customer – Building Services

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.61%		99.61%		99.49%		96.3%
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date).	92%		92%		91.49%		80%

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Building Services	11		22		47		
% of complaints resolved within timescale stage 1 and 2) - Building Services	54.5%		50%		23.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	18.2%		21.4%		31.9%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	0		1		0		

*Lessons learnt referred to throughout this Appendix are lasting actions taken/changes made to resolve an issue and to prevent future re-occurrence for example amending an existing procedure or revising training processes. When a complaint has been upheld, action would be taken in the form of an apology or staff discussion/advice, but these actions are not classified as lessons learnt.

2. Processes – Building Services

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	4.62		4.47		4.12		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	7.25		7.01		6.09		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	91.65%		92.06%		91.9%		93.6%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	92.4%		93.1%		93.2%		100%
YTD % of ROUT Void Path Maintenance Completed Within Timescale	13.2%		14.4%		14.3%		100%
YTD % Death Voids Path Maintenance Completed within Timescale	36.2%		35.9%		34%		100%
YTD % Major Works Void Path Maintenance Completed within Timescales	13.3%		12.5%		11.1%		100%

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3. Staff – Building Services

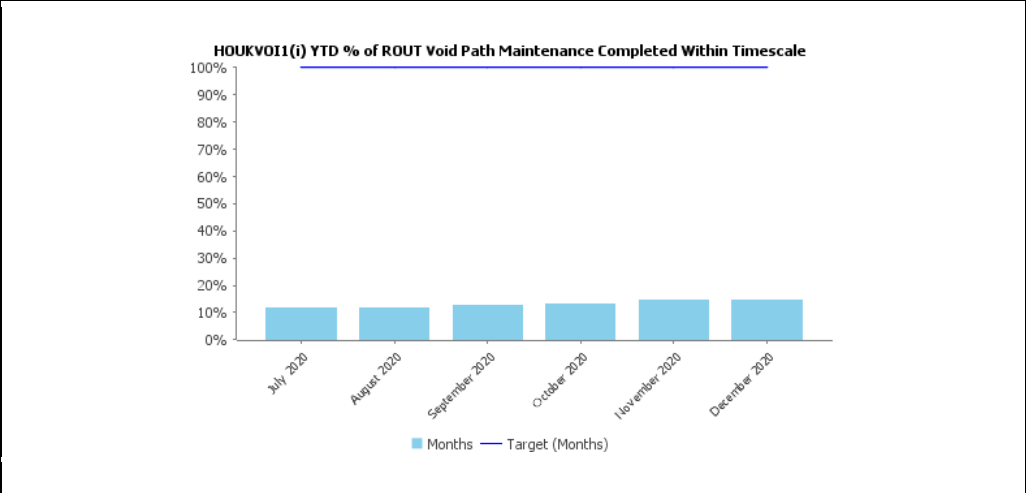
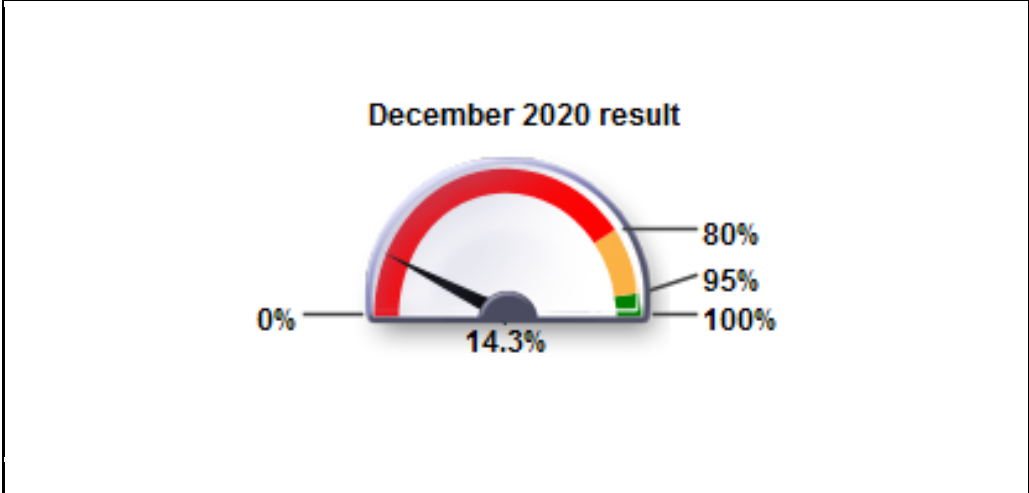
Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	0		3		1		

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Building Services	3.7		3.7		3.7		10
Establishment actual FTE	422.4		421.38		426.45		
Staff Costs - % Spend to Date (FYB)	54.5%		62.7%		70.6%		100%

*All sickness absence data contained in this Appendix now reflects the 12-month rolling average of days lost per FTE

4. Finance & Controls – Building Services

YTD % of Routine Void Path Maintenance Completed Within Timescale



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Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter Outcome 4 – Quality of Housing stipulates that Social Landlords ensure that: ‘tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.

Charter outcome 13 – Value for Money - stipulates that Social Landlords manager their business so that: *Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay*

Benchmark Information:

These indicators and targets are set and measured locally so no benchmarking is available

Target:

- Targets 2020/21
- Routine Voids have 10 working days (14 Calendar days) with Repairs target.

- Properties on the Death void path have **10** working days (**14** Calendar days) with additional 2 weeks clearance period with Repairs target.
- Major Works properties **15** working days (**21** Calendar days) with Repairs target

This is what the data is saying:

The current performance for those properties on a:

- Routine Void path is currently sitting at **14.3%**
- Death Void path is **34%**
- Major Works Void Path is **11.1%**

This is the trend:

A 3-year trend shows that performance was:

2019/20

- Routine Void path **16.7%**
- Death Void path **29.9%**
- Major Works Void Path **29.2%**

2018/19

- Routine Void path **19.7%**
- Death Void path **25.8%**
- Major Works Void Path **15.0%**

2017/18

- Routine Void path **24.9%**
- Death Void path **37.6%**
- Major Works Void Path **11.1%**

This is the impact:

Some of the consequences of this performance are:

- Loss of rental income to the Council.
- New tenants are experiencing lengthy periods of time to wait from when being made an offer of accommodation to the time they can move in.
- Homeless people are spending long periods of time in temporary accommodation.

These are the next steps we are taking for improvement:

A new Voids Improvement Charter has been developed and is being led by the Chief Officer – Early Intervention and Community Empowerment and Chief Officer – Operations and is being managed within an enhanced performance framework. This is a corporate improvement project reporting to the new Improvement Board.

Resources from other teams within building services have been temporarily assigned to the voids to increase capacity to return the properties quicker. External contractors have also been brought in to supplement the in-house team. There are still restrictions in place due to Covid 19 on how many operatives we can have in a property at the same time however it is hoped that

with adding all the additional resources this will allow us to work on more properties at any given time. We are currently preparing external procurement contracts so that companies can absorb 150-200 of our void properties and this will lead to a significant overall reduction.

In response to the current Covid 19 pandemic, a new digital process for undertaking property standards checks prior to offer, providing a more consistent and robust assessment. This should improve condition of properties at termination therefore reducing repair required during void periods.

Responsible officer:

Last Updated:

Graham Williamson/Martin Smith

December 2020

Environmental Services













1. Customer – Environmental Services

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Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Environment	5		21		14		
% of complaints resolved within timescale (stage 1 and 2) - Environment	80%		81%		71.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Environment	40%		66.7%		42.9%		
Total No. of lessons learnt identified (stage 1 and 2) - Environment	0		0		1		










Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Number of Partners / Community Groups with links to national campaigns - Green Thread	No activity Q1/Q2				168		

2. Processes - Environmental Services

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Street Cleansing - LEAMS (Local Authority Environmental Audit Management System) (Conducted 3 times annually)	92.4%		95%		95%		80%
Grounds - LAMS (Land Audit Management System)	No activity Oct-Dec						87%
Number of Complaints upheld by Inspector of Crematoria	0		0		0		0
% Outdoor play areas visited, inspected and maintained to national standards on a fortnightly basis	100%		100%		100%		100%
% Water safety equipment inspected within timescale	99.8%		99.7%		92.3%		100%

3. Staff - Environmental Services

Performance Indicator	Q1 2020/21		Q2 2019/20		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Environment)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Environment)	0		3		1		

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Environmental	7		7		7.1		10
Establishment actual FTE	315.31		313.41		311.98		
Staff Costs - % Spend to Date (FYB)	57.5%		65.7%		74%		100%

4. Finance & Controls - Environmental Services

Facilities Management










1. Customer – Facilities Management


Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Facilities	0		7		1		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	No complaints Q1		71.4%		100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities			5		0		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities			1		0		

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		Target 2020/21
	Value	Status	Value	Status	Value	Status	
Number of school lunches served in the year - Primary (YTD)	No service Q1		139,265		460,774		785,738







Performance Indicator	Current Status	2020/21 Target
We will provide Free School Meals to Primary 1 to 3 children, which meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations		70%
Our School Catering service aims for 100% compliance with the Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations. This is set as a service standard particular to Aberdeen City Council's school catering service and there is no comparator benchmarking information which we can use to compare performance with other local authorities. Performance is not reported as a metric but the intention of the measure is to highlight to Committee any reports from Education Scotland on non-compliance with the regulations resulting from school inspection visits. The target for this Service Standard was reviewed at Urgent Business Committee in June and was set to amend from the original 100%. The reason for amendment is to reflect the provision of supermarket vouchers during the initial lockdown period, which meant nutritional content could not be guaranteed.		




2. Processes – Facilities Management

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	93%		84.1%		94.3%		95%
% Response cleaning alerts responded to within priority timescales	77.8%		80%		75%		95%
% Void cleaning alerts responded to within priority timescales	81.3%		80%		100%		95%

Performance Indicator	Current Status	2020/21 Target
We will deliver 39 weeks contracted school cleaning		95%
Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 38 weeks of school term plus the five annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service. No issues identified.		

3. Staff – Facilities Management

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month - Quarter)	0		0		1		
Accidents - Non-Reportable - Employees (No in Month - Quarter)	0		3		3		

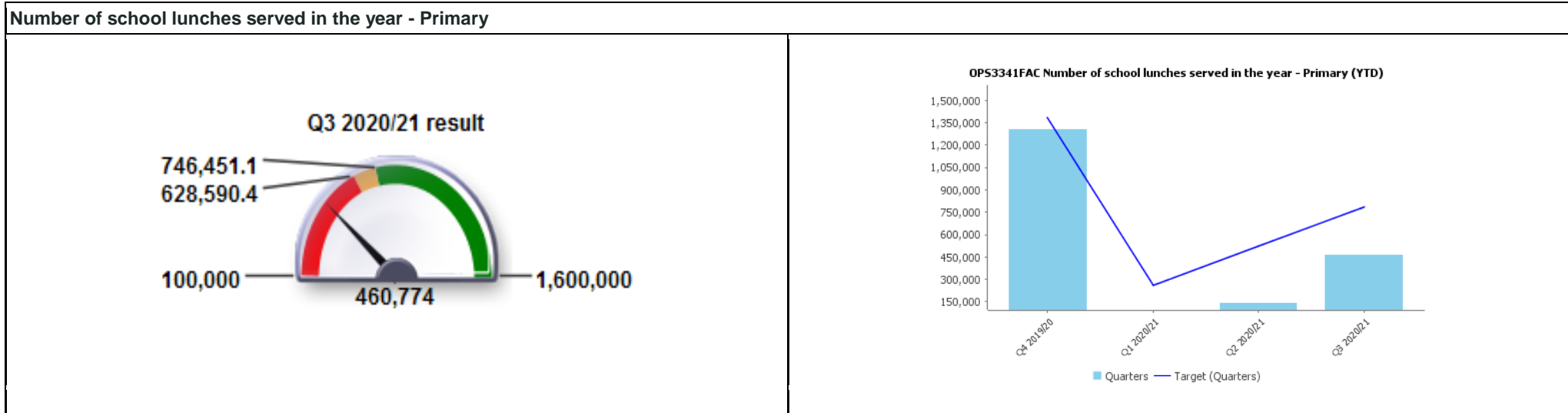
Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Facilities	8.8		9		9.2		10

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Establishment actual FTE	490		491.78		488.08		
Establishment actual FTE (Cleaning)	221.27		224.87		225.16		
Establishment actual FTE (Janitorial)	56.16		54.93		52.58		
Staff Costs - % Spend to Date (FYB)	59.4%		68%		76.7%		100%

4. Finance & Controls - Facilities Management

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Inspection - Number of overdue corrective actions requests as at month end	1		1		1		0

*The overdue corrective action outstanding in Oct and Nov was closed during a Bsi inspection in December 2020. However, a further minor action was raised which will be closed off at the next inspection later in 2021.



Why is this important?

Aberdeen City Council are committed to improving the wellbeing of our children and young people to give them the best possible start in life. Huge benefits accrue from investing in children and young people from an early stage. The short-term dividends include happier and healthier children and young people ready to learn and able to play a positive role in their schools and communities. The longer-term rewards are in the health, wellbeing, and economic prosperity of Aberdeen. What our children and young people eat and, importantly, their understanding of how it arrives on their plate and the impact it has on their health are an important part of this.

So, food in school matters – both what children and young people eat and what they learn about food. It impacts upon their health, on their education, and on the environment and economy. Since the launch of Hungry for Success in 2003, food served in schools has had to meet significantly higher standards. These standards are enacted in legislation which makes health promotion a central purpose of schooling. And with the implementation of Curriculum for Excellence, we have made great strides in providing children and young people with the knowledge and skills they need to help them make better lifestyle choices. We want to build on this progress so that food in schools is properly recognised and understood as a substantial financial and ethical investment which supports young people into adulthood.

Benchmark Information:

This measure is not currently benchmarked.

Target:

The 2020/21 target for this PI is currently set at the adjusted total of 1,047,651 to be achieved by the end of Q4. The Q3 target is 785,738.

This is what the data is saying:

The data shows a significant drop in numbers of young people attending for lunches in our Primary School settings. Dining rooms are by nature crowded places which under normal operating circumstances see large numbers of young people moving through service in a relatively short period of time. There have had to be adjustments made at site level to ensure that only appropriate numbers and/or bubbles of young people are in dining rooms at any given time. The changes which have had to be made to ensure that this can be achieved also appears to have hit consumer confidence with parents choosing alternative provision for their children, such as brought from home packed lunches. It is also worth noting that within Q3, neither October & December are full trading months due to the school holiday periods which fall within those months.

This is the trend:

The trend shows that performance is currently 41% or 324,964 meals served below the adjusted target set. With schools having largely been open only for keyworker children and vulnerable learners from the return to school in January and with only a phased return for Primary 1 to 3 learners from 22nd February, the service do not expect to make the revised target which was set for the full year and as such, will revise the target to a more realistic target to take account of the current operating environment. It should also be noted that whilst children are not in school, the parents/carers of those who are entitled to free school meals are receiving supermarket vouchers as an alternative to in-school meal provision.

This is the impact:

The impact will be felt on the revenue budget, as those who normally pay for school meals are doing so in greatly reduced numbers due. The full financial impact cannot be quantified at this stage.

These are the next steps we are taking for improvement:

The service is working with Finance colleagues to identify the financial impact for the full financial year. Finance colleagues have begun working up lost income figures for submission to Scottish Government and the lost income from School meals will form part of that.

As we move forward through the pandemic response and a full return to school, it is hoped that we can encourage greater numbers to return for in-school meals and we will work collaboratively with Education service colleagues to once again promote the benefits and value of our in-school meals provision.

Responsible officer:

Andy Campbell/John Landragon

Last Updated:

Q3 2020/21

Fleet and Transport

1. Customer – Fleet and Transport

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Fleet	0		1		0		
% of complaints resolved within timescale (stage 1 and 2) - Fleet	No complaints received in Q1		100%		No complaints received in Q3		75%
% of complaints with at least one point upheld (stage 1 and 2) - Fleet			100%				
Total No. of lessons learnt identified (stage 1 and 2) - Fleet			1				

2. Processes – Fleet and Transport

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% HGV's achieving first time MOT pass	No tests Q1		83.3%		No tests Q3		100%
% Light Vehicles achieving first time MOT pass	87.5%		87.5%		90%		100%
% of Council fleet - alternative powered vehicles	7.6%		7.6%		7.8%		100%
% of Council fleet lower emission vehicles (YTD)	96.8%		96.8%		85.2%		100%

3. Staff – Fleet and Transport

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Fleet)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Fleet)	0		1		0		

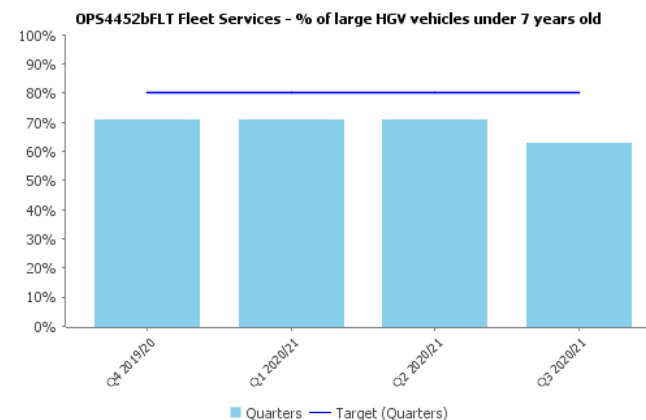
Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet	0.8		1		1.4		10
Establishment actual FTE	35.25		35.6		35.6		
Staff Costs - % Spend to Date (FYB)	57.8%		66.1%		74.4%		100%

4. Finance & Controls – Fleet Transport

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Fleet Management - First Use Check Exceptions (Environmental) – Year to date	4		19		34		22
Fleet Management - First Use Check Exceptions (Fleet) – Year to date	0		0		0		3
Fleet Management - First Use Check Exceptions (Roads) – Year to date	0		0		2		3
Fleet Management- First Use Check Exceptions (Waste) – Year to date	2		6		10		27
Unreported Vehicle, Plant and Equipment Accidents (Environmental) - Year to date	2		3		3		12
Unreported Vehicle, Plant and Equipment Accidents (Roads) - Year to date	0		0		0		3
Unreported Vehicle, Plant and Equipment Accidents (Waste) - Year to date	4		4		4		22

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old	74.21%		74.21%		65.54%		80%
Fleet Services - % of large HGV vehicles under 7 years old	70.63%		70.63%		62.69%		80%

Fleet Services - % of large HGV vehicles under 7 years old



Why is this important?

Aberdeen City Council is committed to reducing carbon emissions both within its operations and across the city as part of Powering Aberdeen.

Benchmark Information:

The data information comes from the current Fleet Management system. The % number of vehicles in current year measuring against previous years which will show an increase in the percentage annually as Fleet vehicles are replaced. National benchmarks are not currently available.

Target:

The target for 2020/21 has been set at 80%.

This is what the data is saying:

The figure for HGV vehicles under 7 years old quarter 3 2020/21 is 62.69%.

This is the trend:

The figure for quarter 3 2020/21 shows a reduction on the previous quarter, this due to no replacement vehicles being purchased over the last period. There are 21 HGV vehicles on order but due to the delivery timescales will only be reflected in the next quarter results, barring any delays.

This is the impact:

The Council still operate a high % of Low Carbon / Emission vehicles 85.20%, it will not have a negative impact if vehicles continue to be replaced as per the replacement programme.

These are the next steps we are taking for improvement:

The service is developing further alternative fuelled vehicles within the Council's Fleet to reduce Aberdeen City Council's Carbon Footprint and reduce exhaust emission levels.

Responsible officer:

William Whyte/John Weir

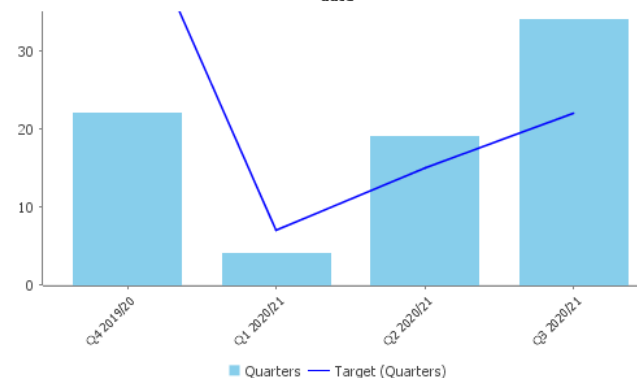
Last Updated:

Q3 2020/21

Fleet Management- First Use Check Exceptions (Environmental) – Year to date



OPS417ZENV Fleet Management- First Use Check Exceptions (Environmental) – Year to date



Why is this important?

This Indicator monitors the number of unreported Incidents that occur within all Services. The Incidents relate to damage, unfair wear and tear to vehicles and plant, it also relates to non-compliance of Services in relation to carrying out vehicle first use checks which should highlight any reportable defects.

Benchmark Information:

Benchmarking of the number of Incidents is conducted across Services on a quarterly and annual basis to monitor Incident reductions. No external benchmarking of this indicator is currently conducted.

Target:

The current target for the number of first use check exceptions for Environmental Services to the end of Q3 is 22 and 30 to the end of Q4.

This is what the data is saying:

There has been an increase in this number due to the fact that it is during Q3 that all our grass machinery is submitted for winter overhaul.

This is the trend:

The trend indicates that pre-use checks are not always capturing all defects when vehicles are being submitted to Fleet workshops.

This is the impact:

There is a cost to the service due to unfair wear and tear, equipment being non-operational for longer or having to be replaced earlier than the expected lifespan. It also results in an increased workload for the fleet workshop.

These are the next steps we are taking for improvement:

Instruction and toolbox talks have been given to all staff highlighting the need to log all defects on FUV. The service will be increasing gatehouse checks by getting charge-hands to complete these along with Area Supervisors and will also continue to work with Fleet Compliance to organise random depot audits.

Responsible officer:

William Whyte/Steven Shaw

Last Updated:

Q3 2020/21

Integrated Children's Services (excluding Education)

1. Customer – Integrated Children's Services (ex-Education)

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - CSW	8		7		11		
% complaints resolved within timescale (stage 1 and 2) - CSW	25%		42.9%		63.6%		75%
% of complaints with at least one point upheld (stage 1 and 2) - CSW	25%		14.3%		16.7%		
Total No. of lessons learnt identified (stage 1 and 2) - CSW	0		0		0		

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Care provided in Council children's homes, fostering and adoption services achieve a care standard of good or better	100%		100%		100%		100%
LAC looked after in a residential placement in Aberdeen City (%)	3.7%		3.9%		4.2%		5%
LAC looked after in a residential placement out with Aberdeen City (%)	6.4%		6.6%		6.6%		6%
Looked After Children looked after at home (%)	21.4%		21.2%		19.3%		26%
Looked After Children looked after in Kinship (%)	18.0%		18.0%		19.4%		28%
Looked After Children looked after in Foster Care (%)	47.2%		47%		46.7%		34%

2. Processes - Integrated Children's Services (ex-Education)

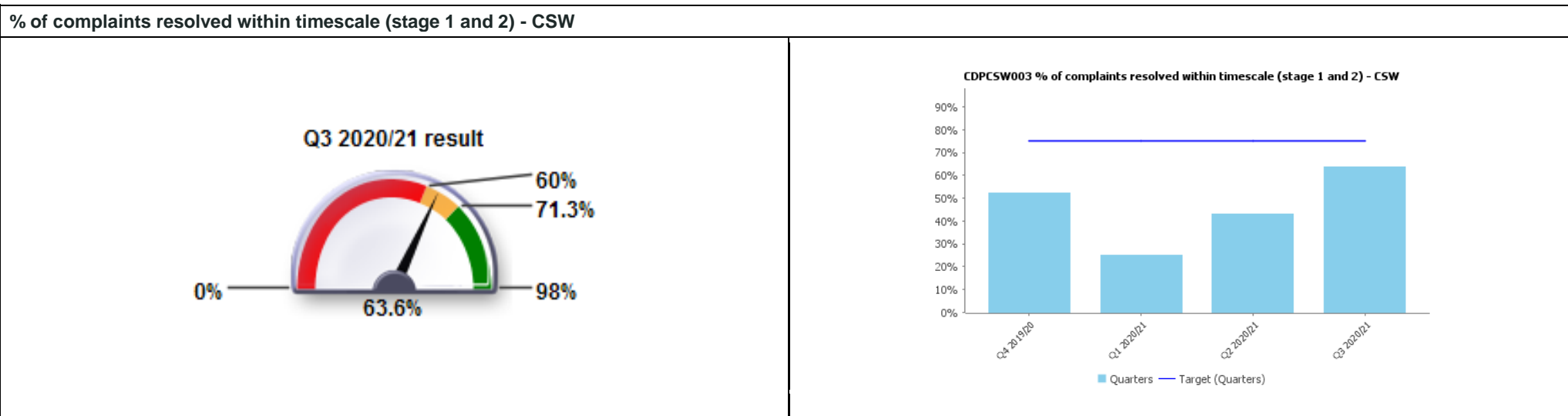
Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Initial child protection conferences held within 21 days	79%		70%		64%		100%
% Child Protection Case Conference decisions issued to families within 24 hours	100%		98.7%		98.8%		95%
% Child Protection Plans issued within 5 calendar days	52%		46.2		40.2%		95%
% Care experienced children and young people with 2 or more consecutive placements away from home in 12 months	18%		17%		19%		30%
% Care experienced children and young people with a pathway plan by age 15	100%		100%		100%		100%
% Foster carers and adopters are approved within a timescale of 6 months from application	22%		100%		25%		100%

3. Staff - Integrated Children's Services (ex-Education)

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - CSW)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - CSW)	0		0		0		

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - CSW	3.8		3.8		3.7		5
Establishment actual FTE	348.28		352.62		353.28		
Staff Costs - % Spend to Date (FYB)	58.4%		66.7%		75.1%		100%

4. Finance & Controls Integrated Children’s Services (ex-Education)



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Why is this important?

It is important that complaints regarding the delivery of statutory children’s social work services are responded to in a timely manner to ensure continuing confidence in the service and to ensure learning arising from complaints is incorporated into service improvement plans.

Benchmark Information:

No benchmarking from other LA’s is available.

Target:

In recognition that complaints into the delivery of children’s social work services are often complex and multi-faceted a target of 75% is considered realistic. Such demonstrates a commitment to responding to complaints in a timely manner. When a complaint cannot be responded to within the agreed timescale, we communicate such to individuals and let them know when they can expect a response.

This is what the data is saying:

The data notes that 63.6% of complaints were responded to within the agreed timescale. This represents 7 out of 11 complaints. Two Stage 1 complaints, due to staff leave, concluded just out with the timescale. The two Stage 2 complaints that were out with the timescale were both highly complex in nature and it was always going to take longer to complete the investigation within the agreed timescale.

This is the trend:

The data indicates that there has been steady improvement over the past three quarters. In the current quarter 63.6% complaints were responded to in timescale.

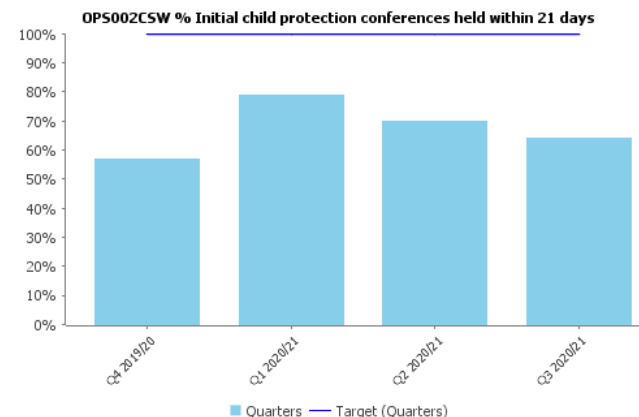
This is the impact:

All complainants were notified that the Service was not going to be able to respond within the agreed time scale and advised of a timescale by which we would respond.

These are the next steps we are taking for improvement:

Children's Social staff have worked closely with the Customer Feedback team over the past year to identify barriers to responding to complaints within the agreed timescale. This has led to some process changes which have contributed to the noted improvement over the past 3 quarters. The service clearly has no control over the volume or complexity of the complaints that are received. Both factors will have a continuing influence on the service's ability to deliver to the agreed target, however the noted improvements and collaboration between teams will ensure that any delays are minimised and clearly communicated to complainants.

% Initial child protection conferences (CPCC's) held within 21 days



Why is this important?

It is important that decisions regarding the planning for children deemed as potentially being at risk of significant harm are made in a timely manner

Benchmark Information:

This measure is not currently benchmarked.

Target:

The 20/21 target for this measure has been set at 100%. The scheduling of Case Conferences needs to take account of family availability. Looking at the data for the current quarter, family availability is a noticeable factor for CPCC's not being held within 21 days. Having reviewed our data it is proposed that the target for this Service Standard be varied to 80%. This amendment recognises the continuing need to give priority to arranging an initial CPCC but also that there will be factors out with anyone's control which makes 100% unachievable.

Aligned to this is the distribution of minutes within 5 calendar days. The proposed updated National Child Protection Guidance is recommending that minutes be distributed within 5 days, which are taken to be working days. It is proposed that this Service Standard be amended to align with this guidance. Although this may appear a slight change it is anticipated that it will have a noticeable impact on performance, particularly for part time staff who, due to work patterns, find it impossible to be meet the 5 calendar day timescale.

This is what the data is saying:

Data continues to show that all agencies are continuing to prioritise child protection work including the attendance at CPCC's. These CPCC's are held on a blended model with CSW staff and the family usually attending in person with other agencies attending virtually.

Q3 showed an increase in the number of Initial CPCC's held. National guidance requires certain agencies (Police; Education; Health and CSW) to be in attendance at these meetings. Given the continuing operational demands as a result of the COVID pandemic and factoring in the October School holidays meant that a small number of CPCC's exceeded the 21-day service standard. In addition, as noted earlier, family availability, including the need to self-isolate resulted in a small number of other CPCC's falling out with the 21 day standard.

Data highlights that families almost invariably receive written confirmation of the decision of the CPCC within 24 hours. However, adherence to the timescale relating to the distribution of the Child Protection Plans within 5 days is not where the service would want it to be. The articulation of this standard along with capacity challenges within the service has adversely impacted on performance against this standard.

This is the trend:

Performance has remained below that where we would want to be in a number of processes aligned to the administration of Child Protection Case Conferences. While not diminishing the significance of these, priority has and will continue to be given to engaging directly with families on the Child Protection Register to ensure the safety and wellbeing of children.

This is the impact:

All children coming to a CPCC have a multi-agency "safe care" plan in place to manage the risks identified during an investigation. Therefore, there is no risk to the child's safety by the Case Conference being held outwith 21 days or from the distribution of the Plans outwith the 5 days. However, it is important for parents/child to have clarity on the planning without unnecessary delay.

Should risks be assessed as being too high prior to a CPCC then an application to the Courts for an emergency order remains a course open to safeguard the child(ren).

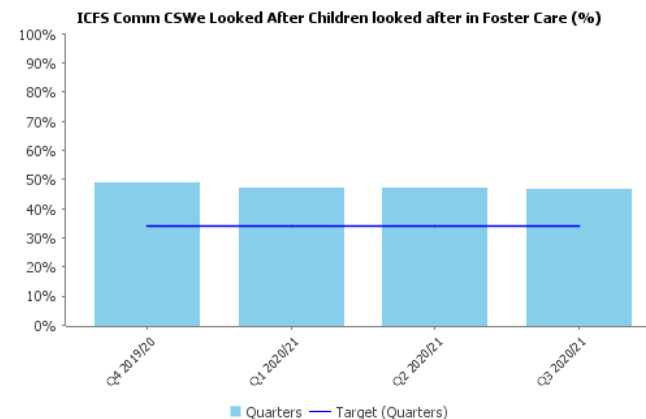
Some of the delays relate to availability of parents who are central to the decision-making process. Arrangements are sometimes made to accommodate their availability/ attendance. Preceding without parents undermines the effectiveness of the meeting and the consequential multi-agency plan.

These are the next steps we are taking for improvement:

During Q3 the multi-agency partnership streamlined the process for bringing children to CPCC's. As would be expected with any new process there has been learning from this which has required further amendments to the process to be made. The expectation will be that, as this process beds in, this will reduce the bureaucracy and minimise the delays in convening CPCC's.

As noted, having reviewed performance and national guidance, amendments have been proposed to Council which will set a more realistic target. It is however also acknowledged that the impact of school closures, remote working and case conferences being held virtually has impacted on the capacity of the service and systems related to the administration of CPCC's. It is anticipated these will continue to be apparent in Q4 reporting but when lockdown measures begin to ease this will have a positive impact on performance.

The percentage of Looked After Children who are looked after in foster care



Why is this important?

Rebalancing the Care Profile is a service priority and is noted within The Promise and the LOIP.

Benchmark Information:

National benchmark data relating to looked after children are collated during July of each year. It is published during the course of the national information release through the Children's Social Work Statistics report (often referred to as the CLAS return) in March of the following year.
<http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/PubChildrenSocialWork>

Target:

To be equal to or better than the national average position.

This is what the data is saying:

Numbers of children within foster placements has continued to steadily reduce over 2020 in line with the key drivers as detailed within the LOIP for shifting the balance of care. This improved position is also in line with the findings of the Independent Care Review report – The Promise. It is however recognised that many of the children living in foster care are settled and secure and to intentionally disrupt these placements is not in their interests. Achieving parity with the national position is therefore going to take a number of years to address.

In supporting this we continue to prioritise the building of in-house fostering capacity. While there has been an up-turn in people intimating an interest in becoming foster carers over the past year, inevitably not all interest will translate into new foster carers. The current performance reflects this reality. It is also recognised that % reporting can be misleading when the numbers involved, as in this standard, are so low. Consequently, amendments are proposed to the reporting of that Service Standard.

The data in relation to foster care needs to be considered alongside that for looked after children living at home (slight decrease) and in kinship care (slight increase). The focus of the service is to ensure that **whenever children are safe in their families and feel loved, they must stay**. Realignment of resources, both in-house and those we commissioned will enable increased capacity to support children to remain within their families. It is also recognised that the impact of COVID has resulted in a significant backlog of Children’s Hearings. This has meant that children will be caught up in the delays both in terms of no longer requiring compulsory measures to reflect their care needs but also some who will require such measures.

This is the trend:

Small but steady reductions in the percentage of young people placed in foster care.

This is the impact:

There will be a positive impact from any improvement in the performance of this measure, through reducing the number of looked after children in foster care and supporting more children to remain with their family.

These are the next steps we are taking for improvement:

- Realignment of CSW resources to support children to remain within their family.
- Development of Family Wellbeing Hubs to provide early and preventative multi-agency support to children, young people and families.
- Improvement programme around the earlier identification, assessment and support of potential Kinship Carers.
- Equipping foster carers to be trauma informed thus supporting an increasing number of children to remain within the city.
- Recruitment activity to increase the number of in-house foster carers. We know children who are placed locally can continue to maintain familial links with their communities which can positively impact on their wellbeing.

Responsible officer:










Graeme Simpson

Last Updated:













Q3 2020/21

Protective Services



1. Customer – Protective Services

Performance Indicator	Q1 2020/21		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Protective Services	0		5		2		
% of complaints resolved within timescale - Protective Services	No complaints Q1		80%		50%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services			0%		0%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services			0		0		

2. Processes - Protective Services







Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	97.7%		96.9%		93.8%		100%
High Priority Pest Control % responded to within 2 days	100%		100%		87.5%		100%
High Priority Public Health % responded to within 2 days	97.7%		97.6%		93.8%		100%
Dog Fouling - % responded to within 2 days	96.3%		100%		89.5%		100%










Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	No activity in Q1/2/3						15%
% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date							7.5%

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	No activity in Q1/2/3						15%
% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date							7.5%
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	60.6%		85.2%				80%




*Since the beginning of April 2020, an exemption from the Food Law Code of Practice (Scotland) has been granted in relation to routine food inspections . Work is ongoing in relation to the restart process and how this will be achieved. As part of this work, Protective Services will aim to identify the most appropriate PIs to capture food hygiene data based on the new risk rating system which came into force on 01/07/2019. This system now rates premises across 3 types of business based on the type of operations undertaken and 5 compliance categories, giving 15 separate ratings.

3. Staff - Protective Services

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		2		0		










Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	1.65		1.58		1.48		10
Establishment actual FTE	64.11		64.11		63.17		
Staff Costs - % Spend to Date (FYB)	57.8%		66.1%		74.4%		100%

4. Finance & Controls - Protective Services










Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	96.5%		95.2%		94.6%		95%

Road and Infrastructure Services

1. Customer - Roads

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Roads	0		34		40		
% of complaints resolved within timescale - Roads	No complaints Q1		61.8%		50%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Roads			52.6%		65%		
Total No. of lessons learnt identified (stage 1 and 2) - Roads			1		2		

2. Processes - Roads

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of all streetlight repairs completed within 7 days	86.23%		77.27%		40.98%		90%
Number of Street Light Repairs completed within 7 days	313		221		84		
Potholes Category 1 and 2 - % defects repaired within timescale	98.4%		98.07%		89.47%		95%

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Potholes Category 1 and 2 - No of defects repaired within timescale	432		509		563		

3. Staff - Roads

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Roads)	0		1		0		
Accidents - Non-Reportable - Employees (No in Quarter - Roads)	0		3		0		

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads	2.8		2.8		2.8		10
Establishment actual FTE	158.11		159.19		158.46		
Staff Costs - % Spend to Date (FYB)	53.1%		60.7%		69.7%		100%

4. Finance & Controls - Roads

Waste Services

1. Customer - Waste

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Waste	29		75		52		
% of complaints resolved within timescale - Waste	82.8%		76%		78.8%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Waste	51.7%		48.1%		63.5%		
Total No. of lessons learnt identified (stage 1 and 2) - Waste	0		1		6		

2. Processes - Waste

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value%	Value	Status	Value	
% Waste diverted from Landfill	85.5%		81.8%		86.9%		85%
Percentage of Household Waste Recycled/Composted	48.3%		48.2%		46%		50%

*% Waste diverted from Landfill/% Household Waste Recycled/Composted – These figures are intended and used for internal monitoring purposes only.

3. Staff - Waste

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Waste)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Waste)	1		0		2		

Performance Indicator	Oct 2020		Nov 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste	7.7		8.2		8.7		10
Establishment actual FTE	194.07		192.58		191.85		
Staff Costs - % Spend to Date (FYB)	58.4%		66.7%		76.5%		100%

4. Finance & Controls - Waste

Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Corporate	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total number of Stage 1 complaints	82		263		273		
The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints	78.05%		71.86%		66.67%		75%
Total number of Stage 2 complaints	16		32		24		
The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints	31.25%		40.63%		75%		75%
Total number Escalated Stage 2 complaints	8		24		28		
The number of complaints closed at Escalated Stage 2 within 20 working days as % of total no of Stage 2 complaints	25.00%		66.67%		71.43%		75%
No. of Non-complex Subject Access Requests received	28		43		54		

Performance Indicator – Corporate	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% Non-complex Subject Access Requests responded to within 1 month	89.3%		86%		83.3%		80%
No. of Complex Subject Access Requests received	9		10		13		
% Complex Subject Access Requests responded to within 3 months	22.2%		10%		15.4%		70%
No. of Environmental Information Regulation requests received	53		96		78		
% of Environmental Info Requests replied to within 20 working days - Corporate	81.1%		67.7%		38.8%		90%
No. of Freedom of Information requests received	180		210		281		
% of Freedom of Information requests replied to within 20 working days - Corporate	75%		69.5%		52%		90%
No. of Access to School Records requests received	0		0		0		
% Access to School Records requests responded to within 15 school days	No requests received						100%
No. of Data Protection Right requests received	3		4		3		
% Data Protection Right requests responded to within 1 month	100%		100%		100%		100%

Performance Indicator – Service	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Customer Experience	13		73		83		
% of complaints resolved within timescale – Customer Experience	100%		90.4%		81.9%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	53.8%		53.4%		65.1%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	1		8		12		
Total No. complaints received – External Communications	0		0		0		
% of complaints resolved within timescale – External Communications	No complaints Q1/Q2/Q3						75%
% of complaints with at least one point upheld (stage 1 and 2) – External Communications							
Total No. of lessons learnt identified (stage 1 and 2) – External Communications							

2. Processes – Customer Experience
















Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	7.41		7.75		8.04		12
Correct amount of Housing Benefit paid to customer (monthly)	97.54%		97.24%		97.55%		95%
% Customer Contact Centre calls answered within 60 seconds	71.51%		72.08%		72.4%		70%
Percentage of invoices sampled and paid within 30 days	85.46%		86.73%		84.42%		90%

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Crisis Grant applications processed within 2 working days	97%		96%		Data not available		90%
% Community Care Grant applications processed within 15 working days	57%		83%		Data not available		50%




3. Staff – Customer Experience

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		

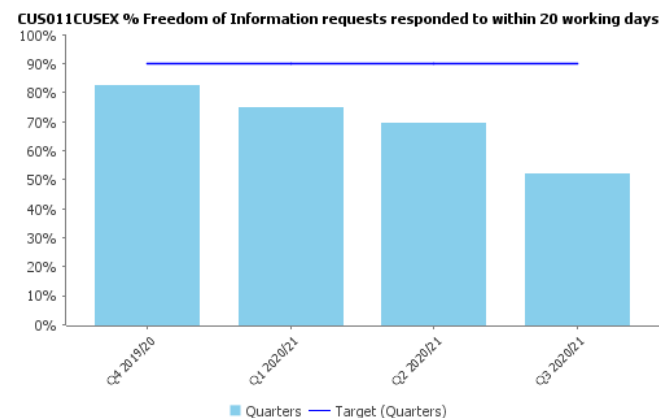
Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	3.5		3.2		2.9		To be confirmed

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Establishment actual FTE – Customer Experience	301.37		300.49		302.93		
Staff Costs - % Spend to Date (FYB) – Customer Experience	59.4%		67.5%		75.6%		100%
Sickness Absence – Average Number of Days Lost – External Communications	0.12		0.05		0.04		5
Establishment actual FTE – External Communications	16.51		16.51		16.51		
Staff Costs - % Spend to Date (FYB) - External Communications	58.4%		66.7%		75%		100%

4. Finance & Controls – Customer Experience

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£81.6m		£92.9m		£104.3m		£82.5

% Freedom of Information requests responded to within 20 working days - quarterly



Why is this important?

Responding to Freedom of Information (FOI) requests is a statutory requirement. It is important to demonstrate how we are performing as an organisation in relation to FOI handling and whether we are complying with the Freedom of Information (Scotland) Act 2002 and Environmental Information (Scotland) Regulations 2004 statutory requirements. This includes the timescales for response which we aim to meet wherever possible. This SPI is most closely linked to the Prosperous Place Theme within the LOIP. FOIEIR information engages and informs the public by promoting openness and transparency in the policies, procedures and undertaking of Aberdeen City Council and the shaping of Aberdeen City.

Benchmark Information:

There is no benchmarking currently in place.

Target:

The target for 2020/21 has been set as 90% of all FOIs responded to within timescale (20 working days).

This is what the data is saying:

For Q3 2020/21, the percentage of FOIs responded to within timescale has reduced to 52% and we are currently underperforming in relation to FOI handling.

This is the trend:

The figure for quarter 3 2020/21 shows a reduction on the previous quarter, this due to a combination of factors, including: -

- Services reporting that they have needed to focus on the pandemic response which has taken priority over responding to Freedom of Information requests.
- a higher number of requests having been received (increase of 80 requests in Q3)
- a reduction of resource within the Access to Information Team due to leave and alternative duties relating to the pandemic.
- Implementation of a new procedure which has taken time to embed.

This is the impact:

Some of the consequences of this performance are:

- An inconsistent customer experience across council services
- Some customers are receiving timely responses to their requests and some are experiencing a longer wait than originally advised, potentially resulting in poorer customer satisfaction levels.

These are the next steps we are taking for improvement:

The reason why response timescales are not always met varies and continues to be explored with services. Where a response timescale cannot be met, for example due to the complexity of the matter, there is a process in place to inform the customer that an extension is necessary. An action plan to improve performance is in place and includes:

Improved monitoring is to be implemented. This will be achieved through the following: -

- The Access to Information Team have reviewed the FOI performance and identified which are the lower performing areas which has been raised with the relevant service managers to address performance issues.
- An FOI escalation and performance dashboard is being developed and will be rolled out to Chief Officers and service managers to increase visibility of outstanding requests
- Training sessions which had been postponed due to Covid-19 have recommenced with key responding officers to reinforce the requirements of the FOI handling procedure. This will help to ensure that FOIs are responded to appropriately and within statutory timescales. The training will also result in an improved quality of responses drafted by officers, which in turn will reduce the time taken to quality assure responses before approval.
- The Access to Information Team have continued to focus on the quality control of responses which in some circumstances has meant that some responses have taken longer to be issued. The quality of responses has been deemed the highest importance as this also results in less Reviews and Appeals to OSIC.

Since commencing these improvement actions the most recent data available indicates a significant improvement in performance for Quarter 4 which is currently over 70%.

Ongoing performance across the organisation will be monitored and the reasons for delays will continue to be explored and addressed accordingly.

Responsible officer:




Last Updated:

Lucy McKenzie




Q3 2020/21

Data and Insights







1. Customer – Data and Insights




Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Data and Insights	0		0		0		
% of complaints resolved within timescale – Data and Insights	No complaints Q1/Q2/Q3						75%
% of complaints with at least one point upheld (stage 1 and 2) – Data and Insights							
Total No. of lessons learnt identified (stage 1 and 2) – Data and Insights							







2. Processes – Data and Insights

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% Reported Data Protection incidents receiving an initial response within 24 business hours	100%		100%		100%		100%

3. Staff – Data and Insights

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month Quarter – Data and Insights)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Data and Insights)	0		0		0		













Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Data and Insights	0.3		0.3		0.3		5







Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Establishment actual FTE	31.56		31.99		31.09		
Staff Costs - % Spend to Date (FYB)	59.2%		67.6%		78.1%		100%

4. Finance & Controls – Data and Insights

Digital and Technology

1. Customer – Digital and Technology

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Digital and Technology	1		2		19		
% of complaints resolved within timescale – Digital and Technology	100%		50%		73.7%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	0%		66.7%		15.8%		
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	0		0		0		

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	30 sec.		27 sec.		28 sec.		120 sec.
Abandonment Rate % (IT Helpdesk)	49.24%		45.84%		39.39%		10%

2. Processes – Digital and Technology

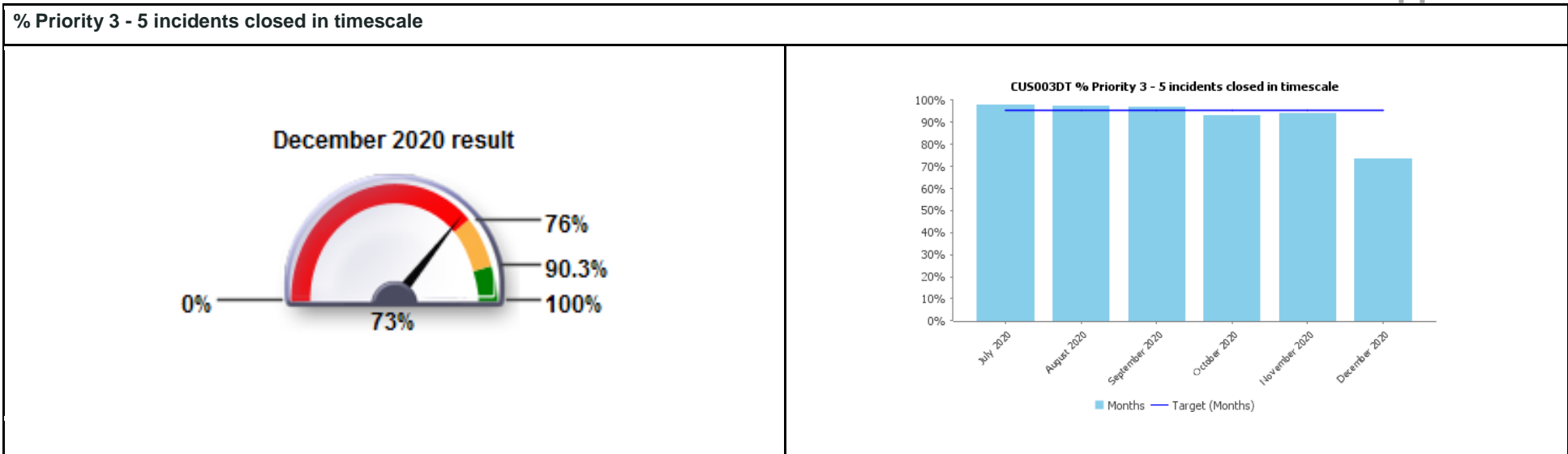
Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability - average (monthly)	100%		100%		99.8%		99.5%
% Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time	40%		35%		37.5%		65%
% Priority 1 and 2 incidents closed in timescale	93.3%		80%		70%		99.5%
% Priority 3 – 5 incidents closed in timescale	92.6%		93.6%		73%		95%

3. Staff – Digital and Technology

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	1		1.1		1.2		5
Establishment actual FTE	87.16		87.52		87.52		
Staff Costs - % Spend to Date (FYB)	62.5%		71.8%		81.7%		100%

4. Finance & Controls – Digital and Technology



Why is this important?

This indicator shows the percentage of Priority 3-5 calls closed within agreed timescales over the six months and demonstrates whether the service has met these timescales.

Benchmark Information:

This measure is not currently benchmarked.

Target:

The 2020/21 target for % Priority 3 - 5 incidents closed in timescale is currently 95%.

This is what the data is saying:

Reporting of this measure began in April 2020 when it was implemented as an agreed Service Standard. Since that time, there have been an average of 1,431 Priority 3 – 5 incidents logged per month, with an average of 1,328 or 93.45% resolved in time, slightly below the 95% target set. Performance has remained relatively static since reporting began, ranging from 92.6 to 97.5%, with the exception of December when there was a significant downturn to 73%.

This is the trend:

Despite this downward trend, as the result of a recent programme of work focusing on how calls are processed within the system and also housekeeping ensuring the timeous closing of opened calls, recently calculated performance for January 2021 of 82.5% already shows progress towards a return to pre-December levels, which it is expected will continue.

This is the impact:

Due to the above trend analysis outlining steps which have been put in place and an ongoing focus on resource management there is now a concentrated emphasis on ensuring calls are closed in a way that is more effective and efficient for the customer as January's figures make clear.

These are the next steps we are taking for improvement:

There are now dedicated queue managers within each queue/team following the same process and using the same dashboard information to ensure calls are closed within agreed timescales. There is a weekly management review held enabling a consistent focus on resource management across project and operations.

Responsible officer:

Craig Falconer

Last Updated:

December 2020

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Early Intervention and Community Empowerment	22		41		33		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	68.2%		56.1%		78.8%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	27.3%		28.1%		48.5%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	1		2		1		

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	50%		52.2%		53.7%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	63%		70.1%		72%		85%
Financial Inclusion - No of open cases and enquiries per month	232		299		191		
Number of visits to libraries - person	10,535		11,673		9,984		
Number of visits to libraries - virtual	82,853		86,700		77,377		
*% Libraries open during agreed opening hours	100%		100%		99.2%		98%

*Limited number of libraries currently offering browsing, PC access and Click and Collect services in line with phase 3 reinstated services.

2. Processes – Early Intervention and Community Empowerment

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided by Scottish Government on a Quarterly Basis)	3.6%		3.6%		3.7%		4.5%
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	100%		100%		100%		100%
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year	20.5		20.3		20.5		
YTD Percentage of anti-social behaviour cases reported which were resolved	97.1%		97.1%		97.8%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	No activity						100%
Number of Households Residing in Temporary Accommodation at Month End	401		378		368		
The YTD number of Legal repossessions following decree (Arrears) - Citywide	0		0		0		
The YTD Average time taken to re-let all properties (Citywide - days)	121.5		117.3		114.4		100.9
Voids Available for Offer Month Number - Citywide	531		496		522		
Applications processed 28 days YTD %	100%		100%		100%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	89%		89.6%		89.6%		100%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	78.2%		77.5%		78.8%		93.5%
Welfare Rights - % of Successful Appeals	88%		71%		85.71%		
HMO License Applications Pending	186		173		173		
HMO Licenses in force	1,154		1,139		1,150		
% Library item requests satisfied within 21 days	No service		71.3%		71.8%		85%

3. Staff – Early Intervention and Community Empowerment

Performance Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - EICE)	0		0		1		
Accidents - Non-Reportable - Employees (No in Quarter – EICE)	0		4		1		

Performance Indicator	Oct 2020		Nov 2020		Nov 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	4.7		4.9		5.3		5
Establishment actual FTE	407.61		405.19		402.2		
Staff Costs - % Spend to Date (FYB)	53.1%		60.6%		68.1%		100%

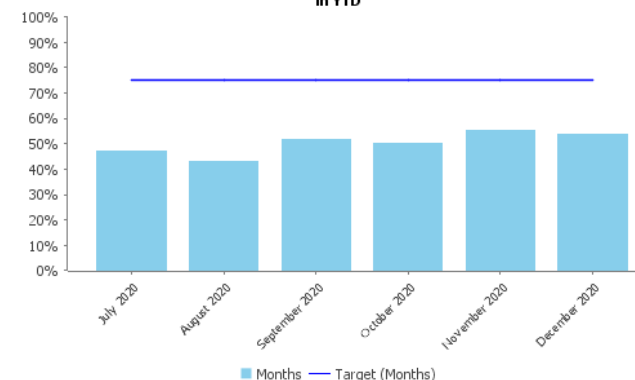
4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	Oct 2020		Nov 2020		Dec 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Financial Inclusion - Total Financial Gains Achieved per month	£253,237		£343,109		£277,135		
Gross rent Arrears as a percentage of Rent due	10.59%		10.88%		11.21%		11.5%
Rent loss due to voids - Citywide - YTD average	2.45%		2.47%		2.48%		2.08%

Percentage of tenants satisfied with the standard of their home when moving in (Year to Date)



HOUCHI09 Percentage of tenants satisfied with the standard of their home when moving in YTD



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Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter Outcome 4 – Quality of Housing stipulates that Social Landlords ensure that:

‘tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.

Charter Outcome 10 – Access to Housing – stipulates that Social Landlords ensure that:

People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Charter outcome 13 – Value for Money - stipulates that Social Landlords manager their business so that: *Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay*

Benchmark Information:

2019-20

- Percentage of new tenants satisfied with the standard of their home when moving in was **58.50%**

This is a locally set indicator, so no benchmarking data is available.

Target:

Targets 2020-21

- Percentage of new tenants satisfied with the standard of their home when moving in was set at **75%**

This is what the data is saying:

Percentage of new tenants satisfied with the standard of their home when moving in is currently sitting at **53.7%**

Links to the satisfaction survey are emailed to tenants (that have supplied an email address) 4-5 weeks after they have moved into their new property. Between the 28th February 20 – 8th December 20 there were **1188** new tenancies, **881 (74.2%)** of those tenancies provided email address and were sent a survey. Of the **881** emailed surveys only **55 (6.2%)** were completed.

It should be noted that there were **307** new tenancies with no email address (or who did not provide a valid email address).

Telephone surveys recommenced week beginning 9th November to contact the **307** tenants with no email address. **43** tenants were called of those **27 (62.8%)** answered and agreed to complete the survey.

This is the trend:

The overall % for standard of home when moving is low partly due to the small number of surveys completed.

This is the impact:

New tenants are experiencing lengthy periods of time to wait from when being made an offer of accommodation to the time they can move in resulting in overall poorer satisfaction levels.

These are the next steps we are taking for improvement:

Reducing void periods is the critical action required which will impact positively on customer satisfaction levels. This will be achieved by the delivery of the new Void Improvement Charter with specific actions to increase trades resources, improve digitisation, revisit and implement a new letting standard and maximising tenant's incentives most relevant to increasing satisfaction levels.





Responsible officer:

Graham Williamson/Martin Smith

Last Updated:

December 2020

Traffic Light Icons Used

	On target or within 5% of target
	Within 5% and 20% of target and being monitored
	Below 20% of target and being actively pursued
	Data only – target not appropriate

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	11 th March 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Payment to Foster Carers, Adopters, Kinship Carers & Associated Costs
REPORT NUMBER	OPE/20/232
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Graeme Simpson
REPORT AUTHOR	Angela Maitland
TERMS OF REFERENCE	Remit 1

1. PURPOSE OF REPORT

- 1.1. This report seeks agreement to increase the allowances paid to foster carers, adopters, kinship carers and carers who provide supported lodgings and is also proposing a new Payment for Skills levels scheme for foster carers. It also sets out proposals to increase the fees paid to Curators-ad-litem, Reporting Officers and Panel Chairs.

2. RECOMMENDATION(S)

- 2.1 Committee is asked to approve the following:
- (i) A new Payment for Skills Levels scheme (3.1)
 - (ii) With effect from 1st April 2021 a 1.5% increase in the level of:
 - Fostering Allowance (3.2)
 - Adoption Allowance (3.3)
 - Kinship Allowance (3.4)
 - Supporting Lodgings Allowance (3.5)
 - (iii) An increase in the level of fee charged for Inter-Country Adoptions (3.6)
 - (iv) An increase in the fee paid to Independent Chairs of Adoption and Permanence/Fostering Panels (3.7)
 - (v) With effect from 1st April 2021 a 1% increase in the fees paid to Curators-ad-litem/Reporting Officers (3.8)

3. BACKGROUND

3.1 Payment for Skills

- 3.1.1 Fostering over the decades has changed as society has changed. Fostering is increasingly viewed more in terms of a vocational job or career and as such it is proposed that the carers fees should reflect this. It is important to note that foster carers are self-employed and not employees of the Council. Aberdeen City Council currently pays its foster carers a fee for the services provided by foster carers. It also pays an allowance for each child placed with foster carers.

The Fostering Network for Scotland recently indicated that there was a national shortfall of circa 800 foster carers. The impact of this is keenly felt locally. In view of this and the financial costs to the local authority it is important that Aberdeen City Council's Payment for Skills scheme remains current and attractive. The current Payment for Skills scheme came into effect in 2003. This gave a clear progression path for carers who wished to enhance their knowledge and practice with a reward of higher payments. Although the scheme has undergone some minimal change it is recognised that after almost 20 years it is not meeting the needs of the service or is in line with our service development plan. Central to this is the aim to reduce the number of children placed out with the city.

- 3.1.2 At present the majority (circa 63%) of children requiring a foster placement are placed with external fostering agencies, in most cases, placed out with the Aberdeen area. Over the past year in collaboration with foster carers the Fostering Service has undertaken a review of the Payment for Skills structure. This recognised the current Payment for Skills Scheme requires to be more competitive and financially viable for carers.
- 3.1.3 It is anticipated that the revised scheme will attract individuals that have wanted to foster however were not in a financial position to stop working. It is hoped that the service will be able to recruit from different racial, economic, social and cultural backgrounds. We also recognise that fostering, in the current economic climate, will present opportunities to some who have previously not considered this option.
- 3.1.4 The service is working hard to ensure staff and carers have the skills, knowledge and understanding of the effects of trauma on children and how best to support children and young people who often display complex social and emotional behaviours through therapeutic parenting. The new proposal recognises that payments to carers should both match their level of experience and the needs of the child to achieve the best placement match and improve outcomes for children.
- 3.1.5 Foster carers provide children of Aberdeen City with a dedicated and committed service. They provide care and stability 24 hours per day, supporting many children who present complex and challenging behaviours. In addition, they actively contribute to the planning for the child's future needs. The Children and Young People (Scotland) Act 2014 now permits looked after and accommodated young people to remain in their care placement up to the age of 21 years, receiving "continuing care" from the age of 16. This provision has seen an increasing number of young people remain in their foster placement beyond the age of 18 years. It has clear benefit to the individual young people, but it has a significant financial impact for Aberdeen City Council.
- 3.1.6 The benefits for the young people cannot be underestimated. It is enabling them to remain in safe, supported environments until they are ready and equipped to make the transition into independent living. It is however having an impact on the availability of foster placements given that young people can now remain for up to 3 years longer, compounding the shortage of local foster placements.
- 3.1.7 The fostering service operates in a competitive market with prospective foster carers increasingly approaching several agencies before making a definitive

approach. It is therefore important that Aberdeen City Council's fostering service remains competitive both in terms of the fee paid as well as the standard of service/support provided to its foster carers. Over the past two years six carers have moved from Independent Fostering Agencies (IFA) to register with Aberdeen City Council. Since doing so all have spoken favourably of the support and training they have received. The financial arrangements paid by IFA's preclude many others from considering this option. This has been a major driver in the overhaul of the current Payment for Skills structure.

- 3.1.8 A dedicated team focuses on the recruitment and assessment of carers (adopters and foster carers) to ensure the local authority is well placed to meet the needs of children who cannot be cared for by their family. A yearly Recruitment strategy is developed which incorporates nationwide annual activity such as Fostering Fortnight and Adoption Week as well as identifying local needs and having a more targeted approach. Recruitment does remain challenging; relatively high employment levels and the cost of property are factors which contribute to the level of recruitment. Additionally the recruitment undertaken by IFA's as well as the financial impact of the Coronavirus Pandemic have a bearing. The development of the service specific portal at <https://aberdeen-adopt-and-foster.mylifeportal.co.uk/home/> has also ensured another route of contact for prospective carers.
- 3.1.9 The cost of placing a child with an IFA varies from £55,000 - £85,000 per annum and these costs are significantly higher than the costs associated with placing a child on an in-house basis. It is not only the financial costs that are significant but the emotional impact to children being relocated in some cases far from their home, families and communities are also significant and it is this 'cost' which is at the core of the review of the payment for skills scheme.
- 3.1.10 One of the key recommendations of the Independent Care Review is to reduce the distance which children are placed from their home area. This is an aspiration that Aberdeen City Council are keen to achieve for the children we care for.
- 3.1.11 Currently there are 172 Aberdeen City Council children placed with IFA's. It is therefore important that the Fostering Service continues to develop its service to allow more children to be placed locally and hence it is hoped by offering a more attractive payment scheme for carers will allow us to achieve this.
- 3.1.12 As part of the review process the service looked at examples from other Local Authorities, (Aberdeenshire, Angus and Fife) as well as IFA's (National Fostering Agency, Barnardo's and SWISS). These were used as a benchmark when completing our proposal. The review took into consideration recruitment and looked at possible ways to increase carer capacity. In recognition of the financial pressures on the local authority and also a need to remain competitive it is recommended that the proposed new Payment for Skills scheme is adopted. Although there will be an increased cost, it is anticipated that there will be a 'spend to save' benefit.
- 3.1.13 Objectives of the proposed new Payment for Skills Scheme include:
- To recruit more foster carers.
 - To offer competitive rates to attract carers wishing to transfer from IFA's.

- To provide incentives to carers to provide additional placements especially to sibling groups where there is currently an acute shortage.
- To reduce the number of IFA placements.
- To reduce the number of children being placed out with the city

3.1.14 The advantages and disadvantages of the proposed new Payment for Skills scheme include:

Advantages:

- More effective matching of children's needs with carers experience, knowledge and skills.
- Additional payments for multiple placements to increase placement availability and provide more sibling placements.
- Carers who have met the requirements can move up and down the levels to reflect the care they can provide. ie, if a carer is wishing to care for a child with a low level of need they can move to level 1 or if a carer has the skills and experience to care for a child with a high level of need they could move from level 1 to level 2.
- Enhanced payments can be paid to carers if the needs of the child/ren in placement prohibits them from taking another placement. This prevents carers being disadvantaged and lessens placement breakdowns.

Disadvantages:

- Carers' payments can fluctuate and not remain constant. This will be through the carer's choice rather than dictated by the service.
- Whilst the proposed scheme has different rates based on the number of children in placement, this will be subject to assessment and registration of the carers.

3.1.15 Foster carers have been fully consulted on the new Payment for Skills Scheme. Foster carers had the opportunity to attend information sessions where the proposal was explained. There was also an opportunity for discussion and questions. Feedback forms were also made available to carers should they not want to speak openly within the meeting. Three sessions were offered on different days and times to try to get as many carers as possible to attend, including one evening session - this led to approximately 40% of our carers attending in person. Additionally Supervising Social Workers discussed the proposals within their supervision with foster carers to give them an opportunity to provide feedback.

3.1.16 Overall the carers believed that the proposal was fairer. The main area where a few carers, approximately 5% of carers, raised a concern was in relation to the proposed reduction in respite provision from 4 weeks to 2 weeks. The majority of foster carers who raised this concern voiced that whilst they understood why the service was proposing the change they also felt that there were times when additional respite was appropriate. It should be noted that although the current scheme permits carers 4 weeks respite very few of our carers use this in its entirety. Carers recognise that respite can often be confusing, unsettling and detrimental to the child.

3.1.17 Following this feedback the Fostering Service has revised the proposed respite element and have proposed that when it is assessed that a child's needs would benefit from additional respite the Independent Looked After Review can agree additional respite, up to a maximum of four weeks annually.

3.1.18 The new Payment for Skills scheme will ensure improved matching in terms of the child's needs with what the foster carer is equipped to provide. Some of the children have experienced extensive trauma which results in a higher level of need hence the intention is to consider how the child's needs can be best met and not to overwhelm the foster carer.

3.1.19 The new proposal is outlined in Table 2 (a) & 2 (b) below. For comparison the current Payment for Skills scheme is outlined in Table 1 and includes a 1.5% increase.

Table 1 – Current Payment for Skills Fees

	Number of households	2020/21 Fee(p/a)	Annual amount	2021/22 Fee(p/a) with 1.5% increase	Annual amount
Level 1	10	8,525	85,250	8,652	86,528
Level 2	38	12,786	485,868	12,977	493,156
Level 3	18	17,051	306,918	17,306	311,521
Level 4	8	21,075	168,600	21,391	171,129
ARC	2	28,627	57,254	29,056	58,112
Other	3	N/A	181,840	N/A	184,567
Total	79		1, 285,730		1,305,017

Number of households per level as of November 2020.

3.1.20 Based on the number of foster carers in Table 2 a 1.5% increase will increase spend by **£19,287**.

Table 2 (a) – Proposed Payment for Skills Fees

	1 child in placement (p/a)	2 children in placement (p/a)	3 children in placement (p/a)
Level 1	12,977	15,977	18,977
Level 2	17,306	20,306	23,306
Level 2 (Enhanced)	20,376	23,376	N/A
Level 3 (ARC)	29,056	N/A	N/A

Table 2 (b) - Proposed Payment for Skills Fees based on current provision.

	Number of carers	Annual cost per carer	Annual cost
Level 1 with 1 child	38	12,977	493,156
Level 1 with 2 children	10	15,977	159,777
Level 1 with 3 children	0	18,977	
Level 2 with 1 child	10	17,306	173,067
Level 2 with 2 children	8	20,306	162,454
Level 2 with 3 children	0	23,306	
Level 2 (enhanced) with 1 child	5	20,376	101,880
Level 2 (enhanced) with 2 children	3	23,376	70,128
Level 3 (ARC) with 1 child	2	29,056	58,112
Other	3		184,567
Total	79		1,403,145

Number of Households /placements November 2020

3.1.21 Based on the number of foster carers in Table 2 (b), the new Payment for Skills scheme represents an increase of **£98,128**.

3.1.22 In line with many other local authorities and IFA's it is proposed that in conjunction with the introduction of the new Payment for Skills scheme the respite allowance should be reduced from 4 weeks per year to 2 weeks per year. Whilst the proposal for reducing the number of 'respite' days for Foster Carers to 2 weeks it falls in line with practice across Scotland and lessens the transient experiences for children and promotes stability, predictability and continuity in their care. The proposal will help encourage Foster Carers to provide children with a greater sense of belonging and inclusion within their family, thus helping to ensure children do not experience feeling fearful or rejected. The proposal is also better aligned to our policy of encouraging Foster Carers to first look within their own family and friends' resources to normalise children's experiences when they are away from their foster home.

3.1.23 We strive to engender a culture where the child's experience, needs and preparedness are at the forefront of Foster Carers' thinking when seeking time to themselves and this is embedded at various levels, including, within the 'Skills to Foster Training', foster carer supervision and fostering support groups. As noted earlier, the Service ethos regarding Foster Carers seeking a 'short break' away from a child in their care is allied to the Independent Care Review report '**The Promise**', which contends that 'respite' foster care should not feel like a "dumping ground" when Foster Carer's feel they cannot cope. We believe 'Respite breaks' or 'short breaks' should be positive and meaningful for the child and not just the foster carer or the foster family, of which that child is a member.

3.1.25 Whilst the focus of ‘short break’ planning will be around the needs of the child, arrangements will be individualised and take into account issues which might impact the stability and security of the placement. However, alternative foster care provision should always be the last consideration. There is recognition that additional respite may be required where the assessment of need indicates. The current cost of respite is **£93,326 per year**; the proposed restructuring of respite provision will cost **£54,807 per year** a saving of **£38,519**.

3.1.26 Taking this into account the cost of implementing the new Payment for Skills scheme will cost **£59,609 (£98,128 – £38,519)**. In effect this represents the cost of placing one child with an Independent Fostering Agency.

3.2 Fostering Allowances

3.2.1 Aberdeen City Council pays foster carers a fostering allowance to cover the costs associated with caring for a child and a fee in recognition of the service they provide.

3.2.2 The Scottish Government have indicated during the Independent Care Review report – ‘**The Promise**’ their intention to revisit how fostering allowances are determined including whether this should be determined on a national basis.

3.2.3 In recognition of the continuing increase in the cost-of-living Aberdeen City Council has in recent years approved year on year increases to the level of allowances/fees paid to foster carers. It is recommended that a similar approach is agreed for the coming year and that an uplift of 1.5% is made for the coming year. This reflects the increase in cost of living. The rates are payable over 56 weeks to enable the equivalent of 4 weeks allowances to be paid as holiday, Christmas/Religious festival and birthday allowances.

Table 3

	No of Children	2020/21 Rate	2020/21 Cost	2021/22 rate (with 1.5% increase)	2021/22 Cost
0 - 4	33	135.41	248,389	137.44	253,989
5- 10	8	154.24	69,099	156.55	70,134
11 - 15	22	192.01	236,556	194.89	240,104
16 -18	14	233.55	183,103	237.05	185,847
Continuing Care	4	226.75	50,792	230.15	51,553
Total (per annum)			787,940		801,628

3.2.4 Based on the number of children in a foster placement in Table 3 a 1.5% uplift represents an increase of **£13,688**. (As the number of foster carers grow the number of children receiving this allowance will also grow.)

3.3 Adoption Allowances

3.3.1 It is recommended that for the year 2021/22 adoption allowances receive an uplift of 1.5%. Adoption Allowances are paid on a 56-week basis to allow for holidays, birthdays and Christmas/religious festival celebration. Adoption

allowances are paid having considered the needs of the child and the financial circumstances of the adopters.

3.3.2 Enhancements are currently paid for 4 children reflecting the complex/life limiting needs of the children or the circumstances by which adoption could be achieved. In the latter cases this was seen as a “spend to save”, removing children from a high cost out-of-authority care placement.

3.3.3 Children placed with prospective adopters on a fostering basis receive an allowance equivalent to the adoption allowance pending the conclusion of legal proceedings. This reflects the task the prospective adopters have assumed and allows for consistency in allowances paid. There is no Payment for Skills fee in respect of adoptive or prospective adoptive parents.

3.3.4 The Adoption & Children (Scotland) Act 2007 recognised that for some children who cannot be returned home, given their life history and the secure attachments they have formed with their foster carers, adoption can be hard to achieve. It however recognised that for these children adoption still offers the most positive outcome. The 2007 Act made provision for foster carers to continue to receive their fostering fee for a period when they adopt the children they are caring for.

3.3.5 Over recent years there has been a small but noticeable increase in the number of foster carers claiming through adoption the child/children they are caring for. While these offer the best outcome for the child it requires a continuing financial commitment by the local authority to support these placements.

3.3.6 The resultant costs are detailed in Table 4 below.

Table 4

Age Group	No of Children	2020/21 Rate	2020/21 Cost	2021/22 rate (with 1.5% increase)	2021/22 Cost
0-4	8	78.46	35,150	79.64	35,678
5-10	31	97.39	169,069	98.85	171,603
11-15	23	121.21	156,118	123.03	158,462
16-18	8	159.29	70,309	159.29	71,361
Cost Before Child Benefit Deduction			430646		437,106
Less Child Benefit Deduction*			-52,736		-52,736
Total (per annum)			377,910		384,370

**The current estimates for Child Benefit Deductions are based on the latest adoption payment run for period up to 22nd January 2021.*

3.3.7 Child benefit is deducted from this allowance prior to payment in acknowledgement that adopters are eligible to claim this universal benefit .

3.3.8 Based on the number of children identified in Table 4 a 1.5% uplift represents an increase of **£6,460**.

3.3.9 Adoption is a private legal action and not something the Local Authority can be party to. The Service encourages prospective adopters to seek independent legal advice or consult with the Sheriff Clerk. Adopters can claim a Legal Expenses Allowance up to £600.00 to contribute towards the legal costs involved in adopting a child. However, due to escalating costs resulting from protracted contested adoptions, where a prospective adopter chooses to seek legal assistance to submit the adoption petition or it is anticipated the adoption will be contested, then a referral will be made to Aberdeen City Council's Legal Services who will put the individual piece of work out to tender within a 'Framework of Solicitors'.

3.3.10 Legal Services will then recommend a Solicitor based on value for money. Should the prospective adopter choose to retain the Solicitor recommended by the Council's Legal Services, then the Council will meet the associated legal costs. Should the prospective adopter choose to retain a Solicitor of their choice, then the financial assistance provided to them will be capped at the costs indicated by the preferred Solicitor within the 'Framework of Solicitors', and therefore the adopter will be responsible for any costs over the capped figure. The level of financial assistance provided by the Council replicates practice in neighbouring authorities. The costs associated with this allowance will be met from within the existing budget available to the Adoption Service. There are occasions where the financial contribution exceeds this amount as a result of contested legal applications, these are approved by the Chief Officer.

3.4 Kinship Carer Allowance

3.4.1 Kinship Care is the term used to describe the placement of children with extended family members or friends where they cannot live with their parents. In October 2015 the Scottish Government announced that Kinship carers who were caring for a child who had previously been looked after or placed with involvement by the Local Authority but were now subject to a Section 11 Order under the Children (Scotland) Act 1995 were entitled to receive a Kinship allowance on parity with the allowance paid to foster carers. The Local Authority only has responsibility for children it places with family members and/or are subject to statutory orders. The Service does not have responsibility for arrangements which family members independently make.

3.4.2 In June 2015 Committee agreed to increase the level of allowance paid to approved kinship carers to equal that paid to foster carers.

3.4.3 Kinship carers are supported by Citizens Advice Bureau to maximise their income for the child via Department of Work and Pensions i.e. child benefit, Tax Credits etc. Having done so the Local Authority "tops up" this income to ensure

parity with the allowance paid to foster carers. (Foster carers cannot claim these state benefits.)

3.4.4 This approach ensures parity for kinship carers. It will also mean that the amount the Local Authority pays each kinship carer will differ according to their individual circumstances.

3.4.5 At present there are 285 children in a kinship arrangement. This is only a percentage of our Looked After population but recognises the priorities laid out in both legislation and the Independent Care Review which highlights the need for family placements to be supported. It is, therefore, a priority to work towards identifying kinship placements at the earliest point when it is assessed as not being safe for a child to remain with their birth parents.

3.4.6 Table 5 below details the costs associated with this allowance.

Table 5

Age Group	No of Children	2020/21 Rate	2020/21 Cost	2021/22 rate (with 1.5% increase)	2021/22 Cost
0-4	39	135.41	29,5735	137.44	300,168
5-10	116	154.24	1,001,943	156.55	1,016,948
11-15	98	192.02	1,053,805	194.9	1,069,611
16-18	28	233.55	366,206	237.05	371,694
19-21	4	233.55	52,315	237.05	53,099
Cost Before Child Benefit Deduction			2,770,005		2,811,522
Less Child Benefit Deduction*			-490,659		-490,659
Total (per annum)			2,279,346		2,320,863

**The current estimates for Deductions are based on payments at 30 November 2020, estimated at £9,435.75 per week.*

3.4.7 Based on the number of children identified in Table 5 a 1.5% uplift represents an increase of **£41,516**.

3.5 Supported Lodgings Scheme

3.5.1 The Council runs a Supported Lodgings scheme that is accessible to vulnerable young adults (from aged 16 to 21) who have previously been looked after and

who would benefit from living with a family or single person. The person providing the lodgings (the carer) is paid a weekly allowance.

3.5.2 It is proposed that the fee of £211.68 is increased by 1.5% to £214.85 in order to attract and retain carers.

3.5.3 The Service user is expected to make a small contribution towards part of this cost.

3.6 Intercountry Adoptions

3.6.1 As well as receiving applications from people interested in adopting a local child the Local Authority has a legal duty to consider applications from people interested in adopting a child from overseas. Unlike other adoption applications the legislation allows local authorities to charge a fee for undertaking the necessary assessment and work associated with an Inter-Country Adoption (ICA) application.

3.6.2 The standard of assessment in an ICA is no different from other adoption assessments. What is different is the work associated with placing a child from overseas. Immigration issues are often time consuming and complex. Consequently, there is a need to communicate regularly with Scottish Government officials to progress an adoption once the assessment has been concluded.

3.6.3 In addition countries have different expectations on the local authority once a child is placed with adopters. Some countries require regular and detailed updates for up to three years post placement giving feedback on the welfare of the child.

3.6.4 At present Aberdeen City charges ICA applicants £5,000 to cover the costs associated with this work. The number of ICA applications in Aberdeen City is relatively low (often no more than 1 or 2 per year). Having bench marked with other Local Authorities the level of fee charged is no longer consistent with many other authorities and it is proposed therefore an increase to £5750. This will bring us into line with neighbouring authorities.

3.7 Fee Paid to the Independent Chairs of the Adoption/Permanency and Fostering Panels

3.7.1 In line with Scottish Government guidance and consistent with the practice of most Local Authorities the chairs of Aberdeen City Council's Adoption & Permanency Panel and Alternative Family Care Panel (2 Panels) are independent of the Local Authority. These appointments promote the independence and scrutinising role of the Panels. Due to the need to retain an Independent Chair of both Panels an allowance is paid.

3.7.2 These Panels fulfil a statutory function and meet on an alternate weekly basis. The time involved in attending and preparing for each panel is approximately 10/15 hours per panel.

3.7.3 In 2015 Aberdeen City Council agreed to increase the level of payment to panel chairs to £250.00 per panel, which represented an annual cost of £11,000 (based on 44 panels/year).

3.7.4 In view of the fact that there has not been any uplift in the fee paid to the Independent Chair since 2015 it is recommended, that from the 1st April 2021 the payment to Panel Chairs is **£275.00 per panel**. This change represents an annual cost of **£12,100** (based on 44 panels per year) an increase overall of **£1,100**.

3.8 Curators ad-litem/Reporting Officer Fees

3.8.1 In 2007 Committee agreed the levels of fee paid to Curators-ad-litem/Reporting Officers. The fee set was in recognition of the difficulties in recruiting officers to produce such reports. Work was undertaken with Aberdeenshire Council and Moray Council to ensure a consistency of fee across authorities given that the three authorities tend to access the same Curators and Reporting Officers

3.8.2 The three authorities are proposing a 1% increase to the level of fee paid to Curators ad-litem and Reporting Officers for the coming year.

3.8.3 Aberdeen City Council along with all Local Authorities has a statutory duty to recruit Curators ad-litem and Reporting Officers who are in turn appointed by the Courts to report on certain cases involving children. The Local Authority has no control over the volume of work undertaken by Curators ad-litem and Reporting Officers. The fee structure is detailed in table 6 below.

Table 6

	2020/21 FEES	2021/22 FEES
CURATOR AD LITEM REPORTS:		
Appointment by Court	£267.77	£270.48
Second & subsequent children	£133.89	£135.29
JOINT CURATOR AD LITEM AND REPORTING OFFICER REPORTS:		
Appointment by Court	£401.65	£405.67
Second & subsequent children	£200.82	£202.83

4. FINANCIAL IMPLICATIONS

4.1 The full year additional costs, based on the number of children looked after as at November 2020, for the proposed increases to the Fostering, Kinship, Adoption Allowances along with the new Payment for Skills scheme, is **£121,273**. These additional costs will be met from within the budget agreed at Council on 10 March 2021.

4.2 The focus for the Children's Services is to provide early and preventative support to children and their families which prevents an escalation of need and the requirement for statutory measures of intervention. In delivering this intention, Children's Social Work on its own and in collaboration with partners has taken a number of steps aimed at supporting more children to remain within their family. This includes but is not limited to:

- Development of Fit Like – Family Wellbeing Hubs

- Recognising the strong correlation between poverty and children experiencing neglect/harm via provision of hardship funding to support families.
- Service redesign to aligning more resource to support children and families to stay together.
- Increasing the capacity of the Kinship Team
- Develop/build on the use of digital support to children, young people and their families.

4.3 As a result of the above the number of children who have become looked after for the first time in the past year has significantly reduced. We want to build on this work but also recognise the challenges the COVID pandemic will have imposed on families will continue to be felt in the coming years. The service will continue to ensure it remains focused on supporting families to stay together where it is safe to do so.

4.4 There will however always be instances when social work staff need to intervene to safeguard children who cannot be cared for by their parents. As Corporate Parents the Council has a legal duty to ensure that support provided to carers/adopters enables them to meet the needs of children and young people in their care.

4.5 The proposed total increase circa £140k amounts to two out of authority foster placements or 50% of the annual cost of an out of authority residential placement. Focusing on building in house foster capacity remains a priority. The recruitment of kinship and in-house foster parents remains the best value option to provide for children and young people. It therefore remains essential to have an appropriate scheme that is attractive to new carers and competitive with Independent Fostering Agencies. Over the past year 6 families who have offered permanent care to our looked after children have decided to transfer to Aberdeen City Council. All of these carers have spoken positively of their move but in addition this has resulted in a saving of approx. **£68,000 p.a.**

5. LEGAL IMPLICATIONS

5.1 Aberdeen City Council has a statutory duty to provide care to those children who cannot be looked after in parental care and provide allowances to those who care for children who cannot be cared for by their parents.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	Unable to fulfil strategic objectives in regard to maintaining Aberdeen	M	A more attractive and competitive Payment for Skills scheme will aid the recruitment and retention of foster carers and reduce the need to

	city children within their own area.		utilise expensive independent fostering services. Significantly it will maintain children in their local area and fulfil the strategic objectives of the Council.
Compliance	We have a responsibility to provide a statutory service for children who require to be accommodated. We would be in breach of our Statutory duty.	M	Increased resources and capacity would better enable us to meet our statutory duty.
Operational	Staff currently travel across the country to make statutory visits to children we are unable to place locally. Children placed out with their communities don't have access to families and support systems as readily as they would if accommodated locally.	M	Utilising staff efficiently and more cost effectively. Reduces the impact of children and young people being away from their community network, activities, schools and families. These losses associated with being accommodated out with the authority may impact on mental and physical health wellbeing.
Financial	Revising the allowances and introducing the new Payment for Skills structure will increase expenditure and this exceeds the current budget. Currently it is challenging to compete against Independent providers.	M	An increase in the allowances and a new Payment for Skills structure will aid recruitment which will reduce expenditure and the need to use Independent Fostering agencies which is cost effective.
Reputational	Not viewed by our customers as being able to provide the level of service expected. As a regulated Service this approach may improve our quality indicators which demonstrates robust service delivery.	M	Improved relations with existing carers. Will make it a more attractive option for prospective carers. This makes Aberdeen City Council a competitive and reliable choice.
Environment / Climate	N/A		

7. OUTCOMES

Aberdeen City Local Outcome Improvement Plan	
Prosperous People Stretch Outcomes	The function of our Kinship, Fostering and Adoption Service is central to supporting and assuring that we deliver on the outcomes of the LOIP Prosperous people - Children are our Future and that they have "the best start in life"; they are "Safe and responsible"; and "protected from harm". Children who are adequately protected from

	threats to their health, safety and economic wellbeing are more likely to prosper than those who are not.
Prosperous Place Stretch Outcomes	Children who grow up within their local community have an increase sense of identity which can help provide opportunities and mitigates the risk of harm

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Full impact assessment not required
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

Independent Care Review - The Promise - <https://www.carereview.scot/wp-content/uploads/2020/02/The-Promise.pdf>
<https://thepromise.scot/>

10. APPENDICES - Recruitment Strategy

11. REPORT AUTHOR CONTACT DETAILS

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Recruitment Strategy 2021:

Date	Task	Aim
End of December 2020	<p>Draft strategy completed</p> <p>Contact with comms made to establish next years goals.</p> <p>Working group set up to include RAT Team, Permanent Carers and Fostering Teams.</p>	
W/B 5 th January 2021	<p>Dates of working group agreed.</p> <p>Dates of Opening Lunches shared.</p> <p>Advert launching campaign on ACC 'Don't put it off' with link to portal and to include Open Lunch advert.</p> <p>Email to be sent to carers to establish who would like to be involved in recruitment with examples of how they can help. This should include details about incentives.</p>	
January 2021	<p>Team photos on Teams 'Meet the Team' approach. This can be funny/silly!</p> <p>Portal to be updated with these pictures.</p> <p>Pictures to be used to advertise Open Lunches.</p> <p>Profiles of children – to be used anonymously for recruitment and training</p>	Faces to names and increases approachability.
Throughout January 2021	Restrictions allowing – staff to all help with poster drop. GP surgeries, vets etc	To compliment social media campaign.
February first week	Children's Mental health week	Link fostering to better outcomes for children's self esteem etc.
Throughout Feb	LGBTQ History month	

26 th February 2021	Open information lunch	First on two-monthly open lunches to increase publicity and offer open space to answer questions – break out rooms on Teams to be used as required.
March 2021	World book day 4th March	To be used as a resource to be shared on fb and with existing carers and applicants.
April	Open Lunch 23 rd April Anti-bullying week – link to increased vulnerability of LAC children to bullying and the importance of self-esteem and having adults to advocate for them.	As per Feb. To raise awareness of some of the issues facing LAC children.
May	Fostering Fortnight: Schedule of proposed events with a significant online presence with ideally daily/every other day articles. Other Events to focus on: National Children’s Day: 16th May <ul style="list-style-type: none"> • Quotes and voices of children • A wall of pictures of ‘my fostering family’ pictures • Share profiles of children? Grampian Pride 29th May	The aim would be for Fostering Fortnight to be a big event this year with more involvement of children and foster carers to increase interest and enquiries. Increase awareness/diversity of ACC applicants

June	<p>14th June – Review of Strategy meeting with Working Group.</p> <p>LGBTQ Month – Focus on articles/stories of LGBTQ carers. ACC welcomes applicants from LGBTQ Community for fostering and adoption.</p>	<p>To evaluate number and quality of enquires and to update the needs of the service in regards recruitment.</p> <p>Increase awareness/diversity of ACC applicants</p>
July	<p>Start of July – Open information lunch (Date to be confirmed)</p> <p>Theme: Summer – getting out and having fun with your children, ideas for days out and the importance of play and time with children.</p>	<p>Link to playful/therapeutic parenting</p>
August	<p>Specific campaign? (caring for teens? Permanent foster care for siblings?)</p>	
September	<p>Open information lunch (Date to be confirmed)</p> <p>All About Behaviour – articles/flyers on understanding children’s behaviour and using a therapeutic approach.</p>	
October	<p>Possible themes: ADHD awareness month/and black history month</p>	
November	<p>Adoption Week:</p> <p>Ideas for daily activities/shares. This will need to be reconsidered once National themes for the week have been agreed:</p>	<p>To focus on Adoption recruitment and raise ACC’s online presence in Adoption Week Scotland.</p>

	Last open information lunch of the year – focus on Adoption (Date to be confirmed)	Connect with other agencies and National agendas.
December	Wider review of recruitment strategy and needs assessment for 2022	To ensure the strategy is helping to support the needs of the service.

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	11 th March 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Domestic Abuse Council Housing Policy
REPORT NUMBER	PLA/21/052
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Lucy McNicol Kevin Kelly
TERMS OF REFERENCE	1.1.5

1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to seek approval for the Council Housing Domestic Abuse policy and approval of changes to the Delegated Powers under the Housing Allocations Policy detailed in appendix 1.

2. RECOMMENDATION(S)

- 2.1 That the Committee approves the attached Domestic Abuse Council Housing Policy
- 2.2 That the Committee approves the following new Delegated Power: “To offer alternative accommodation to perpetrators of Domestic Abuse providing they are engaging with housing staff and are willing to move on a voluntary basis. This should be accommodation of appropriate size and in an area of similar letting demand, as determined by the Chief Officer Early Intervention and Community Empowerment”

3. BACKGROUND

- 3.1 The purpose of this policy is to set out Aberdeen City Council’s housing policy with regards to addressing incidents of Domestic Abuse. This is a key policy to reflect the aims of the [Domestic Abuse \(Scotland\) Act 2018](#) that came into force in April 2019.

This Act makes domestic abuse involving a partner or ex-partner, whether physical or emotional or coercive control a criminal offence. This policy will also reflect the aims of [Aberdeen’s Local Outcome Improvement Plan](#) (LOIP) as well as Aberdeen’s Violence Against Women Partnership [action plan and strategy](#).

It is believed that domestic abuse is significantly under reported as a crime due to the nature of the offence and behaviours, especially where coercive and controlling behaviour are prevalent and this indicates that the incidence of domestic abuse in Aberdeen may be far higher than currently reported with the current COVID lockdown situation making matters potentially worse for those experiencing domestic abuse.

The council takes a Zero tolerance approach to domestic abuse and it is essential that we promote and recognise the signs of domestic abuse, increase our awareness and offer as much support as far as possible to all our tenants and prospective tenants from all forms of domestic abuse.

The table below shows the homeless presentations and the number of people fleeing some form of domestic abuse in Aberdeen compared with Scotland. We have been advised that the 2020/21 figures will not be published until August at the earliest.

The figures for Aberdeen City Council are higher than those for the whole of Scotland.

Homeless Apps by Year ACC	2017/18	2018/19	2019/20	2020/21
Total Apps	1709	1627	1487	1091
Violent/Abusive	258	279	236	152
Violent/Abusive %	15.10%	17.15%	15.87%	13.93%

Homeless Apps by Year Scotland	2017/18	2018/19	2019/20
Total Apps	35,565	36,771	36,855
Violent/Abusive	4460	4654	4832
Violent/Abusive %	12.5%	12.7%	13.1%

While statistically most of those homeless presentations are by females, it is important to recognise that those from other communities can also suffer from domestic abuse, including those from the LGBTQ community.

Primary prevention of Domestic Abuse is a key focus of this policy by engaging in wider awareness training, education, challenging attitudes, and action to promote gender equality.

These measures provide an alternative to disrupting families, allowing them to stay in their own home, preventing homelessness whilst the police and courts take appropriate action against the perpetrator.

Our Allocation Policy provides Delegated Powers for officers, to approve management transfers of tenants whose housing circumstances are out with the parameters of the policy. The creation of the new delegated power in 2.2

provides senior managers with the power to transfer a domestic abuse perpetrator who is engaging with housing staff.

- 3.2 The over-arching aim of the policy is to provide practical help, guidance, and support for those experiencing domestic abuse in all its forms including coercive control. We aim to create a supportive environment for victims and survivors of domestic abuse and to foster a culture of zero-tolerance and to provide safe and appropriate re-housing for those experiencing domestic abuse.

We aim to achieve this by: -

- ✓ Providing Information and advice
- ✓ Prevention and early Intervention
- ✓ Appropriate staff training
- ✓ Clear procedures
- ✓ Collaborative working
- ✓ Housing options
- ✓ Action against the perpetrator

- 3.3 Consultation on this report has included, 3rd sector organisations including, Grampian Woman's Aid, Cyrenians, GREC, Rape Crisis, Barnardo's and Advocacy, and Housing staff from Estate Management, Housing Options, Allocations and Homelessness. We have received comments from ACVO and Cyrenians which have been incorporated into the policy.

Aberdeen City Council already provides funding for some of these organisations see below:

Grampian Women's Aid – Monthly amount of £6167.10 for the Domestic Abuse Service.

Advocacy - Monthly payment of £21461.50 for provision of independent advocacy.

Consultation has also taken place with tenants, including the Tenants and Residents Forum. Other service users including applicants were also consulted. The views of all the consultees were incorporated into the policy document.

- 3.4. If approval for the policy is given, the policy will be implemented and appropriate communication undertaken to ensure that tenants, other service users, employees, 3rd Sector Organisations and managers are aware of its content. A set of procedures, processes and guidance notes will accompany the policy giving fuller details on its application.
- 3.5 Appropriate staff including Housing Officers, Case Officers, Repairs and Housing Options staff will be provided with comprehensive and targeted training.

3.6 Currently there is a Bill being progressed through the Scottish Parliament called **Domestic Abuse (Protection) (Scotland) Bill**. If this Bill becomes law it will strengthen the protection available to victims of domestic abuse, through the provision of additional powers including protection notices and orders to protect people from domestic abuse. These are proposed as:

- domestic abuse protection notices (DAPNs)
- domestic abuse protection orders (DAPOs)

and can be applied for by the Chief Constable.

Part 2 of the Bill, if passed, will allow social landlords to end or transfer a tenancy of a perpetrator of domestic abuse to prevent a victim becoming homeless and enabling them to remain in the family home.

Please follow the link [here](#) to obtain more information. If the Bill is passed, we shall incorporate the new powers within our procedures and staff training.

4. FINANCIAL IMPLICATIONS

There may be some financial implications arising from the recommendations of this report due to more people coming forward for temporary housing. However, if we need to move a perpetrator it will require a different type of temporary accommodation - it could be cost neutral, or perhaps even save the council money over time since the costs are less and it is easier to house a single person with more pathways available.

5. LEGAL IMPLICATIONS

There are no direct Legal implications arising from the recommendations of this report, although having a comprehensive policy in place on Domestic Abuse will assist the Council in meeting its general and specific duties under the Domestic Abuse (Scotland) Act 2018 and the Equality Act 2010. If the Domestic Abuse (Protection) (Scotland) Bill is passed our legal implications will be considered accordingly.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	No risks to the council's strategic objectives have been identified	L	N/A

Compliance	That we are not compliant with legislation and guidance which could open the council up to litigation and intervention by the Scottish Housing Regulator and other bodies.	L	The new policy clearly outlines the agreed principles through which all Aberdeen City Council domestic abuse incidents will be dealt with. It is also compliant with current legislation and guidance.
Operational	Adjustment of systems and awareness of key staff.	L	Existing systems will be amended to accommodate this process changes and staff will be trained and briefed on the changes.
Financial	Identified requirement for staff training	L	HRA training budget will be utilised to facilitate this training
Reputational	Potential reputational damage risk if cases of domestic abuse including violence were to occur that were not addressed, which could result in negative publicity for the Council.	M	The approval of this new policy will help to mitigate this risk, helping to ensure that the Council's welfare and health and safety responsibilities are met.
Environment / Climate	There are no Environmental risks	N/A	N/A

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
People Outcome	The proposals within this report support the delivery of Policy Statement 8 - Review of local adult protection arrangements and implement an improvement programme.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The proposals in this report have no impact on the LOIP
Prosperous People Stretch Outcomes	The proposals within this report may support the delivery of all Children & Young People Stretch Outcomes 3 to 8 in the LOIP. The paper seeks approval for a robust approach to Domestic Abuse, where young people are often victims of such abuse and the measures outlined in the report, will improve early detection of abuse, providing the opportunity to deliver help and support to the family and also to take action against the perpetrator. The proposals may also have some beneficial effects on the Prosperous People Stretch Outcomes 9 to 12.
Prosperous Place Stretch Outcomes	The proposals in this report have no impact on the LOIP
Regional and City Strategies	The proposals in this report have no impact on the Regional and City Strategies
UK and Scottish Legislative and Policy Programmes	The report sets out the Domestic Abuse policy which fulfils the requirements placed upon the Council by the Domestic Abuse (Scotland) Act 2018.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Full IIA required. No adverse equality or human rights issues were identified from the assessment.
Data Protection Impact Assessment	Full DPIA required.

9. BACKGROUND PAPERS

None

10. APPENDICES

Appendix 1 –Domestic Abuse Council Housing Policy

11. REPORT AUTHOR CONTACT DETAILS

Name	Lucy McNicol/Kevin Kelly
Title	Development Officer/Housing Strategy Officer
Email Address	LuMcNicol@aberdeencity.gov.uk kkelly@aberdeencity.gov.uk
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Aberdeen City Council
Domestic Abuse
Council Housing Policy 2021

Document Control

Approval Date	11 th March 2021
Implementation Date	TBA
Policy Number	TBA
Policy Author(s) and Owner	Lucy McNicol/Kevin Kelly - Derek McGowan
Approval Authority	Operational Delivery Committee
Scheduled Review	12 Months after Committee approval
Changes	TBA

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1 Purpose Statement

- 1.1 The purpose of this document is to set out Aberdeen City Council's housing policy with regards to dealing with incidents of Domestic Abuse perpetrated in all its forms and extending to current and prospective tenants of Aberdeen City Council. It outlines the framework of principles for addressing domestic abuse. This is a key policy to reflect the aims of the [Domestic Abuse \(Scotland\) Act 2018](#) that came into force in April 2019. This Act makes domestic abuse involving a partner or ex-partner, whether physical or emotional or coercive control a criminal offence. This policy will reflect the aims of [Aberdeen's Local Outcome Improvement Plan](#) (LOIP) as well as Aberdeen's Violence Against Women Partnership [action plan and strategy](#). The introduction of this policy will help provide support to those experiencing Domestic Abuse, help to reduce the risk of harm and to provide safe accommodation.
- 1.2 In 2018/2019, 272 persons presented as homeless in Aberdeen due to some form of domestic abuse. While statistically most of those homeless presentations are by females, it is important to recognise that domestic abuse can happen in a range of relationships, including LGBT. Primary prevention of Domestic Abuse is a key focus of this policy by engaging in wider awareness training, education, challenging attitudes, and action to promote gender equality. It is also important to outline actions taken against perpetrators and to understand their housing needs should they agree to be rehoused. These measures provide an alternative to disrupting families, allowing them to stay in their own home, preventing homelessness whilst the police and courts take appropriate action against the perpetrator in line with National Safe and Together principles.
- 1.3 The operation of this policy will always be in accordance with Aberdeen City Council's [Equality, Diversity and Inclusion policy](#). A full Integrated Impact Assessment has been completed to ensure proper consideration of the impact of the policy on protected groups.

2 Application and Scope Statement

- 2.1 This Domestic Abuse Policy is intended to include all applicants for housing, current tenants, service users and non-tenants living with Aberdeen City Council tenants. The principles of this Policy are incorporated into several organisational procedures, for example, Housing Management, Homeless, Housing Allocations, Anti-Social Behaviour and Repairs and Maintenance. This ensures that we address any form of domestic abuse as part of our mainstream services.

3 Ownership and Responsibility for this policy

- 3.1 The Chief Officer Early Intervention and Community Empowerment is the owner of this policy and is accountable for discharging it effectively across all Housing services, ensuring compliance.
- 3.2 Responsibility for managing the policy lies with the Chief Officer Early Intervention and Community Empowerment.
- 3.3 Any instances of non-compliance with the policy should be reported to the Housing Access and Support Manager and / or the Communities and Housing Area Manager in the first instance.
- 3.4 Feedback on the operation of the policy should be communicated to the Chief Officer Early Intervention and Community Empowerment.

4 Supporting Procedures & Documentation

- 4.1 Supporting processes, procedures and guidance have been drafted to support adherence to the policy.
- 4.2 Supporting processes, procedures and guidance will be provided through the Northgate housing management system and where appropriate on our web pages.
- 4.3 The following are references and links to related policies:
 - ✓ [Allocation Policy](#)
 - ✓ Anti-Social Behaviour Policy
 - ✓ [GIRFEC](#)

5 Policy Statements

- 5.1 [Equally Safe: Scotland's strategy](#) for preventing and eradicating violence against women and girls has defined domestic abuse as:

“Domestic abuse (as gender-based abuse), can be perpetrated by partners or ex-partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate those experiencing domestic abuse and are perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family or friends)”

5.2 Principles

This section describes the key policy principles that regulate organisational services in relation to domestic abuse within council housing in Aberdeen City.

5.3 Law and Guidance

We will promote good practice when addressing domestic abuse experienced by our tenants as informed by [Domestic Abuse: A Good Practice Guide for Social Landlords](#). We will, where possible, endeavour to change the attitudes, behaviours and structures that underpin domestic abuse among housing staff, tenants, and the wider community, and provide meaningful advice and information to those experiencing domestic abuse. See appendix 1 for our legal framework.

5.4 Information and Advice

We will provide clear information and advice to persons who approach us due to domestic abuse about their rights. We will work in partnership with other organisations to achieve this objective. The provision of clear detailed advice in different formats is a vital element in helping to direct those experiencing domestic abuse to agencies who can provide support.

- ✓ We will provide detailed information both in print and digitally, on the help available, such as housing, financial, substance misuse and family support and using social media to raise awareness amongst staff and tenants.
- ✓ We will use all means to publicise our policy across our estate and encourage those experiencing domestic abuse to disclose incidents of domestic abuse to whomever they feel comfortable disclosing to.
- ✓ Information will be available in various formats such different languages; font sizes and braille and we will also provide tenants with interpreting services.
- ✓ Through training and communications, we will raise awareness amongst staff and tenants, as well as the broader community.
- ✓ We will provide information on 3rd Sector organisations which can provide help and support.
- ✓ We will make clear in a statement to tenants and the wider community that domestic abuse is not acceptable or tolerated.

5.5 Prevention and Early Intervention

We will, through collaboration with the Aberdeen Violence Against Women Partnership, endeavour to change the attitudes, behaviours and structures that underpin domestic abuse by raising awareness and promote a pro-active partnership approach. It is a key element of this policy that we focus on the prevention actions we can take to avoid actions which may inadvertently increase risk for those experiencing domestic abuse.

- ✓ We will, where possible, attempt to identify those fleeing/experiencing domestic abuse before a tenancy begins and ask about any history of domestic abuse at pre allocation stage. If a history is disclosed, we will consider additional safety and security measures within the property.
- ✓ We will encourage and support all staff including maintenance, support, and carers to report any concerns they may have to the housing teams.
- ✓ We will ensure that staff are aware of the national Respect helpline (a free confidential helpline for those who want to seek support because they have concerns about their own behaviour).
- ✓ We will, in all cases of domestic abuse, provide advice and support to tenants of their rights, signpost them to specialist support services and advise that they can be supported to contact Police Scotland should they want to.
- ✓ As a member of Aberdeen VAW Partnership, we will work collaboratively with other housing providers and organisations including community planning partners, to adopt a joined-up approach to develop effective local strategies and activities to prevent and alleviate domestic abuse.
- ✓ We will enable tenants to report domestic abuse to us in ways suitable to them, including in person, in writing, by telephone, email, customer app or through a third party. Examples of third parties are police officer an Independent Domestic Abuse Advocate (IDAA) and/or specialist domestic abuse service.
- ✓ We will ensure that tenants experiencing domestic abuse know that they can meet staff in confidence at our offices, or at an agreed choice of safe venue. Meetings can be arranged in locations that are accessible to the person's needs. Where possible, staff should identify how and when it is safe to contact.
- ✓ We will work in partnership with other Aberdeen City Council services, other local authorities and third sector organisations to ensure protocols are in place to support those experiencing domestic abuse.

- ✓ We will ensure that, if children, young people and or vulnerable adults are affected by domestic abuse, they can access services as early as possible thus meeting Aberdeen City Council's [Child Protection Policy](#) and [Adult Protection Guidance](#).
- ✓ We will work with relevant services to ensure that, children and young people affected by domestic abuse have their needs identified and addressed, their views are listened to and they are involved in decision making. This reflects Aberdeen City Council's commitment to [Getting it right for every child \(GIRFEC\)](#).

5.6 Staff Training

We will provide staff training, via a specialist service, on how to recognise the early signs of domestic abuse incidents and how to sign post to provide the most appropriate help. It is vital that staff are trained appropriately depending on their role within the organisation. All frontline staff who have contact with tenants will have domestic abuse awareness training to identify any signs that abuse maybe taking place.

- ✓ All staff who have any contact with tenants including Repairs and Maintenance, Senior Personal Carers and support staff will be equipped to identify the early signs of domestic abuse, be trained in how to respond to disclosures of domestic abuse and be in a position to report such concerns.
- ✓ All staff will be encouraged to familiarise themselves with the council's [Guidance for Frontline Staff](#) which details how to support those who are currently experiencing domestic abuse.
- ✓ Front line housing staff will undergo appropriate training so they can provide helpful advice and manage the housing options of those experiencing domestic abuse which will include the following:
 - How to recognise when domestic abuse/ coercive control might be occurring.
 - How to deal with abuse effectively with disclosures of domestic abuse.
 - Responding to children and young people who are experiencing domestic abuse in the family home or in their own relationships.
 - Providing information and advice, for example, about the remedies available for addressing abuse.
 - Signposting those experiencing domestic abuse to relevant domestic abuse services for further support.
 - Recording relevant information and data about reported incidents/ situations.

Such Training will be embedded in our induction program and future refresher training will be available.

5.7 Collaboration

We will work alongside relevant third sector partner agencies and statutory services to ensure that those experiencing domestic abuse of domestic abuse receive consistent and effective support.

We will continue to have a representative from Housing that will sit on multi-agency meetings such as Multi Agency Risk Assessment Conference (MARAC) to ensure that relevant information is shared between partners.

Housing's responsibility within the MARAC is to provide relevant information in relation to the housing situation of the person who is experiencing domestic abuse, perpetrator or any other individual deemed relevant within the referral. The representative for housing should give an informed opinion about actions that housing can take to mitigate the risk to the person experiencing domestic abuse.

The MARAC will agree as a collective what actions each agency within the groups is responsible for. The representative has the responsibility of progressing any actions and updating the chair of the MARAC with outcomes for each of the actions assigned to housing. Typical actions include liaising with housing staff to ensure that discretions are progressed timeously and any urgent repairs to ensure the safety of an individual are raised. The representative also has a responsibility of ensuring up to date record keeping of all referrals sent to MARAC.

5.8 Equality and diversity

We acknowledge that some those experiencing domestic abuse will face additional difficulties in recovering from domestic abuse, due to intersecting factors like disability, BME identities; mental health; addictions etc. We will endeavour to signpost people to relevant supports.

5.9 Approach and Method

This section describes the key practices that we implement to address the impact of domestic abuse in relation to how it impacts users of our service.

We apply a diverse range of interventions based on a detailed risk assessment, considering all possible options available to the individual.

Many of the actions are embedded within other policies such as:

- ✓ Allocations.
- ✓ Antisocial Behavior Strategy.
- ✓ Estate Management.
- ✓ Harassment (equality and diversity); and
- ✓ Repairs and Maintenance.

5.10 Responding To Incidents

On receiving a report from any tenant experiencing domestic abuse, we offer a personal discussion within a reasonable time scale. If possible, this will be within twenty-four hours.

Whenever this is not possible due to a weekend or bank holiday, we will:

- ✓ Refer the person to a relevant support agency; or
- ✓ Contact her/him/them on the next available working day.

We will provide telephone interviews, on request. If possible, we will offer preferred sex interviews, on initial contact, as well as taking account of other preferences. Where support is required, to aid communication for example, translation services will be provided.

If a report of domestic abuse is received through a third party, for instance, Police Scotland, then we will:

- ✓ Seek to establish what details have been taken.
- ✓ Identify what support has been provided; and
- ✓ Clarify what action is expected from us.

We will ensure that interviews take place in confidential settings and that staff who conduct such interviews have received appropriate training.

After training our staff should know it is important to:

- ✓ Empathise with people experiencing harassment.
- ✓ Listen attentively and objectively to the details of each case; and
- ✓ Assess critically all possible options, interventions, and safety measures.
- ✓ Agree an action plan with all parties concerned, monitor the situation and review at a frequency agreed with them.

5.11 Housing Options

Those experiencing domestic abuse of domestic abuse will be provided with detailed housing option advice including options for staying in their current home with additional safety measures. We will also make referrals to other housing providers including councils should this be at the person experiencing domestic abuse's wish. Where applicable Aberdeen City Council will use its "Cannot return home procedure" which provides temporary accommodation. This is a managed process to re-house the person experiencing domestic abuse at the earliest possible time. When we receive a report from a tenant experiencing domestic abuse: -

- ✓ We will offer a personal or telephone interview at a location suitable to the person experiencing domestic abuse. If possible, this will be within twenty-four hours. If this is not possible due to a weekend or bank holiday, we provide information on relevant support agencies and will make contact on the next available working day.
- ✓ Where there is a risk to safety there will be access to emergency temporary accommodation.
- ✓ We will ensure priority transfers to secure permanent accommodation as early as possible.
- ✓ We will collaborate with other housing providers to maximise re housing opportunities.
- ✓ We will support those experiencing domestic abuse of domestic abuse to transfer tenancies into their names.

5.12 Action Against Perpetrator

We will consider the following actions against the perpetrator where appropriate:

- ✓ We will look to offer alternative accommodation to perpetrators who are willing to move on a voluntary basis if they are engaging with housing staff.
- ✓ We will look to convert the Scottish secure tenancy of the perpetrator to a short Scottish secure tenancy where there is a conviction committed in or around the tenancy that the perpetrator remains a tenant of. Furthermore, we shall consider remedies against the perpetrator based on their antisocial behaviour and the associated legislation.
- ✓ We will, in exceptional circumstances, raise an action to seek possession of the tenancy against perpetrators where there is sufficient evidence of a relevant ground for repossession.

5.13 Supporting Those experiencing domestic abuse of Domestic Abuse During a Pandemic

The coronavirus outbreak brought new challenges and increased risk for people living through domestic abuse. The [Scottish Government and COSLA's](#) joint guidance highlights that support should continue to be made available throughout lockdown restrictions. Aberdeen City Council is committed to ensuring that those experiencing domestic abuse of domestic abuse can access safe accommodation with support during a pandemic emergency.

- ✓ We will map out clear routes for emergency support for those wanting to leave an abusive setting which are tailored to the current circumstances.
- ✓ We will endeavour to provide the safest accommodation possible for people requiring this due to domestic abuse.
- ✓ We will ensure that refuge services which have to close or cease referrals due to a pandemic, will continue to be sustained and that service users can be rehoused safely.
- ✓ We will brief Housing Staff on how to handle domestic abuse cases sensitively, what support they should be offered and how to support vulnerable residents in their move.
- ✓ We will explore using different methods of communication to ensure that those experiencing domestic abuse of domestic abuse feel safe to seek support.

5.14 Complaints and Appeals

Aberdeen City Council welcomes complaints and comments, as well as positive feedback, as these provide information to help us to improve our services. We use a Complaints Handling Procedure (CHP) developed by the [Scottish Public Services Ombudsman](#) (SPSO) and supported by the [Scottish Housing Regulator](#). The CHP allows for most complaints to be resolved by front line staff within a five-day limit (first stage). If the complaint is complex, a detailed investigation will be made by a manager within a twenty-day limit (second stage).

At the end of the second stage, our response will be made by a director. If the customer remains dissatisfied, she/he/they may then refer the matter to the SPSO.

At each stage, Aberdeen City Council will advise the customer how the complaint will be taken forward and which agency is most appropriate to deal with the complaint. Scottish Public Services Ombudsman.

5.15 Policy Review

Due to the sensitive nature of the subject, Aberdeen City Council will ensure that this Policy will be reviewed annually to take account of any changes in the following: -

- ✓ Applicable legislation
- ✓ Regulations and guidance
- ✓ Changes in the organisation
- ✓ Continued best practice.
- ✓ Review of Local Outcome Improvement Plan

A complete review will be undertaken annually. We will also consult with our tenants and other housing providers, elected members and third sector organisations in accordance with our Tenant Participation Strategy.

5.16 Confidentiality and General Data Protection

We recognise the importance of confidentiality to those who experience domestic abuse. A protocol will be developed which sets out the importance to ensure that any information or data shared is confidential and how it will be stored and shared between the partner organisations. We will promote the availability of private interview rooms and ensuring that those experiencing domestic abuse are not required to disclose the reason for their visit in public areas or repeat their stories to different members of staff.

6 Definitions

6.1 Domestic Abuse

Domestic abuse (as gender-based abuse), can be perpetrated by partners or ex-partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate those experiencing domestic abuse and are perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family or friends). In the majority of cases it is experienced by women and is perpetrated by men.

6.2 LGBT Community

The LGBT community (or LGBTQ community or GLBT community), also referred to as the gay community, is a loosely defined grouping of lesbian, gay, bisexual, transgender.

6.3 Coercive Control

Coercive control is a form of psychological abuse whereby the perpetrator exerts power over another person. It is a pattern of acts of threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten the person experiencing domestic abuse. This controlling behaviour is designed to make a person dependent by isolating them from support, exploiting them, depriving them of independence and regulating their everyday behaviour.

6.4 MARAC

(Multi Agency Risk Assessment Conference) is a regular, local, confidential meeting to discuss how to help those experiencing domestic abuse at high risk of being murdered or seriously harmed. This is a Police Scotland initiative which brings partners together to identify and manage circumstances faced by the person experiencing domestic abuse, perpetrator, and their children, and share information.

6.5 Safe and Together Principles

The Safe and Together principles have been designed to create better outcomes for children and families exposed to domestic abuse perpetrator's behaviour. The three principles include:

1. Keeping child Safe and Together with the non-offending parent.
2. Partnering with non-offending parent as default.
3. Intervening with perpetrator to reduce risk and harm to child.

7 Risk

	Risk	Low (L), Medium (M), High (H)	Mitigation
Strategic	That we do not take action to tackle domestic abuse in all its forms.	L	Having a clearly defined policy together with detailed and robust procedures and processes will help staff to identify case off domestic abuse and provide appropriate help and support.
Compliance	That we are not compliant with legislation and guidance which could open the council up to litigation and intervention by the	L	The new policy clearly outlines the agreed principles through which all Aberdeen City Council domestic abuse incidents will be dealt with. It is also

	Scottish Housing Regulator and other bodies.		compliant with current legislation guidance.
Operational	That the way we deal with incidents of domestic abuse is inconsistent and ineffective.	M	This policy will ensure our staff provide a consistent and robust approach in dealing with incidents of domestic abuse.
Financial	That we are not consistent or robust in managing our housing stock.	L	The policy ensures as far as possible that a consistent and robust approach is taken to managing all forms of Domestic Abuse.
Reputational	Inconsistent decision making on individual cases due to the lack of a clear policy could lead to reputational damage to the Council.	L	Clearly setting out the policy principles, procedures, and actions on how we deal with incidents of domestic abuse will help to eradicate this risk.

8 Policy Performance

- 8.1 The factors that will determine whether the policy is effective will be an increase in disclosing of domestic abuse, with successful support and interventions for those experiencing domestic abuse of domestic abuse.
- 8.2 The criteria/indicators that will be used to monitor and demonstrate performance are set out as follows: -

The ongoing responsibility for the operation of this Policy lies with the Director of Customer Service and the Chief Officer Early Intervention and Community Empowerment. All relevant employees have a responsibility to ensure that this Policy is applied as instructed. We will develop a performance management framework to monitor the effectiveness of this and other policies aimed at reducing domestic abuse. We will monitor the following indicators: -

- Numbers of reports of domestic abuse
- Letting area incident occurred
- Gender of the perpetrator/person experiencing domestic abuse
- Ethnic Groups
- Disabilities
- Relationship dynamics/sexuality of perpetrator/person experiencing domestic abuse
- Case Outcomes

We will also gather and monitor data against the nine Protected characteristics: -

- Age

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

8.3 Performance data will be reported annually to the Operational Delivery Committee.

9 Design and Delivery

9.1 Local Outcome Improvement Plan

The Local Outcome Improvement Plan also has aims and targets linked to domestic abuse.

Aim

1. Reduce the number of children who are witness to Domestic Abuse by 2022

Key Improvement Measures

1. Number of Health Visitor enquiries that indicate domestic abuse in the home.
2. Number of domestic abuse reports with children regarded as present.

Aim

1. Increase awareness of domestic abuse by 2021.
2. Reduce number of children who are witness to domestic abuse by 2022.
3. Decrease number of reported incidents by 30% by 2026.

Key Improvement Measures

1. Number of awareness raising events tackling domestic abuse across Aberdeen City.
2. Percentage of secondary schools with mentors with violence prevention scheme in place
3. Number of reported Domestic abuse incidents.

9.2 Design Principles of Target Operating Model

Customer Service Design - The activities undertaken to date and the planned next steps promote an understanding of the circumstances of Domestic Abuse on those who experience it and to ensure that personalised support is available to them.

Organisational Design - Improved use of resource in the system.

Governance - Overseen by Director of Customer Service, Chief Officer Early Intervention and Community Empowerment and the Operational Delivery Committee.

Workforce - Clarity of expectations and statutory duties.

Process Design - Monitoring arrangements will ensure that any weaknesses in the policy are quickly addressed.

Technology - The policy will include improvement in the use of technology to deliver the most effective service and makes use of wider partnership support when appropriate.

Partnerships and Alliances - Significant partnership work is key to addressing the needs of those affected by domestic abuse and are committed to building on existing relationships.

9.3 The policy design and fonts adhere to the Corporate design template.

10 Housekeeping and Maintenance

10.1 The policy should be reviewed on an annual basis or earlier if any legislative, guidance or operational issues arise.

10.2 New supporting documentation and procedures will be drafted to reflect and support this policy. This may include performance management reports and the Northgate housing management system.

11 Communication and Distribution

11.1 The current policy and any appropriate changes are consulted upon with service users, staff and elected members and other stakeholders. Final changes may be reported to committee where appropriate and updated policy documents are placed on our website. If applicants request it, we can provide the document in other formats such as different languages or fonts.

12 Information Management

12.1 The information gathered is stored on our housing management system Northgate. The information is shared with housing staff who are required to make comments and approve a course of action in relation to the Domestic Abuse Case.

Appendix 1

Legal Framework

[Domestic Abuse \(Scotland\) Act 2018.](#)

[Human Rights Act 1998.](#)

[Data Protection Act 2018.](#)

[Equality Act 2010.](#)

[Matrimonial Homes \(Family Protection \(Scotland\) Act 1981.](#)

[Protection from Harassment Act 1997.](#)

[Housing \(Scotland\) Act 2001](#)

Appendix 2

Important Contact Details

Marischal College Customer Service Centre

Marischal College Ground Floor
Broad Street
Aberdeen AB10 1AB

Mastrick Customer Access Point

Spey Road
Aberdeen AB16 6SH

Woodside Fountain Centre

Marquis Road
Aberdeen AB24 2QY

Tillydrone Community Campus

Hayton Road
Aberdeen AB24 2UY

Grampian Women's Aid

The Gatehouse
Quarry Road
Aberdeen
AB16 5UU
Tel 01224-593381
<http://grampian-womens-aid.com>

Citizens Advice Bureau

41 Union Street
Aberdeen AB11 5BN
Tel 01224-569750
<https://www.aberdeencab.org.uk/>

Aberdeen Cyrenians - Ending Violence and Abuse Aberdeen (EVAA) Service

Archibald Simpson House
27-29 King Street
Aberdeen
AB24 5AA
Tel.: 0300 303 0903 (option 4)
Email: evaa@weareac.org
Website: <https://www.aberdeen-cyrenians.org>

Advocacy Service Aberdeen

Aberdeen Business Centre
Willowbank Road
Aberdeen
AB11 6YG
Tel 01224 332397

Police Scotland

North East of Scotland Divisional Headquarters
Queen Street
Aberdeen AB10 1ZA
Tel emergency call 999/Non-emergencies call 101

NHS Grampian

Aberdeen Royal Infirmary
Foresterhill, Aberdeen,
AB25 2ZN
Tel: 0345 456 6000
Urgent Medical Advice Evenings, Weekends or Holidays
Call 111 or for serious accidents and emergencies call 999

The Adult Duty Social Work Team

0800 7315520 between 8.30am and 5pm.
Out of hours social work can be contacted between 5pm-8.30am on the same number.
Duty@aberdeencity.gov.uk

Scotland's Domestic Abuse and Forced Marriage Helpline

24hours- 0800 0271234

Shakti Women's Aid

0131 475 2399
There is no office in Aberdeen. They provide specialist advice/support for BME women, children, and young people experiencing, or who have experienced, domestic abuse from a partner, ex-partner, and/ or other members of the household.

Homelessness Helpline

0800 917 6379 (24 hours).

Monday to Friday 8.30am to 5pm. An emergency service operates from 5pm to 8.30am Monday to Friday. During weekends and public holidays, we provide a 24 hour service.

Translation Service

InterTrans

<https://www.aberdeencity.gov.uk/services/people-and-communities/equality-and-diversity/translation-interpreting-and-communication-support>

Duty Social Work Team

0800 7315 520

Monday to Friday 8.30am to 5pm

This is a freephone number

Postal address

Adult Social Work Duty Team

Aberdeen City Council

Business Hub 3

Ground Floor South

Marischal College

Broad Street

Aberdeen

AB10 1AB

duty@aberdeencity.gov.uk

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	11 March 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Equality Outcomes and Mainstreaming Report
REPORT NUMBER	CUS/21/051
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Faiza Nacef
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to update Committee on the Council’s progress and plans for further mainstreaming Equality within the organisation and to seek agreement for the proposed Equality Outcomes for 2021-25.

2. RECOMMENDATION(S)

That the Committee:

- 2.1 Note the ongoing work to mainstream equality in the Council as detailed in the Equality Outcomes and Mainstreaming Progress Report 2021- 2025;
- 2.2 Note the progress of the Equality Outcomes 2017 – 2021 as contained in Appendix 1 of the Equality Outcomes and Mainstreaming Progress Report 2021- 2025;
- 2.3 Note the report findings from engagement with communities as contained in Appendix 5;
- 2.4 Approve the Equality Outcomes for Aberdeen City Council for 2021 to 2025 including:
- Corporate Equality Outcomes,
 - Equality Outcomes for the Council as an employer,
 - Education Equality Outcomes
- all as detailed in the Equality Outcomes and Mainstreaming Progress Report 2021- 2025;
- 2.5 Approve that the Equality Outcomes and Mainstreaming Progress Report 2021-2025 (in so far as it relates to Aberdeen City Council) be published on the Aberdeen City Council website; and

- 2.6 Approve that the Council's Employee Information, as contained in Appendix 2 to the Equality Outcomes and Mainstreaming Progress Report 2021- 2025, be published on the Aberdeen City Council website.

3. BACKGROUND

- 3.1 The Public Sector Equality Duty (PSED) (General Duty), contained within the Equality Act 2010, requires Aberdeen City Council, in the exercise of its functions, to pay due regard to the need to:
- a. eliminate discrimination, harassment, and victimisation;
 - b. advance equality of opportunity, and
 - c. foster good relations between persons who share a relevant protected characteristic and those who do not.
- 3.2 The relevant protected characteristics in relation to the PSED are; age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, pregnancy & maternity, and marriage & civil partnerships. Marriage and civil partnership are only covered in relation to eliminating unlawful discrimination by public authorities in relation to employment issues.
- 3.3 The Specific Duties, created by the Equality Act 2010 (Specific Duties) (Scotland) Regulation 2012, require Aberdeen City Council to:
- report on mainstreaming the equality duty.
 - publish equality outcomes and report progress.
 - assess and review policies and practices.
 - gather and use employee information.
 - publish information on board diversity and succession planning.
 - publish gender pay gap information.
 - publish statements on equal pay.
 - consider award criteria and conditions in relation to public procurement.
 - publish required information in a manner that is accessible.
- 3.4 This report details the work undertaken to help us meet our requirements under the Specific Duties and includes:
- An update on how we are mainstreaming the equality duty into the day-to-day strategic and operational practice of our organisation, so that equality becomes integral to our structures, behaviours, and culture.
 - Details of the work recently undertaken to gather evidence and identify inequality issues in Aberdeen.
 - Details of our progress in delivering the Equality Outcomes for the period 2019 – 2021.
 - A proposed set of Equality Outcomes for 2021 - 2025, including:
 - Corporate Equality Outcomes
 - Employer Equality Outcomes
 - Education Equality Outcomes
 - Licensing Board Equality Outcomes
 - A set of reports on employee information.

- 3.5 The Equality and Human Rights Commission (EHRC) has published guidance to support Scottish public authorities subject to the Specific Duties. We consulted with the EHRC as we developed our Equality Outcomes and paid due regard to their guidance which states that, “In preparing your equality outcomes you must consider relevant evidence relating to equality groups and communities and take reasonable steps to involve them in the process of preparing outcomes”.
- 3.6 Equality Outcomes are defined as, ‘the results intended to achieve specific and identifiable improvements in people’s life chances.’
- 3.7 To determine the key inequalities in Aberdeen, we worked in partnership with Grampian Regional Equality Council to conduct a research review as well as carry out community consultations to identify priorities. Work included:
- Local and national literature review and research to better understand equality issues, for example the Equality and Human Rights Commission (EHRC) research and findings in the report ‘[Is Scotland Fairer? \(2018\)](#)’.
 - An equalities survey to seek the views of those with protected characteristics - almost 200 people responded.
 - Online workshops with community groups, including:
 - Disability Equity Partnership
 - BSL users,
 - Members from the Muslim community,
 - Members from the Jewish community,
 - A group with African backgrounds,
 - People from European communities,
 - A group from the LGBTQ+ communities,
 - Older and younger people,
 - Aberdeen Women’s Alliance.
- 3.8 In developing these Equality Outcomes, we were mindful of the disproportionate [impact of COVID 19](#) on particular communities with protected characteristics, including those with a disability and those from ethnic minority communities. We acknowledged these unequal impacts and considered the increase in discrimination and disadvantage triggered by the pandemic.
- 3.9 The proposed Equality Outcomes for 2021-25 appear in chapter 4 page 27 of the main report.
- 3.10 The proposed Equality Outcomes for 2021-2025 for Education and the Licensing Board appear in Appendix 3 and Appendix 4 respectively. It is anticipated that the Equality Outcomes for the Licensing Board will be reported to the Board for their approval on 13 April 2021.
- 3.11 Appendix 2 presents employee data.

- 3.12 Appendix 5 presents a detailed report of the survey and engagements undertaken with communities to identify the inequalities in Aberdeen.

4. FINANCIAL IMPLICATIONS

It is expected that any changes can be met from existing budgets.

5. LEGAL IMPLICATIONS

- 5.1 Aberdeen City Council has to comply with the Public Sector Equality Duty (General Duty) contained within the Equality Act 2010, and must pay due regard, when exercising its functions, to
- a. eliminating discrimination, harassment, and victimisation,
 - b. advancing equality of opportunity,
 - c. fostering good relations between persons who share a relevant protected characteristic and those who do not.
- 5.2 The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (as amended) require Aberdeen City Council to publish the following:
- Equality Outcomes
 - A set of Equality Outcomes that will enable it to better perform its equality duties every four years. The current Equality Outcomes for 2017-21 were published in 2017.
 - Progress Report
 - A report on the progress the Council has made to make the equality duty integral to the exercise of its functions so as to better perform that duty every two years. Aberdeen City Council's last report was published in 2019.
 - Employee Information
 - An annual breakdown of the composition of the workforce and the recruitment, development, and retention of employees with respect to, in each year, the number and relevant protected characteristics of staff, as well as details of the progress that the authority has made in gathering and using that information to enable it to better perform the equality duty. This information must be published every two years, on the same cycle as those reports published in relation to Regulation 3 (see above). The mainstreaming report published in 2019 (see above) contained the relevant information on employees.
 - Gender Pay Gap Information
 - Information on the percentage difference among its employees between men's average hourly pay (excluding overtime) and women's average hourly pay (excluding overtime) (Regulation 7). This information must be published every two years, and was last published by Aberdeen City Council in 2019, as part of its mainstreaming report; and

- Equal Pay Statements
 - A statement specifying the policy on equal pay between men and women; persons who are disabled and persons who are not; and persons who fall into a minority racial group and persons who do not. Simultaneously, it is necessary to show occupational segregation amongst employees, that is the concentration in particular grades and occupations of: men and women; persons who are disabled and persons who are not; and persons who fall into a minority racial group and persons who do not (Regulation 8). These statements must be published every four years and were last published by Aberdeen City Council in 2017.

5.3 This report provides evidence of compliance with the duties contained in the Equality Act 2010 and accompanying regulations.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	This outcome in the LOIP would not be met.	L	LOIP Improvement Groups meet regularly to scrutinise progress towards achievement of outcomes and to address any barriers to success. All Council reports must include consideration of equalities outcomes.
Compliance	Non-compliance with our legal duties under Section 149 of the Equality Act 2010 (the Public Sector Equality Duty) and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 would risk enforcement action, legal challenges, loss of reputation and damage to the Council.	M	The proposals within this report demonstrate ACC's commitment to meeting our legal requirements and duties in relation to the Equality Act 2010.
Operational	Services to those with protected characteristics would	L	Integrated Impact Assessments are completed for every new policy or

	be affected, impacting on the life opportunities and outcomes for those customers.		strategy and identifies and assesses any equality impacts and requires mitigations to be considered prior to approval
Financial	ACC would be subject to legal challenges	L	The proposals within this report demonstrate ACC's commitment to meeting our legal requirements and duties in relation to the Equality Act 2010
Reputational	Failure to mainstream equality or to deliver the Equalities Outcomes risks damage to reputation of the Council.	M	The actions undertaken to date to meet the previous Equality Outcomes 2017-21 clearly demonstrate progress towards a mainstreaming approach and the Equality Outcomes 2021-25 are underpinned by a range of specific actions to support those with protected characteristics.
Environment / Climate	N/A		

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Council Policy Statement	The proposals within this report seeks to integrate equality into our day-to-day work so that it becomes part of our structures, behaviours and culture and contributes to continuous improvement and better performance. As such, the approval of this report and implementation of the proposed Equality Outcomes will support the delivery of all Policy Statements by ensuring that in implementing them, we pay due regard to eliminating discrimination, advancing the equality of opportunity and fostering good relations between persons who share a protected characteristic and those who do not.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	<p><u>LOIP stretch outcome 1</u> 10% increase in employment across priority and volume growth sectors by 2026</p> <p><u>Key Driver</u> 1.2 Developing the talent and future workforce necessary to support diversification of businesses and economy.</p> <p><u>Commissioning Intentions</u> Commission new employability activity for Progress through Positive Partnerships framework</p> <p><u>Key Measure</u></p> <ul style="list-style-type: none"> • Number of over 50s in employment <p><u>Commissioning Intentions</u> Progress the Council's Investors in Young People programme</p> <p><u>Key Measures</u></p> <ul style="list-style-type: none"> • Number staff engaged in mentoring young people. • Number internships offered to / successfully completed by care experienced young people. <p><u>Commissioning Intentions</u> Commission providers in relation to positive destinations</p> <p><u>Key Measures</u></p> <ul style="list-style-type: none"> • Number of young people achieving positive destinations. • % of young people from priority localities achieving positive destinations • Number of young people on foundation apprenticeships

	<p>Rationale: This report seeks approval for a new set of Equality Outcomes to ensure we pay due regard to eliminating discrimination, advancing equality of opportunity, and fostering good relations between persons who share a protected characteristic and those who do not. Implementation of the recommendations will result in more actions to ensure better access to information about opportunities as well as confidence in fairness to access jobs and available different employability programmes.</p> <p>The Employer Equality Outcome 4 further supports this LOIP Stretch Outcome: 'ACC as an employer seeks to diversify the workforce in the Council by ensuring there is equality of opportunity for all protected groups and that the ACC workforce is more representative of the community it serves'.</p>
<p>Prosperous People Stretch Outcomes (Children and young people and Adults)</p>	<p><u>LOIP stretch outcomes 3-12</u> The proposals within this report support the delivery of all Children & young people and Adults Stretch Outcomes. For example:</p> <p><u>Outcome 7</u> Child Friendly City by 2026 (Children and young people LOIP theme)</p> <p><u>Key Drivers</u> 7.1. Secure required six UNICEF badges to gain Child Friendly City status, <i>Equality and Inclusiveness</i>.</p> <p><u>Commissioning Intentions</u> Make Aberdeen child friendly where children feel safe, heard, nurtured and able to flourish.</p> <p><u>Key Measures</u></p> <ul style="list-style-type: none"> • Achieve UNICEF Child Friendly Accreditation badges in Participating, Child Friendly Services, Place, Culture, Co-operation and Leadership and Communication. <p><u>Outcome 12</u> Rate of harmful levels of alcohol consumption reduced by 4% and drug related deaths lower than Scotland by 2026 (People adults LOIP theme)</p> <p><u>Key Drivers:</u> 12.1 Increase support for children and young people at risk of developing drug and alcohol problems</p> <p><u>Commissioning Intentions</u> Target youth work services at priority neighbourhoods</p> <p><u>Key Measures</u></p>

	<ul style="list-style-type: none"> • Number of engagements re drug and alcohol by youth/street workers <p>Rationale: This report seeks approval for a new set of Equality Outcomes to ensure we pay due regard to eliminating discrimination, advancing equality of opportunity, and fostering good relations between persons who share a protected characteristic and those who do not.</p> <p>Implementation of the recommendations will allow a greater opportunity to reach out to those who suffer the complexity of multiple inequalities related to their protected characteristics, such as Care Experienced young people, those living within priority locality areas and adults with health and wellbeing issues.</p>
Prosperous Place Stretch Outcomes	<p><u>LOIP Stretch Outcome 13</u> No one in Aberdeen will go without food due to poverty by 2026 (Place LOIP theme)</p> <p><u>Key Driver</u> 13.1 Increasing food resilience at individual and community level by establishing self-governing community co-operatives to offer further supportive ways of providing food.</p> <p><u>Commissioning Intentions</u> Engage with partners to address food poverty and implement the provision of a Food Growing Strategy</p> <p><u>Key Measures</u></p> <ul style="list-style-type: none"> • Number of community pantries established. • Number of community pantries established in priority localities. • Number of people using community pantries. • Number of people using food banks. • Number of community food growing initiatives in schools, communities, and workplaces. <p>Rationale: The report seeks approval for a new set of Equality Outcomes to ensure we pay due regard to eliminating discrimination, advancing equality of opportunity, and fostering good relations between persons who share a protected characteristic and those who do not.</p> <p>Implementation of the recommendations will allow a greater opportunity to reach out to those who suffer the complexity of multiple inequalities related to their protected characteristics as well as disadvantages related to their place of living.</p>
Regional and City Strategies	The proposals within this report seeks to integrate equality in all our day-to-day work so that it becomes part of our structures, behaviours and culture that contributes

	<p>to continuous improvement and better performance. We are therefore confident to say that the mainstreaming of equality and the implementation of the new set of equality outcomes will support the delivery of all regional and City Strategies by ensuring that in implementing them, we pay due regard to eliminating discrimination, advancing equality of opportunity, and fostering good relations between persons who share a protected characteristic and those who do not.</p>
<p>UK and Scottish Legislative and Policy Programmes</p>	<p>The report sets out our Equality Outcomes for 2021 - 2025 as well as a number of reports on mainstreaming equality and on employee's information. These are to fulfil the requirements placed upon the Council by the Equality Act 2010 and associated regulations.</p>

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	<p>An Integrated Impact Assessment has been carried out and is attached to this report.</p> <p>The Impact Assessment indicates that the progress on the Equality Outcomes will contribute positively to all three parts of the General Duty to:</p> <ol style="list-style-type: none"> 1. Eliminate discrimination, 2. Advance equality of opportunity, 3. Foster good relations
Data Protection Impact Assessment	A DPIA is underway to consider the capture and analysis of corporate equality data.

9. BACKGROUND PAPERS

[Guidance for Scottish public authorities on the Public Service Equality Duty](#) , EHRC

[Scotland's People Annual Report 2018](#) A National Statistics publication for Scotland, Scottish Household Survey Project Team, Communities Analysis Division. The Scottish Government. September 2019

[Is Scotland Fairer?](#) The State of Equality and Human Rights, Equality and Human Rights Commission Scotland 2018

[Scottish Council Areas 2001 to 2011 Census Profile Comparator Tool](#), Aberdeen City, Published 15th February 2017.

[Coronavirus \(COVID-19\): impact on equality \(research\)](#) – Scottish Government

Vision and Action Plan - Our Shared Vision for Grampian - Integrate Grampian 2019 – Copy available

2020 Equalities Survey, Aberdeen City, Grampian Regional Equality Council, – Appendix 5

Guidance from EHRC regarding developing Equality Outcomes and Mainstreaming report 21-25 including (available as Copies)

- Equality Outcomes - Tackling Significant Inequalities.
- Equality Outcomes – Examples - January 2021
- Setting Equality Outcomes - January 2021

10. APPENDICES

1. The Integrated Impact Assessment (IIA).

2. The Equality Outcomes and Mainstreaming Progress Report 2021- 2025.
3. Appendix 1 – Equality Outcome progress report 19-21.
4. Appendix 2 – Employee Information
5. Appendix 3 – Education Equality Outcomes and Mainstreaming Report.
6. Appendix 4 – Licensing Board Equality Outcomes
7. Appendix 5 – Survey Outcome Report/Engagement Events

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Equality Outcomes 2021-2025 - Summary

In developing the new equality outcomes, we considered the following:

1- Relevance of the previous equality outcomes (17-21).

A review of the equality outcomes (17-21) was done through:

- Consultation with communities: we included questions in the survey and at community discussions to seek people's views on how we performed and whether the equality outcomes (17-21) are still relevant? See appendix 5

For example: Equality Outcome 4: Physical and social barriers are removed for those with a disability to access services and public space.

Evidence shows that physical and social access to information and services remain an issue. See appendix 5.

A new equality outcome is proposed to reflect this persistent inequality. However, SMARTer action plan and performance indicators are being developed with contribution from communities.

- Discussions with services responsible to deliver on the previous equality outcomes.

For example: Equality Outcome 6: There is learning provision and accommodation in place to meet the needs of Gypsy/ Traveller families.

Colleagues in Housing confirmed that the Local Housing Strategy includes provision plans for G/T Accommodation.

Updates on the learning provision for G/T will be included in the Education mainstreaming report.

2- National and local evidence:

- We considered national evidence from [Is Scotland Fairer](#) and the Scottish Government [Equality Evidence Finder](#)
- We considered findings from the survey and online community workshops.

see Appendix 5

Guidance from EHRC in helping the development of Equality Outcomes.

- Equality outcomes should focus on bringing about practical improvements in the life chances of those who experience discrimination and disadvantage.
- Equality outcomes should help to tackle the most pressing inequalities in our society.
- Equality outcomes should consider national and local evidence:
- Equality outcomes should be realistic and SMART to allow us to identify the impact we are having on peoples' lives.

ACC – Equality Outcomes – Corporate –

Equality Outcomes 2017-2021 - Updates on these equality outcomes for 2019-2021 are in appendix 1

Equality Outcome 1

We have engaged and committed leaders, with the council and partners working together to reduce inequality, remove barriers and promote a culture of respect.

Progress on leadership and partnership will be updated through the equality mainstreaming report. (See page 15-21)

Equality Outcome 2

We have a clear action plan in place to deliver a Human Rights based culture within Aberdeen City Council

Progress on Human Right plan will be updated through the equality mainstreaming report. (See page 20)

Equality Outcome 3

Older people and younger people have an empowered, actively involved community voice.

Actions to continue progress on this outcome will be reflected in the new Equality Outcomes 1&3

Equality Outcome 4

Physical and social barriers are removed for those with a disability to access services and public space.

Actions to continue progress on this outcome will be reflected in the new Equality Outcome 1

Equality Outcome 5

We have in place support for BSL users to access services, information on services and to be involved in making improvements for the Deaf and Deaf/blind communities.

Progress on this outcome will be reflected in Our BSL Plan report. See page 19.

Equality Outcome 6

There is learning provision and accommodation in place to meet the needs of Gypsy/ Traveller families

Progress in Accommodation is reported in the Local Housing Strategy.

Learning Provision is progressed through work in Education See Appendix 3

Equality Outcome 7

Aberdeen is a city of sanctuary with positive relations amongst Aberdeen's diverse communities, where everyone is welcome and respected, regardless of religion, belief or background.

Actions to continue progress on this outcome will be reflected in the new Equality Outcomes 2&3.

Equality Outcome 8

In Aberdeen there is a culture in which women's lives, opportunities and confidence are improved.

Actions to continue progress on this outcome will be reflected in the new Equality Outcomes 3

Equality Outcome 9

Aberdeen is an LGBT+ friendly city where LGBT+ communities can confidently express their identity and views.

Actions to continue progress on this outcome will be reflected in the new Equality Outcomes 1&3

Proposed New Equality Outcomes 2021-2025

Details on these equality outcomes are in pages: 30-37

An action plan is currently being developed with contribution from equality groups.

Equality Outcome 1

All people with protected characteristics will access information, goods and services knowing that social* and physical barriers are identified and removed, with a focus on Age, Gender reassignment** and Disability

* Social barriers are barriers to entry which are created by the culture of the community, i.e. people's behaviour towards newcomers or others in general.

** We acknowledge that this terminology may be outdated, and 'Trans' is the umbrella term. However, since this report is in response to current Equality Act, we used the terminology as per the Act.

Equality Outcome 2

Diverse communities in Aberdeen will have an increased sense of safety and belonging within their neighbourhood and City, with a focus on Race (including Gypsy/Travellers), Religion and Sexual Orientation.

Equality Outcome 3

Representation in civic participation of people with protected characteristics will be improved by ensuring our leaders, staff and organisation champion the equality agenda in the City, with a focus on Disability, Race and Sex.

ACC – Equality Outcomes – Employment

Equality Outcomes 2017-2021 - Update for 2019-2020 on these equality outcomes are reflected in Appendix 2 (Introduction)

Equality Outcome

Aberdeen City Council - a fair employer

The two actions that sit below this equality outcome are:

1. We will maintain a diverse workforce and a culture that is free from unlawful discrimination and;
2. Achieve and maintain pay equality within the workforce

Proposed New Equality Outcomes 2021-2025 - An action plan is currently being developed with consultation with employees

Equality Outcome 1

Improve the diversity of our workforce and address any areas of underrepresentation, ensuring that there are equal opportunities for all protected groups (with consideration for both internal employees and external applicants), with a particular and prioritised focus on Age, Disability, Race and Sex

Equality Outcome 2

Ensure that all of our employees who have protected characteristics feel fully valued, safe and included at work, with a particular and prioritised focus on Age, Disability, Gender reassignment, Race, Sex and Sexual orientation

ACC Equality Outcomes - Education

Equality Outcomes 2017-2021 - [Updates on these equality outcomes for 2019-2021 are in Appendix 3](#)

Equality Outcome 1

Children and young people with a disability and their families are supported and included enabling them to achieve their full potential

Equality Outcome 2

- Pre-birth children (unborn babies) at risk due to issues that parents are dealing with such as; mental health, substance use and domestic abuse are identified at an earlier stage

Vulnerable pregnant women are identified and supported at an early stage

Equality Outcome 3

Lesbian, Gay, Bisexual and Transgender (LGBT) children and young people feel safe, respected and included in school

Equality Outcome 4

All children and young people in Aberdeen have an understanding of their rights and develop the ethos and culture to improve well-being and develop every child's talents and abilities to their full potential.

Equality Outcome 5

External Cultural/Arts organisations who receive investment from Aberdeen City Council actively promote and engage with those with protected characteristics in designing, planning and delivering activity.

Proposed New Equality Outcomes 2021-2025 - [Details and action plan are presented in Appendix 3](#)

Equality Outcome 1

Increase access to information by ensuring communication barriers are removed for children, young people and families who are disabled

Equality Outcome 2

Increase the feeling of trust and belonging to schools and communities by reducing bullying of those with protected characteristics, race, disability, LGBT.

Equality Outcome 3

Reduce number of exclusions for children and young people with disabilities

ACC- Equality Outcomes – Licensing

Equality Outcomes 2017-2021 - [Updates on these equality outcomes for 2019-2021 are in Appendix 4](#)

Equality Outcome 1

Members of the Licensing Board and the staff of the Licensing Team to improve their understanding and awareness of equality issues in carrying out their statutory roles with Licence holders, trade organisations, partners and the communities of Aberdeen City.

Equality Outcome 2

The Licensing Board will seek to promote equal opportunity of access for all to Licensed Premises in the City and promote good practice.

Equality Outcome 3

All applicants and members of the public are able to access the Licensing Boards services easily and confidently and make sure the Board's information is available to all.

Equality Outcome 4.

Greater participation and involvement of the public and licence holders with protected characteristics in meetings, consultations and other statutory processes of the Board.

Proposed New Equality Outcomes 2021-2025 - [Details presented in Appendix 4](#)

Equality Outcome1

Developing the Licensing process to ensure fair access for all, including the development of electronic applications and payments and the implementation of hybrid Licensing Board meetings

Equality Outcome 2

Licensing Board works in partnership with a range of stakeholders to ensure the most effective decisions are made to meet the aims of the Board and also works with license holders and other Council services to support positive behaviour on and around license premises.

Aberdeen City Council
Equality Outcomes and Mainstreaming
Report 2021- 2025

Foreword
To follow

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Introduction

This document presents the Council's plan for mainstreaming equality within the organisation and sets out our intended actions for 2021 – 2025 to pay due regard to the Equality Act 2010 and its General Duties of eliminating discrimination; advancing equality of opportunity; and fostering good relations between persons who share a protected characteristic and those who do not.

Having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

The protected characteristics as [defined](#) by the Equality Act 2010 are:

Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Chapter 1- The context for equalities mainstreaming in 2021.

In this chapter we will consider current national and local equality issues which affects peoples' lives. We will also reflect on the approaches and strategies the Council has pursued in its journey to meet its legal equalities duties. This will contribute to framing the equality work and setting a new set of Equality Outcomes for the next 4 years.

The COVID-19 pandemic

The **COVID-19 pandemic** has had an unprecedented impact on communities across the world. Every life has been affected, however, there is clear evidence that COVID-19 does not affect all population groups [equally](#). Whether it is the virus itself or the restrictions set as a response to its spread, early national and local research has shown the extra layer of disadvantage equality groups are enduring:

- Research shows older age and being a member of an ethnic minority community, for example, are associated with a higher risk of catching the infection and higher rates of death.
- Bereavement, isolation, loss of income and fear are triggering mental health conditions or exacerbating existing ones. Many people may be facing increased levels of alcohol and drug use, insomnia, and anxiety.
- There is concern that rates of domestic abuse are increasing during periods of lockdown and restricted measures. The [joint statement](#) issued by the Violence Against Women and Girls (VAWG) services across the UK reports that perpetrators will use infection control measures as a tool of coercive and controlling behaviour
- Long-standing structural inequalities and discrimination that deaf and disabled people experience appear to be heightened. Nationally, the wide disparities are reflected in the [data](#) released by the Office for National Statistics, which shows Disabled people are about twice as likely to die from COVID-19.

In developing these Equality Outcomes, we were mindful of the coronavirus pandemic and the disproportionate impact on communities. Some of these impacts have already been identified but others are still to be seen. It is important that the

increasing disadvantage triggered by the pandemic is considered throughout our process to developing and implementing our equality outcomes.

The recently published report of the [Social Renewal Advisory Board](#) includes ‘calls to action’ on many aspects of life that have equality factors and considerations, including housing, food accessibility, the incorporation of human rights law into Scots law to ensure protection for those with protected characteristics, and realising disabled person’s rights in full. As this work develops, we will ensure that this mainstreaming plan accounts for any measures being introduced to advance equalities issues.

The Black Lives Matter

The circumstances of George Floyd’s death in the US mobilised people to protest throughout the world in support of the Black Lives Matter movement and race inequality.

In Aberdeen, residents organised a well-attended peaceful protest to mark their support for the movement, calling for change to eliminate systematic injustices and racial inequalities against black people.

In our engagement process, our local communities have reiterated the importance for the Council to continue to demonstrate leadership on equality issues and support to such causes.

Such events have been reminders and triggers for us to continually review the way we work and think about what we need to put in place, to better understand how people’s lives are affected.

In Aberdeen City Council, we understand that it is during difficult times that equality matters the most.

Local Context

Facts about Aberdeen:

Aberdeen is the 3rd largest city in Scotland and the 37th most populous urban area in the United Kingdom.

Aberdeen has been named as one of the top [60 liveable global cities](#), one of the top 5 liveable cities in Britain by Mercer and one of the top eight cities leading the United Kingdom's economy.

In 2018, Aberdeen was confirmed as Scotland's most international city, with nearly a fifth of residents born outside the UK.

Demographics

In June 2019, Aberdeen City had an estimated population of **228,670**. This equates to 4.2% of Scotland's total population. In terms of population size, Aberdeen City is the 8th largest local authority in Scotland.

There are slightly more females (114,873) than males (113,797) in the city with females making up 50.2% of the population.

Compared to the rest of Scotland, Aberdeen has a relatively young population. The median age in Aberdeen is 38 years compared to 43.4 years for Scotland.

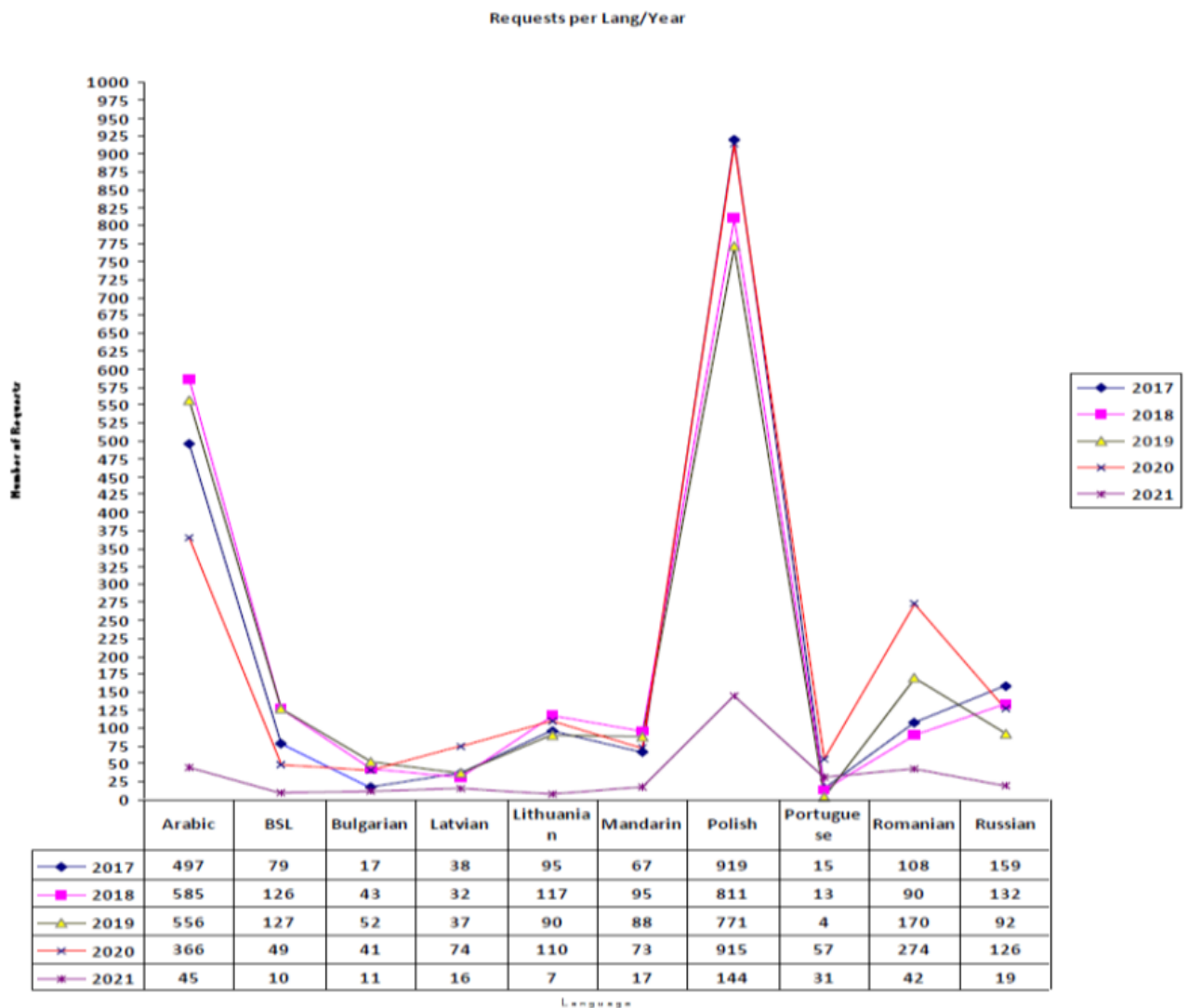
Aberdeen City has a diverse population. Recent figures (Jan-Dec 2019) from the National Records of Scotland, estimate that 22% of the City's population was born outside the UK compared to 9% for the rest of Scotland. It is estimated that of those born outside the UK, 50% are from EU countries and 50% from non-EU countries. At the time of the 2011 Census, Aberdeen City had the third highest proportion of non-white ethnic minority people in Scotland at 15.6%. This was more than double the average for Scotland (7.6%).

Aberdeen City has a slightly higher rate of people (known to the local authority) with learning disabilities at 5.5 per 1000, compared to 5.2 for Scotland as a whole. In the Scottish Health Survey (2016-19), 24% reported having a limiting long-term illness in Aberdeen City compared to 33% in Scotland. This proportion was higher in females (28%) than males (19%).

The 2011 census found that the primary religion in Aberdeen is Christianity at 31% of the population (compared to the national average of 54%). The largest denominations are the Church of Scotland and the Roman Catholic Church. There are also several Protestant, Baptist, and Evangelical congregations as well as two meeting houses for the Latter-Day Saints Church.

Aberdeen has the highest proportion of non-religious people in the country with about 43% of residents claiming no religion.

The following graph shows the interpreting requests for the 10 most used languages over the last four years, as provided by InterTrans, our in-house interpreting and translation service.



The Gypsy/Travellers Community

A total of 13 unauthorised encampments visited Aberdeen in 2020.

The authorised traveller site at Clinterty is a permanent site and currently has 19 families living there, consisting of 34 adults and 24 children. Some of the families travel throughout the year, however due to COVID-19 all the families have remained on site throughout the year.

COVID-19 deaths: As of 14^h February, there were [224 deaths](#) in Aberdeen City where COVID-19. Analysis by National Records of Scotland also shows that deaths among people in the South Asian ethnic group were more than twice as likely to involve COVID-19 as the White ethnic group. [Aberdeen City Population Needs Assessment (Draft 18 December 2020)]

Hate Crime:

Hate Crime is recorded under the following categories:

- Race
- Sexual Orientation
- Religion/Faith
- Disability
- Transgender/gender identity.

The following table provided by Police Scotland shows the number of hate crimes reported in Aberdeen across a 3 - year period from 2017-2020. It shows a marked increase in the number of crimes reported between 2019 and 2020 with crimes relating to Race by far the most reported, followed by sexual orientation.

Aggravator	1st July 2017 - 30th June 2018	1st July 2018 - 30th June 2019	1st July 2019 - 30th June 2020
Race	186	166	201

Religion	9	13	5
Race & Religion	7	1	1
Other Multi Aggravator (incl. Race or Religion)	2	6	9
Disability	5	8	7
Sexual Orientation	44	34	70
Transgender	2	1	8
Other Multiple Aggravators (excl. Race or Religion)	2	2	4
Total	257	231	305

Please note: All statistics are provisional and should be treated as management information.

All data have been extracted from Police Scotland internal systems and are correct as at 19/8/2020.

1. As there can be multiple aggravators attached to a hate crime, the total number of aggravators will not reflect the number of unique hate crimes.

Legislative Context

Equality Act 2010

Aberdeen City Council, like all public authorities are required to publish equality information by 30 April 2021 under the Scottish specific duties . This information includes:

- a new set of equality outcomes,
- reports on their progress on achieving their equality outcomes and on mainstreaming equality by this date and
- pay gap information and equal pay statements.

The Human Rights Act 1998

The Human Rights Act 1998 sets out the fundamental rights and freedoms that everyone in the UK is entitled to. It incorporates the rights set out in the European Convention on Human Rights (ECHR) into domestic British law. [The Human Rights Act 1998](#) came into force in the UK in October 2000 and requires all public bodies (including local authorities) and other bodies carrying out public functions to respect and protect people's human rights.

Chapter 2- Mainstreaming equality

This chapter reflects on the approaches and strategies we have in place to mainstream our equalities duties. Mainstreaming equality simply means integrating equality into the Council's day-to-day working.

This requires taking equality into account and paying due regard to the General Duties as defined by the Equalities Act 2010 in the way we exercise all our functions.

By mainstreaming the equality duty, we will ensure that equality becomes part of our structures, behaviours and culture that contributes to continuous improvement and better performance.

To assess and review the work we do to mainstream equality, we have asked ourselves the following questions:

About our communities:

How much do we know and understand our diverse communities? How effective are we in engaging with our communities and understanding inequality issues affecting them?

About our Governance:

How committed are our leaders and organisation? How are our priorities and working in partnership taking into account equalities work? How do we assess equality impact on policies and decision-taking?

About our services:

How fair and responsive are our services? What are our mainstreaming principles?

About our workforce:

How diverse is our workforce? How much are we investing to have an engaged workforce?

1. About our communities

Equality data

High quality equality evidence and analysis is vital to ensure effective and inclusive services and decision making in Aberdeen.

We use a series of data sources, including,

- a. Scotland's Census, National Records of Scotland for specific [data on Aberdeen](#) to plan and allocate resources.
- b. National inequality data sources, including: '[Is Scotland Fairer](#) , [Equality Evidence Finder](#) and other additional national sources like the [Scottish Household Survey](#).

To understand the profile and needs of our diverse communities we work in partnership with customers and services. Examples include:

- We consult extensively with D/deaf and Deafblind BSL users and colleagues in the Health and Social Care Partnership (HSCP) to better understand the BSL users community's needs to enable their participation in civic life and to ensure our services were accessible. Details are within our [British Sign Language Plan \(BSL\) 2018-24](#).
- Working closely with the third sector and specialist organisations to engage and reach out to the diverse communities, including:
 - North East Sensory Services (NESS) and the British Deaf Association (BDA) to engage with BSL users.
 - We funded Grampian Regional Equality Council (GREC) to carry out community engagement in preparation for our Equality Outcomes.
 - Disability Equity Partnership (DEP): As a constituted part of the Council's governance structure, DEP is used as a sounding board for consultation and advice especially for infrastructure projects and accessibility in civic spaces and as a strategic advisory group. The Partnership has been a driving force for positive social change. The Partnership which exists to bring about improvements to the lives of

people in Aberdeen who experience exclusion because of their disability, through the promotion of a rights-based approach to disability equality have supported various successful projects. Recently they fed into the accessibility of the newly refurbished Music Hall. Other projects undertaken were also reported in our progress [report](#) 2017-19

- Our Gypsy/ Travellers Liaison Officer provides information and facilitates engagement activities with the Gypsy/ Travellers Community in Aberdeen.
- **Equality Ambassador's Network:** The Equality Ambassadors Network was launched in May 2018 and remains a vital part of our networking with staff on equality issues. EAN's most recent presentation on the Impact of COVID-19 on equalities can be viewed [here](#).
- Our in-house interpreting and translation service – [InterTrans](#), provides reports on the usage of language and communication support requested indicating the diverse needs of the population. Please see chart provided on page 8.
- Data is also collected regularly as part of our process to consult and assess equality impacts on new policies and proposals.
- We work closely with Police Scotland, GREC and our Community Safety Partnership to collect data on hate crime and prejudice incidents in the City. The graph in page 9 shows the numbers and types of hate crime reported to the Police for the period 2017-2020.
- Other sources of data and equality information include:
 - Consultations that services carry out for specific projects.
 - Community consultation groups/platforms, including tenant participation groups.
 - Councillor enquiries relating to equalities, complaints, and customer feedback.
 - Council social media platforms

Through our process of preparing the EO, there were visible gaps in the lack of systematic and quality data available on equality issues. This lack of relevant data is preventing us to understand the extent equality has been mainstreamed.

This has resulted in our key action to continue to improve our data recording around equality issues ensuring services will better integrate this into their operations.

2. About our governance

The Local Outcome Improvement Plan (LOIP)

The City has a vision: “..for 2026 for Aberdeen is a place where all people can prosper. This means all people being able to access the opportunities available in our great City, regardless of their background or circumstances. This reflects our desire to help all people, families, businesses and communities to do well, succeed and flourish in every aspect. To achieve this vision we are committed to tackling the issues that exist in our society which prevent equal opportunity for all to lead a happy and fulfilling life.” LOIP 16-26.

Council reporting

Each Council report must include consideration of equalities issues through the Integrated Impact Assessment. This ensures that officers are considering such issues when requesting decisions are made on policy and strategy and provides assurance to the Chief Executive and Elected Members that decisions they make will not impact adversely on those with protected characteristics. This is an important step in raising awareness across the organisation of the importance of equality, and ultimately assuring those with protected characteristics that their rights are considered.

Leadership

Our Diversity and Equality policy indicates that:

- The Corporate Management Team (CMT) has responsibility to provide leadership in relation to equality and diversity and to oversee the operation of the policy.

- Elected members have the role to provide leadership and encourage organisational compliance with the policy. They will engage with community groups on equality and diversity matters as required. In addition, they have a scrutinizing responsibility to ensure that reports before committees identify any relevant equality implications and indicate how these will be addressed.

Elected Members sit on Boards or Partnerships that embrace equalities such as Grampian Regional Equality Council, and the Disability Equity Partnership. The Equality Team runs annual Equality training for the Elected Members raising awareness of the legal duties and inequalities faced by the diverse communities.

Aberdeen City Council supports many charities, events and good causes.

One way of expressing our support is through lighting up the Council’s headquarter: Marischal College.

In October 2020, a special rainbow light was displayed to thank key workers in Aberdeen during the pandemic, including NHS Grampian staff, the Scottish Ambulance Service, Police Scotland, the Scottish Fire and Rescue Service, and Aberdeen City Council staff were thanked for their efforts with a special rainbow light display .

Other lightings approved by Lord provost for the year 2021 in support of equalities matters include:

Holocaust Memorial Day	27-Jan-21	Purple/Violet
Captain Sir Tom Moore tribute	03/04-Feb-21	Blue (for the NHS)
National Care Day	19-Feb-21	Red
LGBTQ Fostering & Adoption Week	02/03-Mar-21	Rainbow (Dynamic)
International Women’s day	08-Mar-21	Purple



Holocaust Memorial Day commemorated with violet and purple lighting – 27 /01/2021



Key workers are thanked with rainbow lighting – October 2020

Example of leadership commitment: The BLM protests in June led to a motion from an elected member in the June committee for the City Council to:

- acknowledge there is a problem with racial inequality and prejudice in Scotland and the wider UK, and
- agree to work with the organisers of the Black Lives Matter poster protest and other race equality organisations in the city to mount an exhibition on the antislavery abolition movement in Aberdeen when public health restrictions are lifted

Example of leadership commitment: Adoption of the International Holocaust Remembrance Alliance definition of Anti-semitism. A motion was raised by the Lord Provost stating that:

- Aberdeen City Council is proud of its efforts to tackle discrimination in all its forms, we celebrate our diverse community and we condemn racism and anti-Semitism wherever it is found. As part of the Council's ongoing equalities work we resolve to join with the UK and Scottish Government's and the major political parties in the UK in signing up to the internationally recognised International Holocaust Remembrance Alliance guidelines on anti-Semitism.

Updates on Equality Outcomes 2019-2021 at appendix 1, lists all activities to support the previous equality outcome: **We have engaged and committed leaders, with the council and partners working together to reduce inequality, remove barriers and promote a culture of respect.**

Diversity and Equality Policy

Our [Diversity and Equality](#) policy outlines the Council's commitment to equality and diversity as an employer, and as a front line service provider.

The policy helps to ensure the Council is legally compliant in relation to the Equality Act 2010, including the general and specific equality duties applying to listed public authorities in Scotland. It also helps ensure that the organisation applies good practice in respect of equality and diversity.

Integrated Impact Assessments

We continue to measure the impact of any changes to existing or new policies or strategies using our digitalised Integrated Impact Assessments.

We measure the impact on Protected Characteristics as per the Equality Act 2010, Human Rights, the Socio Economic and Fairer Scotland duty requirement as well as Children's Rights.

Chief Officers are responsible for ensuring the Integrated Impact Assessments are carried out. Training and guidance on the use and application of IIAs has been delivered.

All our Integrated Impact Assessments are published and made public on our [website](#).

Aberdeen as a Child Friendly City

Aberdeen City Council, alongside Community Planning Partners, are committed to achieving UNICEF accreditation as a '[Child Friendly City](#)' (CFC).

In practice, a CFC it is a city, town or community in which the voices, needs, priorities and rights of children, are an integral part of public policies, programmes and decisions. This is an important step in ensuring generational influence in plans for the City, and that age is not a barrier to participation.

British Sign Language (BSL) action plan

Aberdeen City Councils launched their first BSL action plan in partnership with Aberdeen Health and Social Care Partnership in 2018. [The plan](#) sets out our commitment to improving services and information for the BSL user community.

Aberdeen Gaelic Language Plan (GLP)

Work is ongoing to develop our second edition of the Aberdeen City Council's Gaelic Language Plan 2021-2025 in October 2021.

The [GLP 2016-2021](#) sets out our aims and ambitions for Gaelic in the local authority, our schools and communities.

Aberdeen City Council is committed to supporting the aspirations and objectives included in the [National Plan for Gaelic](#) and the [Gaelic Language \(Scotland\) Act 2005](#). This plan explains the reasoning behind the creation of national and local Gaelic Language Plans and what the intentions of our individual plan are. It sets out to what extent we aim to increase the attainment, usage and visibility of Gaelic in Aberdeen and how we will endeavour to achieve these objectives.

We CARE Customer Charter

Aberdeen City Council, through the 'We CARE customer charter', are committed to providing the best service we can to our customers. Our We CARE Charter and commitments outline what good customer service should look like across all our

services. It is our pledge to our customers about what they can expect when interacting with us.

Our commitments

Connected

- We will support and encourage you to use our online services.
- We will connect you with other services and groups across the city who can also help you and offer the best support.

Accessible

- We will make sure our communication with you is easy to understand and recognise that sometimes people need information provided in different ways.
- We will always be approachable, empathetic and keen to listen and understand your needs.

Responsive

- We will aim to be open and honest with you about what we can and can't do and the reasons for this.
- We will aim to deliver the best services possible and support our most vulnerable customers.

Empowered

- We will involve you in helping us to design and test the ways we deliver our services.
- We will listen and act upon your feedback, whether it's a complaint, comment or a compliment.

THE WE CARE CHARTER AND COMMITMENTS TO OUR CUSTOMERS



CONNECTED

- We will support and encourage you to use our online services
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EMPOWERED

- We will involve you in helping us to design and test the ways we deliver our services
- We will listen and act upon your feedback, whether it's a complaint, comment or a compliment



Human Rights Action Plan

Work is ongoing to deliver a [human right-based](#) culture across Aberdeen.

In carrying out public functions, Aberdeen City Council is required to respect and protect its citizens' human rights.

Aberdeen City Council will work to ensure that new policies and procedures are within the rights set out in the European Convention on Human Rights and provide mitigation where this may not be possible.

Human rights considerations are embedded in our Integrated Impact Assessments and encourages users to think through the various articles and the impacts their proposals may have in relation to Human Rights.

We are members of the Scottish Council of Equality Networks (SCEN), and together with equality officers from other Scottish Local authorities, we engage with the National Taskforce for Human Rights Leadership whose purpose is to design a new human rights framework that can improve everyday life in Scotland. The taskforce will also design an associated programme for capacity-building to support duty-bearers (and rights-holders) to implement the new framework.

Reporting on Leadership and Governance

We received some good feedback regarding our leaders, additionally some communities expressed concern that ACC should have stronger, more visible leadership on equality issues and actively promote tolerance, diversity, and fairness.

“I think Council doing very good job trying to reach out to as many ethnic minorities as possible and providing opportunities to be engaged. I think sometimes the lack of information, or not enough advertisement on the events and activities can get unnoticed and people miss out on news and possibilities available..” Page 3- 2020 Survey Report Appendix 5.

To address this concern, work has begun to set up an internal strategic equality partnership with senior representation from across the Council services to oversee the equalities’ agenda and provide strategic oversight and direction.

We are also proposing actions as part of supporting the achievement of our new Equalities Outcomes to ensure our leaders are visible and actively supporting the equalities’ agenda.

3. About our services

To ensure our services are inclusive and responsive, we identified the following mainstreamed principles in our 2017/2021 Plan.

- **An engaged community**

The Community Empowerment (Scotland) Act (2015) provides communities with the right to make participation requests of public organisations and places a duty on the latter to meet these.

Along with our partners, Aberdeen City Council contributed to the development of the [Engagement, Participation and Empowerment Strategy](#) as part of a consistent

approach by community planning partners to help staff and public develop a shared understanding of participation.

One of the main strategic objectives is that all communities' views will be equally valuable. "every community will be equally heard and listened to." To ensure efficient engagement with communities, our IIAs require evidence to show the consultation that has taken place in the decision-making process. We have service level agreements with organisations who support and represent various community groups to ensure our engagement with communities is current and efficient:

- Grampian Regional Equality Council
- Shopmobility Aberdeen
- Deaf Blind Scotland

A recent example, Grampian Regional Equality Council led on the statutory requirement of community engagement that led to the proposal of our Equality Outcomes for 2021-2025.

- **An informed community**

Accessible information remains a key element for all communities and this has been evident through all our efforts through COVID-19.

Various efforts were made to provide information on safety, national facts, sources of information and support in various community languages and formats. Where possible, BSL information was also produced in a timely manner.

Some of the platforms used to share this information were our [website](#), our social media platforms, the Equality and Community Justice [news bulletin](#), partnership websites, mailing lists and through the support of 3rd sector and volunteers who were in direct contact with communities.

- **An accessible City:**

Physical access remains an important factor to ensure people with wide range of impairments and different needs are considered.

Our integrated impact assessments ensure proposals and development projects are assessed for physical access.

The Disability Equity Partnership's (DEP) role has also been pivotal in supporting officers to ensure there is physical accessibility through the city. Some of their input has resulted in fixed benches in cemeteries, media campaigns to alert people on the impacts of overgrown hedges on people with disability and carers, and an accessible refurbishment of the Music Hall.

- **A safe community:**

We continue to work closely with Police Scotland, GREC, our Community Safety Partnership and other third sector relevant organisation to address safety issues facing equality groups, including:

- Prejudice and Hate Crime reporting
- Support to Violence against Women Partnership
- Domestic Abuse
- Ensuring that Gypsy/ Travellers are safe when on an unauthorised encampment.

- **Equality and Diversity welcomed and celebrated.**

We continue to support some community led events to celebrate diversity and mark important days in the equality calendar.

From March 2020, however, a significant number of events were cancelled or postponed due to the COVID-19 pandemic and resources were diverted to supporting the critical response to our communities.

In our progress report 19 -21 in Appendix1 we reported on work done to celebrate and welcome Equality and diversity.

A list of events can be found here.

- **Services understand and take into consideration Protected Characteristics.**

We continue to offer equality induction training to all new staff. Induction training includes understanding the legislation and how it applies to our work, the council's duty under the legislation, understanding the General Duties of the Equality Act and a reference to the Equality Outcomes and available services/ consideration to take into account to ensure equality is embedded in everything we do and that our services are inclusive.

The Equality team also offers advice and support to all officers in considering equality issues – for example: assistance to assess impact of new proposals or policies, liaising with community groups for consultations and guidance on policy.

Our Equality Ambassador Network offers myth busting and training sessions related to equality issues.

Reporting on our Services

Physical and social access is still being reported as an issue facing our diverse communities. An Equality Outcome has been developed to address this inequality and many actions have been identified.

By setting up a systematic data collection mechanism and ensuring meaningful engagement with community representative groups and partnerships we will be able to establish baseline data to measure progress, evaluate the impact of our actions and better plan for services and allocation of resources.

Our Procurement Service:

Policies and procedures relating to procurement activity have a strong emphasis on the Public Sector Equality Duty.

As a shared service, Commercial & Procurement Shared Services (C&PSS) has formed strong strategic partnerships with equalities teams in Aberdeenshire Council and The Highland Council. Good practice and common approaches to new national policy or case law can be shared as a result of these connections.

The approach to community benefits provides procurers and suppliers with a clear, compliant, ideas-driven framework to work consistently within. A diverse range of community benefit types have been developed to ensure meaningful, proportionate and relevant community benefit outcomes are incorporated and maximised.

Equalities is a standalone community benefits theme but can positively impact on many other benefit types e.g. potential to focus opportunities for underrepresented groups in the community or educational priority groups (e.g. younger, older or disabled persons, women returning to work, long term unemployed etc). Specific measures can be taken to promote employment opportunities for disabled persons (including involving supported businesses in the supply chain).

Fair Work Practices covers Real Living Wage (to the extent permitted by law in public procurement). It covers all protected characteristics but it also addresses equal pay, gender representation, gender pay gaps and opportunities for disabled persons. This is an extremely meaningful way for a local authority to help to alleviate various forms of poverty, unfairness and disadvantage.

4. Our Workforce

As per the specific duties' requirement, we gather and publish yearly information on the composition of the authority's employees and information on the recruitment, development and retention of people as employees of the authority with respect to the number and relevant protected characteristics of such people.

We use this information to better perform the general equality duty.

Appendix 2 presents information on

- Work we do as employers to mainstream equality.

- a progress report on the previous set of employment specific Equality Outcomes and,
- Employee data as requested by the specific duties.

Chapter 3- Evidence Gathering - Understanding and identifying the main inequalities.

This chapter includes outcomes from the literature review, the review of our previous equality outcomes and the community engagement process undertaken to understand the specific and key inequalities and challenges in Aberdeen.

This process informed the development of our new set of Equality Outcomes.

Research and Community Engagement

To understand the key inequalities in Aberdeen, we worked in partnership with Grampian Regional Equality Council (GREC) to reach out to communities and carry out a robust evidence collection and analysis. Our work included:

- national and local literature reviews and research around equalities issues – for example the Equality and Human Right Commission (EHRC) research and findings in [‘Is Scotland Fairer \(2018\)’](#).
- engagement with colleagues from different services across the Council to see how national data compared with local data and research.
- a survey promoted to reach out to diverse communities - almost 200 people participated. A report with detailed findings appears in Appendix 5.
- online discussion workshops with community groups from diverse background and sharing protected characteristics including: members from the Disability Equity Partnership, people with disabilities, BSL users, members from the Muslim community, members from the Jewish community, a group with African backgrounds a group of EU nationals, a group from the LGBTQ+ communities (as well as a specific session with Trans individuals), older and younger people, and members of Aberdeen Women’s Alliance. Details are in Appendix 5.
- **Updates on our previous Equality Outcomes**

Our previous equality outcomes were developed and published in April 2017.

As required by the specific duties, the first progress report 2017-2019 was published in April 2019. The second progress report is due for April 2021 and has been completed and presented in Appendix 1 of this main report. Our survey and community group discussions included questions to seek peoples' views on the work we did to achieve these equality outcomes. Details are in Appendix 5.

Chapter 4- Equality Outcomes 2021-25

An equality outcome is a result which we aim to achieve in order to further one or more of the needs mentioned in the general equality duty. In other words, an equality outcome should further one or more of the following needs: eliminate discrimination, advance equality of opportunity and/or foster good relations.

Equality Outcomes aim to bring practical improvements in the life chances of those who experience discrimination and disadvantage.

Note: The actions presented in this table are examples of what we can do to achieve our Equality Outcomes. A detailed action plan with measuring indicators, responsibilities and timeframes for completion is currently being developed through consultation with communities.

Equality Outcome 1	
All people with protected characteristics will access information, goods and services knowing that social* and physical barriers are identified and removed, with a focus on Age, Gender reassignment** and Disability	
Identified Inequalities	<p>Digital exclusion: Older and disabled people are less likely to have access to digital services.</p> <p>Disabled and Trans communities expressed negative experience attending cultural events.</p> <p>Inter-sectional barriers, with the example of being disabled and a Trans person.</p> <p>Mental health due to COVID-19 pandemic and triggered restrictions.</p> <p>Information on Aberdeen City Council website needs to be easily accessible (BSL videos).</p>
	<p>* Social barriers are barriers to entry which are created by the culture of the community, i.e. people's behaviour towards newcomers or others in general.</p> <p>** We acknowledge that this terminology may be outdated, and 'Trans' is the umbrella term. However, since this report is in response to current Equality Act, we used the terminology as per the Act.</p>

Link to the General Duties	This Equality Outcome will help to eliminate discrimination and advance equality of opportunity for disabled people, older people, and Trans people.
Example of actions to achieve the Equality Outcome	<p>Work in partnership with the third sector to improve access to digital inclusion.</p> <p>Explore recruiting community digital champions.</p> <p>Aberdeen City Council website improved for accessibility.</p> <p>Diversity training improved to include:</p> <ul style="list-style-type: none"> - Understanding social barriers - Promotion of inclusive language <p>Work with disability groups to improve physical access in the City.</p>
How will we measure progress?	<p>Establish baseline data to measure progress.</p> <p>Evaluate the impact of our actions and identify any changes or improvements needed.</p> <p>Satisfaction Survey to measure change and positive impact of our training.</p>
<p>Equality Outcome 2</p> <p>Diverse communities in Aberdeen will have an increased sense of safety and belonging within their neighbourhood and City, with a focus on Race (including Gypsy/Travellers), Religion and Sexual Orientation.</p>	

Identified Inequalities	<p>Young people and people from ethnic minority groups reported lower levels of trust and belonging in their neighbourhood.</p> <p>People who had no religion or belief were less likely to feel they belonged to their neighbourhood.</p> <p>Many LGBT people do not believe there are enough safe spaces where they can socialise safely.</p> <p>Lack of support to community events,</p> <p>Council to lead and support activities to promote good relations and bring diverse groups together.</p> <p>Gypsy/Travellers face some of the highest levels of prejudicial attitudes.</p>
Link to the General Duties	<p>Work to achieve this outcome will help us to eliminate race discrimination and discrimination based on religion and sexual orientation. This will also help us foster good relations between different groups.</p>
Example of actions to achieve the Equality Outcome	<p>Agree an equality calendar, develop a media strategy and ensure celebratory messages from leaders are delivered.</p> <p>Complete a review into how the council can offer sustainable in-kind or other support to key events that celebrate and advance equality in Aberdeen.</p> <p>Strengthen the prejudice hate incident reporting mechanism to increase reporting and improve support for victims of prejudice incidents and crime. ~</p> <p>Establish all existing inclusive places (for example: family friendly places) and engage with communities to promote and identify gaps.</p>

How will we measure progress?	<p>Satisfaction surveys</p> <p>Increase in prejudice incidents reporting.</p> <p>Mechanisms for supporting victims are available and victims of hate incidents are accessing them.</p> <p>Key events are supported.</p>
<p>Equality outcome 3</p> <p>Representation in civic participation of people with protected characteristics will be improved by ensuring our leaders, staff and organisation champion the equality agenda in the City, with a focus on Disability, Race and Sex.</p>	
Identified Inequalities	<p>Women, people from ethnic minority groups and disabled people are under-represented in civic activities.</p> <p>A refreshed approach to community empowerment and involvement is needed to ensure people's views and lived experience influences decision making</p>
Link to the General Duties	<p>This Equality Outcome will help to eliminate discrimination, advance equality of opportunity.</p>
Example of actions to achieve the Equality Outcome	<p>Barriers to diversity in civic activities and community engagement are identified and work is done to address them.</p> <p>Ensure meaningful engagement with community representative groups and partnerships (for example the Disability Equity Partnership) to ensure people's views and lived experience influences decision making.</p> <p>Commitment to equality in the City Council is embedded at a strategic level and leaders are visible and explicit in their support of the equality agenda.</p> <p>Our events are culturally sensitive and reflect the City's diversity</p>

How will we measure progress?	Baseline data for representation is established and progress is achieved. Satisfaction surveys
<p>Equality Outcome 4 – Employment</p> <p>Improve the diversity of our workforce and address any areas of underrepresentation, ensuring that there are equal opportunities for all protected groups (with consideration for both internal employees and external applicants), with a particular and prioritised focus on Age, Disability, Race and Sex</p>	
Identified Inequalities	<p>Responses from the joint Aberdeen City Council and GREC survey of Aberdeen City residents highlighted issues including:</p> <ul style="list-style-type: none"> • Two thirds of participants feeling that their protected characteristic restricted access to their employment of choice – particularly those who have a disability, those from minority ethnic backgrounds and those who identified as trans or non-binary. Age was also highlighted as a particular factor in this. • Invisible disabilities affecting interview performance • Overseas qualifications being devalued • Frustration over frequent rejections and setbacks • Being overlooked for jobs & opportunities

The main points to consider from the Equality and Human Rights Commission report, 'Is Scotland Fairer' (2018) were:

- Disabled people were less likely to be in employment and more likely to be unemployed.
- Women were less likely than men to be in employment and more likely to be in part-time work.
- Young people were most likely to be unemployed and many were in insecure jobs.
- Women continued to earn less than men on average, and the gender pay gap changed very little in recent years.
- Disabled people continued to earn less than non-disabled people, and the disability pay gap widened.
- Women continued to be under-represented in senior positions, even where women accounted for the majority of the workforce, such as education and health.
- Women, people from ethnic minority groups and disabled people remains underrepresented in modern apprenticeships.
- Reflecting the labour market, modern apprenticeships continue to show strong gender segregation within sectors.

The impact of Covid-19 on equality groups is worth highlighting as this may forecast future need and demand for equality, diversity and inclusion provisions. Research from the Scottish Government in 2020 as well as research by Youth Link Scotland have highlighted some key points to consider: These are:

- There has been a rise in unemployment, particularly felt amongst 16-24-year olds
- 96% of young people who were surveyed felt worried about the impact of coronavirus on their future

	<ul style="list-style-type: none"> • Older people and those with long-term disabilities and health conditions may have missed healthcare during this period which may have long-term impacts on their health and ultimately work and attendance • Disruption to schooling and ultimately employability may impact more significantly on gypsy / traveller groups • In many of the sectors ‘shut down’ because of Covid-19, women make up a higher proportion of the workforce • With women still having primary caring responsibilities in society, the additional caring / childcare / home-schooling because of Covid-19 could have a significant impact on women’s working lives and employment <p>The Fawcett Society, in their Equal Pay Day 2020 report, found that:</p> <ul style="list-style-type: none"> • 43% of working women and 50% of working black and minority ethnic (BAME) women worried about jobs or promotion • 1 in 3 working mothers have lost work or hours due to childcare <p>Our 2020 workforce diversity data also suggests a need to progress this outcome with a prioritised focus on age, disability, race and sex. This data can be found in the section called ‘Employee Information’ further in this report.</p>
Link to the General Duties	<p>This outcome will support our duty to advance equality of opportunity for protected groups, particularly those within under-represented age groups such as those under 24 and those over 60, people from minority ethnic backgrounds, people with disabilities, and men and women in certain professions or management and leadership levels. It will also support our duty to eliminate any discrimination in employment with regards to recruitment, selection, access to opportunity and pay.</p>

<p>Example of actions to achieve the Equality Outcome</p>	<p>A full action plan will be developed and brought to Staff Governance Committee . The intention is that the action plan would undergo employee engagement and involvement. Some actions could include (though are subject to further review and development):</p> <ul style="list-style-type: none"> • A review of the recruitment and selection process • A review of job profiles and working patterns. • Internships for protected groups • Targeted wellbeing programmes • Leadership programmes and occupational segregation work • Targeted coaching and mentoring programmes • Employability programmes • Improvement to diversity data analysis • Ongoing pay gap reporting, and introduction of ethnicity and disability pay gap reporting.
<p>How will we measure progress?</p>	<ul style="list-style-type: none"> • Workforce diversity statistics overall • Workforce diversity statistics at Function, Cluster, Team and Capability Framework levels • Pay Equality data • Recruitment and Selection Data • Data on uptake of leave provisions and working patterns. • Specific data sources and measurements may be identified through the more detailed action plan

Equality Outcome 5 – Employment Ensure that all of our employees who have protected characteristics feel fully valued, safe and included at work, with a particular and prioritised focus on Age, Disability, Gender reassignment, Race, Sex and Sexual orientation	
Identified Inequalities	<p>Some people with protected characteristics feel that they are treated differently at work according to the Aberdeen City Council and Grampian Regional Equalities Council survey of Aberdeen in 2020. This includes those from minority ethnic backgrounds, those with disabilities, those who are LGBT+, and those within the youngest and oldest age groups.</p> <p>Particular mention from the survey included:</p> <ul style="list-style-type: none"> • Impact of institutional hierarchies • Subtle and overt racism, sexism and disablism • Malicious gossip • Stereotypes used to judge work <p>The Equality and Human Rights Commission report, ‘Is Scotland Fairer’ (2018) states that:</p> <ul style="list-style-type: none"> • Women continued to experience sexual harassment and discrimination related to pregnancy and maternity in the workplace <p>The impact of Covid-19 on equality groups is worth highlighting as this may forecast future need and demand for equality, diversity and inclusion provisions. Research from the Scottish Government in 2020 as well as research by Youth Link Scotland have highlighted that:</p> <ul style="list-style-type: none"> • There has been an increase in hate crime incidents in the UK directed towards people who are perceived to be from Asian – Chinese, South Asian or East Asian ethnicities since the beginning of the pandemic

	Our 2020 workforce diversity data has also supported this outcome and its prioritised focus. This data can be found in the section called 'Employee Information' further in this report.
Link to the General Duties	This outcome will support our duty to eliminate discrimination, harassment and victimisation and also foster good relations between persons who share protected characteristics and those who do not, particularly for those protected groups outlined in the outcome.
Example of actions to achieve the Equality Outcome	<p>A full action plan will be developed and brought to Staff Governance Committee in April. The intention is that the action plan would undergo employee engagement and involvement. Some actions could include (though are subject to further review and development):</p> <ul style="list-style-type: none"> • Improved and more accessible equality, diversity and inclusion training and support for employees and managers. • Increased number of employee network groups for protected characteristics including a group specifically working on anti-racism. • Diversity and inclusions days and moments to celebrate diversity. • Creation of an internal equality and diversity calendar to improve celebration of diversity. • Campaigns to celebrate diversity and address equalities topics. • A review of the reporting procedure for equalities incidents
	<ul style="list-style-type: none"> • Workforce diversity statistics overall • Workforce diversity statistics at Function, Cluster, Team and Capability Framework levels

<p>How will we measure progress?</p>	<ul style="list-style-type: none">• Leavers Data• Uptake of equality and diversity training and development• Staff surveys to determine satisfaction & perceived value of initiatives or to receive ongoing feedback.• Case work data and incident data• Specific data sources and measurements may be identified through the more detailed action plan
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Appendix1

Progress report 2019-2021

Review and progress report on Equality Outcomes 2017-2021

The Public Sector Equality Duty (PSED) requires local authorities to produce a set of Equality Outcomes every 4 years and report on progress towards reaching these, every 2 years. Our progress report for 2017-19 was published in April 2019.

The table below details progress over 2019-2021.

Equality Outcomes	Progress Update
We have engaged and committed leaders, with the council and partners working together to reduce inequality, remove barriers and promote a culture of respect.	<p><u>LOIP</u></p> <p>Aberdeen City Council’s Local Outcome Improvement Plan 2016-26 is focussed on tackling poverty and inequality, with the 3 Locality Plans central to the delivery of this agenda at a local level. The Locality Plan Annual reports demonstrate the progress made on a range of issues, such as attainment, community growing, employability and further education as well as the impact of working with – and in – communities.</p> <p><u>Equality Events/Motions</u></p> <p>A number of events lead by communities of interest were supported by the Council during this period. Elected members committed to a range of Equality events, including the launch of our BSL Plan in December 2018.</p> <p>From March 2020, however, a significant number of events were cancelled or postponed due to the COVID-19 pandemic and resources were diverted to supporting the critical response to our communities.</p> <p>Events were subsequently reconfigured to be held online and Council leaders continued to lead and contribute to events, including most recently, the Holocaust Memorial Day on 27th January 2021 and an internal webinar hosted by the Chief Officer. There is also Elected Member and Director representation at the Disability Equity Partnership meetings to support the work of the group.</p>

In addition, the Council moved to adopt the International Holocaust Remembrance Alliance definition of anti-Semitism, noted the Black Lives Matter movement, commissioning an anti-slavery exhibition and adopted the Paris declaration on HIV prevention, diagnosis and treatment.

Equality Ambassador's Network

The Equality Ambassadors Staff Network was launched in May 2018. The goal of the network is realising and developing equality for all staff at Aberdeen City Council. This network provides an opportunity for staff to develop their skills and network with colleagues across the organisation. As of August 2020, the EAN has 44 members. One of the aims of the group is to help increase awareness of, become involved in and organise equality and diversity events and activities.

Community Participation/Initiatives to tackle Inequality.

Within the framework of the Community Empowerment (Scotland) Act 2015, ACC has continued to tackle inequalities and reduce barriers in communities through its' community-led approach, for example, the Children's Services Plan 2017-2020 and the Tenant and Resident Participation Strategy which focuses on communities which may be adversely impacted by inequality.

Efforts to promote participation for those with protected characteristics continues through active support and investment in community forums and networks, such as the Disability Equity Partnership which reports to the Operational Delivery Committee, whilst initiatives such as the Rent Support Scheme for Care Experienced Young People addresses inequality by supporting them in their transition.

Through the [Fairer Aberdeen Fund and Common Good Fund](#), ACC provides funding to community organisations across the City who deliver local services that improve access and tackle equality and fairness issues.

In 2019 the Council established a Community Pantry in the Woodside Fountain Centre, in conjunction with Community Food Initiatives North East (CFINE) to provide high-quality low-cost food to the local community. This was introduced here specifically due to data identifying the area as in particular need of this support.

The Champions Board (our approach to Corporate Parenting for Care Experienced Young People) allows senior leaders from across the Public and 3rd Sectors to collaborate on the development of services - outcomes from this include the Rent Support Scheme, CEYP being exempt from Council Tax and CEYP being involved in designing core services.

	<p><u>Integrated Impact Assessments</u></p> <p>Council and Committee reports all require assessments to determine their equality impacts - this has broadened the understanding of officers and Leaders across the Council in these matters, ensuring that the impact of equality and diversity issues are considered in policy and decision making at Council level.</p> <p><u>Procurement</u></p> <p>Guidance for commissioners has recently been developed to ensure that fairness and equality are considered when commissioning services and procuring goods from providers.</p> <p><u>Commissioned Services</u></p> <p>ACC has renewed Service Level Agreements with several organisations which support our equalities work through direct service provision – examples include the provision of mobility aids for those who are disabled, a Casework and Counselling Service for those affected by discrimination and hate crime; an Integration Support Service for refugees, direct support to those in the Deafblind community; and an intensive support service for families affected by multiple disadvantage, which has resulted in significantly improved life outcomes for children, young people, adults and communities across a range of domains.</p> <p><u>Training</u></p> <p>Training is available for all councillors, both as part of their induction as well as advice and support being readily accessible on an ongoing basis and a range of training and support is available to staff.</p>
<p>We have a clear action plan in place to deliver a Human Rights based culture within Aberdeen City Council</p>	<p><u>Commitment to Human Rights Act</u></p> <p>As a public authority, ACC is committed to the Human Rights Act 1998, respecting and protecting citizen’s rights when they make individual decisions, in the planning of services and development of policies. This includes the rights of children where specific work has been undertaken.</p> <p>A Human Rights and Children’s Rights impact assessment is an integral element of our revised Integrated Impact assessment and is undertaken in respect of all new and revised Council policies and significant Council decisions. The assessments are scrutinised by the elected members at committee in advance of reports being approved.</p>

	<p><u>Service Examples</u></p> <p>The Refugee Support hub is a multi-agency group of commissioned services that plan and provide support to the New Scot community. Extensive coordinated work has been carried out by various agencies through the support hub to tackle poverty within the New Scot community, from building an understanding of Social Security Scotland, their rights and entitlements as refugees, access to the warm home discount and to the recently available Child payments. The resettled community need to access clear and qualified legal advice to update their immigration status in the UK. Most advisors charge for this service despite economic inequality faced in the resettled communities. Also, the city of Aberdeen has very little access to this kind of advice, so to ensure families do not face further inequality during their immigration applications the Refugee Project has commissioned a legal firm to ensure support is available to individuals in need. Our report in 2019 reflected on our work to support and welcome refugees into the City. Since then, we have further committed to welcome more refugees into the City. As this work continues, we have enhanced our offer through the delivery of services to meet the Home Office Indicators of Integration Framework 2019 and the New Scot Refugee Integration Strategy 2018-22. Specific support is offered - ESOL classes, education support, health and housing, employability and social integration and civic participation classes.</p> <p>The Rights Respecting Schools Award (RRSA) places children's rights at the very centre of the life and work of a school. It supports schools to create safe and inspiring places to learn where our children are respected, their talents nurtured, and they can thrive. To date, in Aberdeen city, we have 47 of our schools actively engaged in this programme with 22 of them having received their Bronze Award, 9 their Silver Award and 7 their Gold Award. Our ability to lead and support our schools with this award is recognised by UNICEF through our 'associate' status - 1 of only 2 local authorities in Scotland to have this status.</p>
<p>Older people and younger people have an empowered, actively involved community voice.</p>	<p>Younger People</p> <p><u>Examples of innovative practice</u></p> <p>Aberdeen City Youth Council acts as a citywide body that represents the views of young people living in Aberdeen. Each year the Youth Council agrees on a campaign that will make the city a fairer and more equitable place to live, study and grow up in. This year one of their campaigns is to improve the accessibility of physical activities for everyone. Members of the Youth Council are from a diverse range of backgrounds and interests.</p> <p>We recently established a Young Person in Housing Network, to ensure that voices are heard in relation to Housing issues and strategy across the City. This involves, tenants, Youth parliament and other Social Housing providers.</p>

Care Experienced Young People

Through our Champions Board, Care Experienced Young People have had the opportunity to influence service design including in Housing and Libraries services.

There also exists in the Council, the role of Children's Rights Development Assistant. This role is match funded through the Life Changes Trust and supports a 'rights approach' in promoting the needs of the Council's care experienced children, young people and young adults. It provides a tangible employment opportunity for care experienced young adults aimed at enhancing their knowledge, skills and experience and so their capacity and life chances. At its heart, the role promotes and supports the inclusion, participation and 'voice' of Aberdeen's care experienced children, young people and young adults in service development/delivery and through access to the same life opportunities as their peers.

Internship Programme and Portal for Care Experienced Young People - ACC developed an internship programme designed to provide opportunities for Care Experienced Young People to gain experience of working in the Council. This is evidence that the organisation is helping to develop disadvantaged young people and prepare them for employment.

Commissioned Services

The Refugee project commission a Youth Development Worker in acknowledgement that resettled children have had varied access to education, often missing several years. To tackle this inequality the youth worker works closely with teachers and EAL services to meet the needs of individual children. During COVID-19 they supported children to access digital devices, set up a homework club to support understanding of how to use the digital classroom and continued to carry out integration activities, for example, by creating opportunities for young people to participate in established youth groups digitally and (where social distancing allowed) in person. – <https://www.youthlinkscotland.org/media/5341/03-syrian-new-scots.pdf>

The Big Torry Noise Programme which was initially commissioned from 2014 – 2020 has been recommissioned from 2020- 2026, representing a major investment in inclusion and attainment.

Older People

Consultation

	<p>The Aberdeen Voice of Experience is a network and sharing information group whose purpose is to give older people in Aberdeen a strong, collective platform by ensuring representation in community planning and processes; bring together existing groups to share information and work together; and raise awareness of issues that affect all older people.</p> <p><u>Examples of innovative practice</u></p> <p>Aberdeen’s Library Service works in partnership with ‘Silver Surfers’ network, where older residents can be taught how to use computers in order to develop confidence, access and inclusivity. Our Equality Ambassador’s Network recently provided a platform for Silver Surfers to promote their work and raise awareness so that staff could continue to refer into the service.</p> <p>Child friendly city; tenant participation strategy,</p>
<p>Physical and social barriers are removed for those with a disability to access services and public space.</p>	<p><u>Disability Equity Partnership</u></p> <p>ACC commits Officer resource to supporting the Disability Equity Partnership which exists to bring about improvements to the lives of people in Aberdeen who experience exclusion because of their disability, through the promotion of a rights-based approach to disability equality. As a constituted part of the Council’s governance structure, DEP is used as a sounding board for consultation and advice especially for infrastructure projects and accessibility in civic spaces and as a strategic advisory group, the Partnership has been a driving force for positive social change. For example, DEP has had a positive influence on developments regarding accessibility, surfaces, signage and disabled parking spaces around the Union Terrace Gardens, Broad Street, Marischal Square, Robert Gordon’s College Triangle at Schoolhill, Windmill Brae, the annual Winter Festivals and the Last Straw – which was a contribution to eliminate the use of plastic straws.</p> <p><u>Commissioned Services</u></p> <p>ACC commissions several services to enhance support to those with a disability:</p> <ul style="list-style-type: none"> • Shopmobility provides aids to assist disabled people when shopping. ACC also commissioned the purchase of a vehicle for transporting mobility aids. • The Deafblind Association provides direct support to local people in their everyday lives. • North East Sensory Service provides a range of direct support as well as advice and guidance to staff.

	<p><u>Customer Services</u></p> <p>All of our online processes have been assessed for accessibility through our Assisted Digital Integrated Impact Assessment.</p> <p>Customers can also ask a family member/friend/support worker to apply on their behalf for many of our services. For example, we have provided guidance and training to support workers at North East Sensory Services for the Blue badge application service.</p>
<p>We have in place support for BSL users to access services, information on services and to be involved in making improvements for the Deaf and Deaf/blind communities</p>	<p>ACC's BSL Plan was launched in December 2018 and sets out the actions that our Council and the Health and Social Care Partnership will take over the period 2018-2024 and has the same long-term goals as the national plan. Our Plan sets out what we currently do and what we aim to achieve by 2024.</p> <p>The Plan was developed through various consultation exercises carried out with BSL users, parents and carers, teachers and staff.</p> <p>ACC participated in the Landscape Review carried out by the British Deaf Association (commissioned by the Scottish govt) to review progress of ACC's BSL Plan.</p> <p>BSL is already being delivered in some ACC schools as part of the 1+2 Languages approach.</p> <p>ACC commissions the Deafblind Association to deliver direct support services to our deafblind community.</p> <p>It is recognised that crises like the current pandemic pose additional challenges for those with alternative communication needs. As such, resources were dedicated to ensuring the availability of information in BSL format, including child protection, health information, domestic abuse and bin collection schedules.</p> <p>Communication is ongoing to consider how we can improve our services to support the deafblind community. For example, we engaged intensively with North East Sensory Services to discuss how best to engage with BSL users and are now working closely with the British Deaf Association who have supported Officer's understanding of the BSL culture, how to gain and build trust and engagement using technology.</p>
<p>There is learning provision and accommodation in place to meet the</p>	<p><u>Practice</u></p> <p>We have a dedicated Gypsy Traveller Liaison Officer who supports this community. For example, our plan to upgrade the travelling persons' site at Clinterty has involved strong engagement with the community building on relationships established over several years. The Officer is also trained in Third Party Reporting so that she can support families making reports of hate crime to the police.</p>

<p>needs of Gypsy/ Traveller families</p>	<p><u>Raising Awareness</u></p> <p>Following reports of bullying of young Gypsy/Travellers at a school in Aberdeen, a member of the community and the GTLO visited to deliver an awareness raising session which the young people engaged with positively.</p> <p>The Equalities Team arranged for a member of the Travelling community to deliver training sessions with elected officials, to raise awareness of the challenges and discrimination faced by Gypsy/Travellers in Scotland. A further session is being arranged for staff.</p> <p>A variety of partners organised activities at the May Festival in 2019 aimed at raising public awareness of Gypsy/Traveller culture, as well as the prejudice and discrimination faced by the community. Last year there were 264 reported crimes which is a reduction on the previous year</p>
<p>Aberdeen is a city of sanctuary with positive relations amongst Aberdeen’s diverse communities, where everyone is welcome and respected, regardless of religion, belief or background.</p>	<p><u>Practice Examples</u></p> <p>ACC has partnered with third sector organisations and local community representatives to create the Shared Futures partnership. Shared Futures aims to widen the welcome to migrant and hidden communities in Aberdeen city, which has benefited refugees resettled by the Refugee project. Most recent events include digital sessions to increase awareness of traditions, cultures and barriers facing the diverse communities of Aberdeen, including an Awareness Session for ‘Gypsy and Traveller Communities’ and ‘The Human Cost of Brexit- A Round Table Discussion.’</p> <p>The Refugee Project are supporting Aberdeen University in their journey to become a University of Sanctuary. Representatives from the Youth work team and social work have joined the discussions to promote accessible resources and programmes to support the continuation to higher education for communities who may face barriers. Addressing barriers for Migrant communities, Refugees, Unaccompanied Asylum- Seeking Children and care experienced people is the current priority.</p> <p>The New Scot Strategic Partnership continues to work together to promote an active welcome for Refugee families resettled through the United Kingdom Resettlement Scheme (UKRS), ACC has committed to resettling a further 6 households in 2021 above and beyond our initial commitment through the Vulnerable Persons Resettlement Scheme (VPRS). The partnership brings together key partners such as NHS Scotland, Police Scotland, the Health and Social Care partnership, Education, the Department of Work and Pensions and various teams from ACC to promote rights respecting practice and share key resources and practice.</p> <p><u>Empowering Communities</u></p>

The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 came into force for public sector bodies on 23 September 2018. ACC is committed to ensuring that information on services and performance is accessible to all so that people feel welcomed, respected and part of our community. Examples of how we have done this are:

- We follow guidance on best practice to engage with communities to ensure meaningful discussion with community groups (Scottish Government’s Community Engagement Guidance, EHRC Engagement and the Equality Duty: A Guide for public authorities; CPP- Engagement, Participation and Empowerment Strategy)
- We use the InterTrans Service to provide BSL and community languages where needed, producing easy read formats and translated communications as required.
- Throughout COVID, it has been crucial that health and service information has been provided in accessible formats: the ACC website is available in over 80 languages; critical information translated into Arabic has been provided and delivered in hard copy to the Syrian Refugee community; Doctors of the World information on migrant’s mental health and wellbeing (available in 27 languages) was made available on the ACC Facebook page; every Syrian refugee family was provided with a laptop and support to use it so that they could maintain contact with relatives as well as access service information
- Virtual meetings were recently set up to engage community groups to hear their views about our Equality Outcomes: Gypsy Travellers, Aberdeen City Youth Council, The Muslim community, The Jewish community, The African Council, LGBT+ and Disability Equity Partnership.
- Three Social Listening events were held in Aberdeen in August, to assist the Scottish Government’s Social Renewal Advisory Board in its remit. These included people with protected characteristics where possible, to ensure we understood what communities expected of the Council during and following the Pandemic response. Reports are available for these sessions.

A key component of the integration work carried out by the Refugee project is to ensure customers have access to clear, up to date legal information to empower them to lead safe and secure lives in Aberdeen. As our customer base speak Arabic, this information is translated to be accessible. Further to this we know there are members of the community that are illiterate in Arabic and English, so we endeavour to hold information sessions where topics are presented, clear concise information is shared, and customers are able to discuss the topic and ask questions. Most recently there was a change in UNHCR information processing which highlights the link between resettled families and their families still in Middle Eastern countries. The refugee project held a session where we discussed information directly from the UNHCR, how this impacted the service we provide and how it affects the customers.

	Digitally isolated members of the community who lacked the skills to access the online service were supported through doorstep visits and given practical access advice.
<p>In Aberdeen there is a culture in which women’s lives, opportunities and confidence are improved.</p>	<p><u>Example of Innovative Practice</u></p> <p>The Priority Families Service (PFS) is a commissioned service which works with those affected by complex and inter-related needs. An Employment Coach from the Foyer is part of the team:</p> <p><u>Case study – Foyer Development Coach (DC)</u></p> <p>During lockdown, the Development Coach started working with three new Priority Families mums individually. She introduced herself by phone and then kept in contact weekly. During these weekly calls, she encouraged the mums to consider doing video calls, but they were all very reluctant due to a lack of confidence. They all said, ‘I don’t like to see myself on the screen!’</p> <p>Slowly as relationships and trust built, they each agreed to have 1 to 1 video session to start City & Guilds units – Developing Personal Confidence and Dealing with a Problem.</p> <p>After several weeks, all three were nearing completion of the two units and the Development Coach asked how they felt about coming together as a group, to continue to the next level of qualification.</p> <p>Without hesitation, all three said yes, and the new group was established.</p> <p>This has been a highlight for the Development Coach. Having never met her or each other in person, it is testament to their newfound confidence having been taken out of their comfort zone, that they are now ‘socialising’ and learning virtually. The Development Coach has also set up a private group for them on FB Messenger so that they can communicate and support each other with their learning out with the usual sessions.</p> <p>All are looking forward to a proper catch up and coffee, but meantime will continue to ‘meet’ weekly on Zoom.</p> <p><u>Addressing Gender Inequality</u></p> <p>The Refugee Project Strategic Partnership and Service Support hub shared concerns of gender inequality in access to services, opportunities, and information in Aberdeen for resettled women. To address the negative implications and impact of this inequality we asked a commissioned partner to organise a New Scots Gender Inequality Virtual Workshop, in which statutory bodies, third</p>

	<p>sector organisations and members of the Aberdonian community will develop a planned approach to engaging women in informed and empowering ways. This workshop aims to embed inclusive practice across many agencies and create a shared action plan for professionals working with New Scot families.</p> <p><u>Domestic Abuse</u></p> <p>The Council works with 3rd Sector organisations to support victims of Domestic Abuse and funds Grampian Women’s Aid to provide refuge for victims. We recently created a new post, Domestic Abuse Co-Ordinator, who works across the Council. The postholder has helped the Housing Service develop a Domestic Abuse Policy. The Council is an important partner in the Violence Against Women Partnership, and through our Housing Policies ensure priority for families and households who need safe rehousing due to domestic abuse.</p>
<p>Aberdeen is an LGBT+ friendly city where LGBT+ communities can confidently express their identity and views.</p>	<p><u>Practice Example</u></p> <p>LGBT- Zone Youth</p> <p>Group meets twice per month, continuing throughout the pandemic online and face to face in Westburn Park in the periods of 2020 that have allowed this. The group are supported by two ACC Youth Workers, supporting young people 12-25 years for Aberdeen city young people and shire due to no current provision for young people in shire out with school.</p> <p>(15) Zone Youth LGBT+ Facebook</p> <p>Group Highlights</p> <ul style="list-style-type: none"> • Partner of Grampian Pride Committee- responsible for hosting the ‘youth space’ in 2018 and 2019 Pride Village. • Were part of BBC Scotland documentary on social media’s effects on young people and relationships. BBC Scotland - Teenage Kicks: Love, Sex & Social Media, 15-year-old Ryley talks openly about sexting among school children • Young people supported to present at the Gay Straight Alliance Conferences • Tackling homophobia in schools presentations by young people • Hosted workshop with young people at NHS wellbeing conference on being an alliance • Youth activism work on a campaign called ‘Use ‘It’ Right’.

	<ul style="list-style-type: none">• YP writing blog posts for LGBT Scotland #OurLives Blog post: Cameron LGBT Youth Scotland LGBT Youth Scotland <p>Four Pillars are a charity within Aberdeen that support LGBT people and alliances. ACC staff quite often refer parents of young people on to them as they run a Trans Parents peer support group. Four Pillars – Supporting Grampians LGBT+ Community (fourpillarsuk.org)</p>
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Appendix 2 - Employee Information

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Employment Equality Initiatives 2020

Introduction - Employee Information

One of the duties under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 is to gather and use employee information.

The duty requires the organisation to gather annual information on the composition of its employees as well as annual information on recruitment, development, and retention of employees with respect to the number and relevant protected characteristics of employees. The information must be used to better perform the general equality duty.

The Mainstreaming Report must include an annual breakdown of the information gathered and must also include details of the progress that the organisation has made in gathering and using the information to enable it to better perform the general equality duty.

The employee information in this 2021 Mainstreaming Report comprises the following by protected characteristic: -

- Composition of employees (as of January 2020 (for year 2019) and as of January 2021 (for year 2020)).
- Recruitment information, namely applicants and successful applicants for calendar years 2019 and 2020.
- Development information, namely employees who undertook corporate training in calendar years 2019 and 2020 and employees involved in discipline and grievance cases in calendar years 2019 and 2020.
- Retention information, namely employees who left the organisation in calendar years 2019 and 2020.

In accordance with the requirements stated in the guidance, the above has been produced for the organisation as a whole and in relation to the Education Authority (which comprises teachers and other employees in the Education Service).

There are 12 tables of figures in this report each with an analysis sheet.

The data was gathered from three sources, the Council's HR/Payroll database (Core HR), which produced the majority of the information, the recruitment system (Talentlink), which produced the specific recruitment information and the casework register. Relevant queries were run from the systems to produce reports, with the information then put into the tables.

It should be noted that where there were minimal numbers of employees in a category, the actual figure has been removed from the table and replaced with the words 'Under 5'. This is to help ensure that no individual employees can be identified so that confidentiality in relation to sensitive personal data can be maintained.

Regarding how the information has been used (or will be used going forward), the following has been (or is to be) undertaken: -

People and Organisational Development have been, and will be, involved in pursuing initiatives in relation to employment equality, diversity, and inclusion, covering the various protected characteristic groups, with an action plan having been compiled which is to be approved by Committee. These initiatives are linked to meeting the Council's employment equality outcomes.

The employee information contained in this report is to be used in relation to the planning of current and future equality related initiatives. It will continue to be compared to the relevant Scottish Census information to confirm what the differences are between the two sets of figures, so that there is an understanding of how the profile of the workforce compares to the profile of the working age population in Aberdeen City. This will help to provide information as to where resources should be targeted to address any under-representation in a protected characteristic group and to justify measures to address this.

Examples of initiatives undertaken over the last two years have been:

- The Council was successful in attaining the Investors in Young People good practice award at Gold accreditation level. This was achieved primarily in relation to the work undertaken to develop the young workforce, including continuing to develop the range of apprenticeship schemes in the Council across a variety of job roles and areas.
- Introduced a Mental Health First Aid service in the Council, which included the training of employees in administering mental health first aid.
- Extended the Council's Guaranteed Interview Scheme to include the following applicants applying for apprenticeships: care experienced young people; 16-24 years old's from the City; new young Scots (refugee status); and those who completed Foundation Apprenticeship placements in the Council who are applying for an apprenticeship in a similar discipline.
- Participated in a 1-year pilot employer accreditation programme called 'Equally Safe at Work, which is concerned with gender equality and addressing violence against women. This involved undertaking various activities including policy review, data gathering, awareness raising and training, under an agreed action plan.
- Implemented a gender-based violence policy and accompanying guidance (as part of the Equally Safe at Work programme). The policy includes provision for up to 3 days paid special leave per annum for time off requirements directly linked to an employee's experience of gender-based violence.
- Introduced a new approach to internal recruitment and temporary movement of staff, which is based on overall 'fit' to a role as opposed to just technical skills, qualification, and experience, which should assist with addressing occupational segregation.
- Established a young employee network with representation from staff aged 16-24 from across the organisation. The purpose of the network is to gather

views on employment experience and to involve young people in key initiatives across the Council.

- Added sections to the Council's Maternity Guidance on rest breaks for pregnant and breastfeeding employees and on the arrangements and facilities in relation to employees breastfeeding or expressing milk on return to work. This includes provision for granting reasonable paid time off to breastfeed a baby or to express milk.
- Added a provision for Parental Bereavement Leave to the Council's Special leave policies and compiled associated guidance (to meet legislative requirements). The Council decided to offer both weeks Parental Bereavement Leave at normal contractual pay, which is above the statutory minimum.
- Developed an internship programme designed to provide opportunities for Care Experienced Young People to gain experience of working in the Council.

The initiatives all relate to the recruitment and/or retention of people in protected characteristic groups and link to the Council's existing employment equality outcome.

The recruitment figures are to be examined to identify whether there are any significant differences between applicants and successful applicants in relation to protected characteristic groups (also comparing these to the workforce profile data) and if so to consider how these could be further explored to identify whether there are any issues in relation to the application of the Council's recruitment and selection procedure. Likewise, the leavers information will be examined to identify whether there is a disproportionate amount of employees leaving the organisation from under-represented protected characteristic groups compared to the workforce profile data and if so what the reason(s) for this might be and how it/they could be addressed. The training, discipline and grievance information will also be closely looked over to identify any disproportionate figures and possible issues that may require further management guidance to be produced and issued or other appropriate measures.

The Council's new HR/Payroll database Core HR allows employees to enter their equality and diversity information on a 'self-service' basis. This should help to keep employee equality and diversity information more up to date. It is intended to promote this facility and to ask employees to check over and amend (where necessary) their equality and diversity information. They will also be reassured that their data will be held confidentially and used only for equality and diversity related purposes.

The employee information will be published on the Council's website.

Council Workforce - composition of employees at

January 2020 (for calendar year 2019) & January 2021 (for calendar year 2020)

Employees in Post by Sex/Gender

Sex/Gender	2019		2020	
	Numbers	%	Numbers	%
Female	5650	70.04%	5698	70.14%
Male	2416	29.96%	2424	29.84%
Not Completed	0	0	2	0.02%
Total	-	100.00%	-	100.00%

Employees in Post by Age

Age	2019		2020	
	Numbers	%	Numbers	%
Under 20	73	0.91%	32	0.39%
20-29	1080	13.40%	1055	13.00%
30-39	1879	23.30%	1929	23.74%
40-49	1931	23.93%	1894	23.31%
50-59	2214	27.44%	2249	27.68%
60+	889	11.02%	965	11.88%
Total	-	100.00%	-	100.00%

Employees in Post by Marital Status

Marital Status	2019		2020	
	Numbers	%	Numbers	%
Divorced	336	4.17%	327	4.03%
Separated	148	1.83%	151	1.86%
Living with Partner	849	10.53%	861	10.60%
Married/Civil Partnership	3414	42.33%	3290	40.50%
Single	1439	17.84%	1459	17.96%
Widowed	96	1.19%	94	1.16%
Not Completed	1505	18.66%	1678	20.65%
Prefer Not to Answer	279	3.46%	264	3.25%
Total	-	100.00%	-	100.00%

Employees in Post by Disability

Disability	2019		2020	
	Numbers	%	Numbers	%
Yes	280	3.47%	286	3.52%
No	4692	58.17%	4636	57.07%
Not Completed	2816	34.91%	2933	36.10%
Prefer Not to Answer	278	3.45%	269	3.31%
Total	-	100.00%	-	100.00%

Employees in Post by Ethnicity

Ethnicity	2019		2020	
	Numbers	%	Numbers	%
African	34	0.42%	35	0.43%
African - Other	13	0.16%	13	0.16%
Other - Arab	14	0.17%	14	0.17%
Asian -Bangladeshi	7	0.09%	7	0.09%
Asian - Chinese	15	0.19%	14	0.17%
Asian - Indian	41	0.51%	43	0.53%
Asian - Other	18	0.22%	18	0.22%
Asian - Pakistani	9	0.11%	10	0.12%
Black	10	0.12%	10	0.12%
Caribbean	Under 5	0.02%	Under 5	0.02%
Other Caribbean or Black	7	0.09%	8	0.10%
Mixed or Multiple	40	0.50%	36	0.44%
Other	28	0.35%	29	0.36%
White - Polish	95	1.18%	96	1.18%
White - Eastern European	58	0.72%	57	0.70%
White - Gypsy/Traveller	Under 5	0.01%	Under 5	0.01%
White - Irish	80	0.99%	77	0.95%
White -Other white ethnic group	420	5.21%	398	4.90%
White - Other British	1733	21.49%	1762	21.69%
White - Scottish	3393	42.07%	3329	40.98%
Not Completed	1174	14.56%	1360	16.74%
Prefer Not to Answer	874	10.84%	805	9.91%
Total	-	100.00%	-	100.00%

Employees in Post by Nationality

Nationality	2019		2020	
	Numbers	%	Numbers	%
British	694	8.60%	707	8.70%
English	185	2.29%	180	2.22%
Northern Irish	44	0.55%	45	0.55%
Other	224	2.78%	238	2.93%
Scottish	4255	52.75%	4204	51.75%
Welsh	19	0.24%	20	0.25%
Not Completed	2544	31.54%	2630	32.37%
Prefer Not to Answer	101	1.25%	100	1.23%
Total	-	100%	-	100.00%

Employees in Post by Religion

Religion	2019		2020	
	Numbers	%	Numbers	%
Buddhist	18	0.22%	19	0.23%
Other Christian	687	8.52%	695	8.55%
Church of Scotland	1074	13.32%	1029	12.67%
Roman Catholic	370	4.59%	367	4.52%
Hindu	17	0.21%	17	0.21%
Humanist	53	0.66%	52	0.64%
Jewish	5	0.06%	5	0.06%
Muslim	47	0.58%	48	0.59%
None	2840	35.21%	2862	35.23%
Other Religion or Belief	78	0.97%	72	0.89%
Pagan	25	0.31%	24	0.30%
Sikh	Under 5	0.05%	Under 5	0.05%
Not Completed	1459	18.09%	1634	20.11%
Prefer Not to Answer	1389	17.22%	1296	15.95%
Total	-	100.00%	-	100.00%

Employees in Post by Sexual Orientation

Sexual Orientation	2019		2020	
	Numbers	%	Numbers	%
Bisexual	43	0.53%	49	0.60%
Gay	73	0.91%	72	0.89%
Heterosexual/Straight	4859	60.24%	4845	59.64%
Lesbian	32	0.40%	35	0.43%
Other	17	0.21%	18	0.22%
Not Completed	1543	19.13%	1708	21.02%
Prefer Not to Answer	1499	18.58%	1397	17.20%
Total	-	100.00%	-	100.00%

Gender Identity - identifying as a transgender person or trans person.

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Recruitment information for the Council as a whole for periods

2019 (01/01/19 - 31/12/19) and 2020 (01/01/2020 - 31/12/2020)

	2019				2020			
Sex/Gender	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Female	9766	74.23	765	73.91	10565	66.96	567	75.00
Male	3234	24.58	247	23.87	4989	31.62	167	22.09
Prefer Not to Answer	156	1.19	23	2.22	223	1.41	22	2.91
Total	-	100	-	100	-	100	-	100

Age	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Under 20	175	1.33	13	1.26	217	1.38	13	1.72
20-29	3796	28.85	273	26.38	4635	29.38	149	19.71
30-39	4044	30.74	328	31.69	4923	31.20	233	30.82
40-49	2893	21.99	225	21.74	3038	19.26	190	25.13
50-59	1672	12.71	151	14.59	2021	12.81	134	17.72
60+	367	2.79	24	2.32	582	3.69	11	1.46
Not Completed	209	1.59	21	2.03	361	2.29	26	3.44
Total	-	100	-	100	-	100	-	100

Marital Status	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Divorced	564	4.29	37	3.57	678	4.30	39	5.16
Separated	387	2.94	21	2.03	349	2.21	14	1.85
Living with Partner	1777	13.51	171	16.52	2356	14.93	111	14.68
Married/Civil Partnership	4995	37.97	387	37.40	5460	34.61	311	41.14
Single	4959	37.69	372	35.94	6383	40.46	243	32.14
Widowed	102	0.78	9	0.87	108	0.68	7	0.93
Not Completed	93	0.71	15	1.45	211	1.34	23	3.04
Prefer Not to Answer	279	2.12	23	2.22	232	1.47	8	1.06
Total	-	100	-	100	-	100	-	100

Disability	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Yes	711	5.40	35	3.38	793	5.03	27	3.57
No	12154	92.38	973	94.01	14642	92.81	697	92.20
Not Completed	105	0.80	16	1.55	164	1.04	23	3.04
Prefer Not to Answer	186	1.41	11	1.06	178	1.13	9	1.19
Total	-	100	-	100	-	100	-	100

Ethnicity	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
African	139	1.06	Under 5	0.39	178	1.13	Under 5	0.40
African - Other	252	1.92	Under 5	0.39	325	2.06	Under 5	0.53
Other - Arab	51	0.39	Under 5	0.10	47	0.30	Under 5	0.13
Asian -Bangladeshi	46	0.35	Under 5	0.39	57	0.36	0	0.00
Asian - Chinese	55	0.42	Under 5	0.39	76	0.48	Under 5	0.40
Asian - Indian	356	2.71	11	1.06	435	2.76	9	1.19
Asian - Other	79	0.60	Under 5	0.19	146	0.93	5	0.66
Asian - Pakistani	101	0.77	Under 5	0.10	105	0.67	Under 5	0.26
Black	87	0.66	Under 5	0.39	95	0.60	Under 5	0.26
Caribbean	20	0.15	Under 5	0.10	35	0.22	Under 5	0.13
Other Caribbean or Black	14	0.11	0	0.00	26	0.16	0	0.00
Mixed or Multiple	89	0.68	12	1.16	173	1.10	8	1.06
White - Polish	626	4.76	31	3.00	512	3.25	23	3.04
White - Eastern European	326	2.48	10	0.97	388	2.46	9	1.19
White - Gypsy/Traveller	Under 5	0.02	0	0.00	6	0.04	0	0.00
White - Irish	120	0.91	25	2.42	140	0.89	10	1.32
White -Other white ethnic group	958	7.28	35	3.38	1038	6.58	24	3.17
White - Other British	1076	8.18	105	10.14	1280	8.11	60	7.94
White - Scottish	8282	62.95	743	71.79	10043	63.66	548	72.49
Not Completed	254	1.93	22	2.13	462	2.93	36	4.76
Prefer Not to Answer	223	1.70	16	1.55	210	1.33	8	1.06
Total	-	100	-	100	-	100	-	100

National Identity	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
British	2632	20.00	214	20.68	3123	19.79	151	19.97
English	350	2.66	24	2.32	353	2.24	15	1.98
Northern Irish	62	0.47	8	0.77	69	0.44	6	0.79
Scottish	7085	53.85	638	61.64	8869	56.21	469	62.04
Welsh	32	0.24	Under 5	0.29	43	0.27	Under 5	0.26
Not Completed	2688	20.42	126	12.17	2961	18.77	101	13.36
Prefer Not to Answer	308	2.34	22	2.13	359	2.28	12	1.59
Total	-	100	-	100	-	100	-	100

Religion	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Buddhist	41	0.31	0	0.00	46	0.29	Under 5	0.13
Other Christian	1462	11.11	80	7.73	1753	11.11	53	7.01
Church of Scotland	1497	11.38	140	13.53	1852	11.74	114	15.08
Roman Catholic	1533	11.65	96	9.28	1470	9.32	64	8.47
Hindu	174	1.32	Under 5	0.39	245	1.55	Under 5	0.53
Humanist	148	1.12	17	1.64	185	1.17	9	1.19
Jewish	8	0.06	0	0.00	16	0.10	Under 5	0.13
Muslim	315	2.39	10	0.97	320	2.03	5	0.66
None	6552	49.80	551	53.24	8165	51.75	409	54.10
Other Religion or Belief	90	0.68	6	0.58	153	0.97	Under 5	0.53
Pagan	24	0.18	Under 5	0.10	38	0.24	Under 5	0.26
Sikh	10	0.08	Under 5	0.10	20	0.13	0	0.00
Not Completed	425	3.23	41	3.96	592	3.75	36	4.76
Prefer Not to Answer	877	6.67	88	8.50	922	5.84	54	7.14
Other	0	0.00	0	0.00	0	0.00	0	0.00
Total	-	100	-	100	-	100	-	100

Sexual Orientation	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Bisexual	313	2.38	11	1.06	307	1.95	5	0.66
Gay	138	1.05	9	0.87	256	1.62	9	1.19
Heterosexual/ Straight	11651	88.55	923	89.18	13921	88.24	671	88.76
Lesbian	82	0.62	5	0.48	124	0.79	Under 5	0.40
Other	48	0.36	Under 5	0.39	78	0.49	5	0.66
Not Completed	267	2.03	27	2.61	342	2.17	27	3.57
Prefer Not to Answer	657	4.99	56	5.41	749	4.75	36	4.76
Total	-	100	-	100	-	100	-	100

Gender Identity*	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Yes	41	0.31	Under 5	0.39	50	0.32	Under 5	0.13
No	12846	97.64	1003	96.91	15357	97.34	725	95.90
Not Completed	90	0.68	16	1.55	195	1.24	23	3.04
Prefer Not to Answer	179	1.36	12	1.16	175	1.11	7	0.93
Total	-	100	-	100	-	100	-	100

* identifying as a transgender person or trans person

Note: It should be noted that the recruitment information above for 2020 includes more applicants than expected. This was due to a housekeeping exercise carried out in February 2020 where some posts were closed off which had been open in the previous year and due to a move of systems which meant that some recruitment was paused in late 2019 and recommenced in 2020..

Training information for the Council as a whole for the period 2019 (01/01/19-31/12/19) and 2020 (01/01/20-31/12/20)

Sex/Gender	2019		2020	
	No	(%)	No	(%)
Female	8427	76.81	17974	87.61
Male	2544	23.19	2529	12.33
Not completed	-	-	13	0.06
Total	-	100.00%	-	100.00%

Age	2019		2020	
	No	(%)	No	(%)
Under 20	16	0.15	37	0.18
20-29	1670	15.22	2298	11.20
30-39	2653	24.18	4629	22.56
40-49	2902	26.45	4882	23.80
50-59	2899	26.42	6892	33.59
60+	831	7.57	1778	8.67
Total	-	100.00%	-	100.00%

Marital Status	2019		2020	
	No	(%)	No	(%)
Divorced/Separated	825	7.52	1483	7.23
Living with Partner	1332	12.14	2435	11.87
Married/Civil Partnership	4835	44.07	9264	45.16
Single	2201	20.06	3345	16.30
Widowed	155	1.41	299	1.46
Not Completed	1275	11.62	3144	15.32
Prefer Not to Answer	348	3.17	546	2.66
Total	-	100.00%	-	100.00%

Disability	2019		2020	
	No	(%)	No	(%)
Yes	565	5.15	751	3.66
No	6732	61.36	10700	52.15
Not Completed	3164	28.84	8322	40.56
Prefer Not to Answer	510	4.65	743	3.62
Total	-	100.00%	-	100.00%

Ethnicity	2019		2020	
	No	(%)	No	(%)
Arab - Other	11	0.10	61	0.30
African	90	0.82	132	0.64
African- Other	28	0.26	6	0.03
Asian- Bangladeshi	Under 5	0.02	24	0.12
Asian- Chinese	40	0.36	28	0.14
Asian- Indian	135	1.23	95	0.46
Asian- Other	41	0.37	64	0.31
Asian- Pakistani	7	0.06	43	0.21
Black	29	0.26	19	0.09
Caribbean	Under 5	0.01	0	0.00
Other Caribbean or Black	6	0.05	28	0.14
Mixed or Multiple	32	0.29	90	0.44
Other	92	0.84	91	0.44
White – Polish	203	1.85	390	1.90
White- Eastern European	94	0.86	51	0.25
White- Gypsy/Traveller	0	0.00	14	0.07
White- Irish	92	0.84	84	0.41
White- Other white ethnic group	426	3.88	726	3.54
White- Other British	2636	24.03	5193	25.31
White- Scottish	4635	42.25	8156	39.75
Not Completed	1623	14.79	4193	20.44
Prefer Not to Answer	748	6.82	1028	5.01
Total	-	100.00%	-	100.00%

National Identity	2019		2020	
	No	(%)	No	(%)
British	895	8.16	2373	11.57
English	319	2.91	322	1.57
Northern Irish	37	0.34	47	0.23
Scottish	5819	53.04	10741	52.35
Welsh	13	0.12	32	0.16
Prefer Not to Answer	3888	35.44	7001	34.12
Total	-	100.00%	-	100.00%

Religion	2019		2020	
	No	(%)	No	(%)
Buddhist	15	0.14	35	0.17
Christian Other	1021	9.31	1910	9.31
Church of Scotland	1497	13.65	2640	12.87
Roman Catholic	582	5.30	654	3.19
Hindu	56	0.51	40	0.19
Humanist	50	0.46	74	0.36
Jewish	6	0.05	Under 5	0.01
Muslim	20	0.18	153	0.75
None	3865	35.23	7623	37.16
Other	230	2.10	288	1.40
Pagan	44	0.40	39	0.19
Sikh	6	0.05	13	0.06
Not Completed	2074	18.90	4897	23.87
Prefer Not to Answer	1505	13.72	2147	10.47
Total	-	100.00%	-	100.00%

Sexual Orientation	2019		2020	
	No	(%)	No	(%)
Bisexual	137	1.25	120	0.58
Gay	106	0.97	112	0.55
Heterosexual/Straight	6837	62.32	12111	59.03
Lesbian	81	0.74	79	0.39
Other	24	0.22	52	0.25
Not Completed	2251	20.52	5384	26.24
Prefer Not to Answer	1535	13.99	2658	12.96
Total	-	100.00%	-	100.00%

Gender Identity - identifying as a transgender person or trans person.

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Leavers Information for the Council as a whole for period 2019
(01/01/19 – 31/12/19) & for period 2020 (01/01/20 - 31/12/20)

Sex/Gender	2019		2020	
	Numbers	%	Numbers	%
Female	565	66.24%	350	73.07%
Male	288	33.76%	129	26.93%
Total	-	100.00%	-	100.00%

AGE	2019		2020	
	Numbers	%	Numbers	%
Under 20	15	1.76%	0	0.00%
20-29	159	18.64%	100	20.88%
30-39	199	23.33%	94	19.62%
40-49	131	15.36%	79	16.49%
50-59	184	21.57%	68	14.20%
60+	165	19.34%	138	28.81%
Total	-	100.00%	-	100.00%

Marital Status	2019		2020	
	Numbers	%	Numbers	%
Divorced	27	3.17%	20	4.18%
Separated	12	1.41%	Under 5	0.84%
Living with Partner	58	6.80%	32	6.68%
Married/Civil Partnership	309	36.23%	188	39.25%
Single	155	18.17%	74	15.45%
Widowed	14	1.64%	Under 5	0.63%
Not Completed	248	29.07%	145	30.27%
Prefer Not to Answer	30	3.52%	13	2.71%
Total	-	100.00%	-	100.00%

Disability	2019		2020	
	Numbers	%	Numbers	%
Yes	27	3.17%	13	2.71%
No	436	51.11%	262	54.70%
Not Completed	380	44.55%	185	38.62%
Prefer Not to Answer	10	1.17%	19	3.97%
Total	-	100.00%	-	100.00%

Ethnicity	2019		2020	
	Numbers	%	Numbers	%
African	Under 5	0.23%	Under 5	0.42%
African - Other	Under 5	0.12%	0	0.00%
Other - Arab	0	0.00%	0	0.00%
Asian -Bangladeshi	0	0.00%	0	0.00%
Asian - Chinese	Under 5	0.12%	Under 5	0.21%
Asian - Indian	Under 5	0.47%	Under 5	0.21%
Asian - Other	Under 5	0.35%	0	0.00%
Asian - Pakistani	0	0.00%	0	0.00%
Black	Under 5	0.35%	0	0.00%
Caribbean	Under 5	0.12%	0	0.00%
Other Caribbean or Black	Under 5	0.35%	0	0.00%
Mixed or Multiple	Under 5	0.35%	Under 5	0.84%
Other	0	0.00%	Under 5	0.21%
White - Polish	Under 5	0.47%	Under 5	0.63%
White - Eastern European	Under 5	0.35%	Under 5	0.63%
White - Gypsy/Traveller	0	0.00%	Under 5	0.21%
White - Irish	9	1.06%	5	1.04%
White -Other white ethnic group	59	6.92%	35	7.31%
White - Other British	88	10.32%	86	17.95%
White - Scottish	262	30.72%	182	38.00%
Not Completed	274	32.13%	101	21.09%
Prefer Not to Answer	130	15.24%	54	11.27%
Total	-	100.00%	-	100.00%

Nationality	2019		2020	
	Numbers	%	Numbers	%
British	69	8.09%	34	7.10%
English	20	2.34%	10	2.09%
Northern Irish	Under 5	0.47%	Under 5	0.84%
Other	24	2.81%	7	1.46%
Scottish	269	31.54%	219	45.72%
Welsh	Under 5	0.12%	Under 5	0.21%
Not Completed	458	53.69%	200	41.75%
Prefer Not to Answer	8	0.94%	4	0.84%
Total	-	100.00%	-	100.00%

Religion	2019		2020	
	Numbers	%	Numbers	%
Buddhist	Under 5	0.12%	0	0.00%
Other Christian	0	0.00%	42	8.77%
Church of Scotland	75	8.79%	57	11.90%
Roman Catholic	46	5.39%	15	3.13%
Hindu	0	0.00%	Under 5	0.21%
Humanist	Under 5	0.47%	Under 5	0.84%
Jewish	Under 5	0.12%	0	0.00%
Muslim	Under 5	0.35%	Under 5	0.21%
None	193	22.63%	134	27.97%
Other Religion or Belief	Under 5	0.35%	8	1.67%
Pagan	Under 5	0.23%	Under 5	0.42%
Sikh	Under 5	0.23%	0	0.00%
Not Completed	344	40.33%	125	26.10%
Prefer Not to Answer	179	20.98%	90	18.79%
Total	-	100.00%	-	100.00%

Sexual Orientation	2019		2020	
	Numbers	%	Numbers	%
Bisexual	Under 5	0.35%	Under 5	0.21%
Gay	7	0.82%	5	1.04%
Heterosexual/Straight	371	43.49%	248	51.77%
Lesbian	Under 5	0.35%	Under 5	0.21%
Other	0	0.00%	Under 5	0.42%
Not Completed	291	34.12%	120	25.05%
Prefer Not to Answer	178	20.87%	102	21.29%
Total	-	100.00%	-	100.00%

Gender Identity - identifying as a transgender person or trans person.

It should be noted that Gender Identity figures in relation to leavers are currently not available. These will be included later.

Disciplinary information for the Council as a whole for period 2019 (01/01/19 – 31/12/19) and 2020 (01/01/20-31/12/20)

Sex/Gender	2019		2020	
	No	(%)	No	(%)
Female	28	37.33	14	35.00
Male	47	62.67	26	65.00
Total	-	100.0%	-	100.00%

Age	2019		2020	
	No	(%)	No	(%)
Under 20	0	0	0	0
20-29	6	8.00	Under 5	10.00
30-39	20	26.67	15	37.50
40-49	13	17.33	10	25.00
50-59	27	36.00	6	15.00
60+	9	12.00	5	12.50
Total	-	100.0%	-	100.00%

Marital Status	2019		2020	
	No	(%)	No	(%)
Divorced	Under 5	2.67	0	0
Separated	Under 5	5.33	0	0
Living with Partner	6	8.00	Under 5	10.00
Married/Civil Partnership	23	30.67	12	30.00
Single	13	17.33	9	22.50
Widowed	Under 5	1.33	Under 5	5.00
Not Completed	24	32.00	11	27.50
Prefer Not to Answer	2	2.67	2	5.00
Total	-	100.0%	-	100.00%

Disability	2019		2020	
	No	(%)	No	(%)
Yes	5	6.67	5	12.50
No	43	57.33	23	57.50
Not Completed	21	28.00	12	30.00
Prefer Not to Answer	6	8.00	0	0
Total	-	100.0%	-	100.00%

Ethnicity	2019		2020	
	No	(%)	No	(%)
African	0	0	0	0
African- Other	Under 5	1.33	0	0
Arab- Other	Under 5	1.33	0	0
Asian- Bangladeshi	0	0	0	0
Asian- Chinese	0	0	0	0
Asian- Indian	Under 5	1.33	0	0
Asian- Other	0	0	0	0
Asian- Pakistani	0	0	Under 5	2.50
Black	Under 5	1.33	0	0
Caribbean	0	0	0	0
Other Caribbean or Black	0	0	0	0
Mixed or Multiple	0	0	0	0
Other	0	0	0	0
White – Polish	Under 5	1.33	Under 5	2.50
White- Eastern European	0	0	Under 5	2.50
White- Gypsy/Traveller	0	0	0	0
White- Irish	0	0	Under 5	2.50
White- Other white ethnic group	8	10.68	Under 5	5.00
White- Other British	10	13.34	8	20.00
White- Scottish	30	40.00	15	37.50
Not Completed	6	8.00	4	10.00
Prefer Not to Answer	16	21.33	7	17.50
Total	-	100.00%	-	100.00%

National Identity	2019		2020	
	No	(%)	No	(%)
British	6	8.00	Under 5	7.50
English	0	0	Under 5	2.50
Northern Irish	0	0	0	0
Other	5	6.67	Under 5	5.0
Scottish	40	53.33	22	55.00
Welsh	Under 5	1.33	0	0
Not Completed	23	30.67	12	30.00
Prefer Not to Answer	0	0	0	0
Total	-	100.00%	-	100.00%

Religion	2019		2020	
	No	(%)	No	(%)
Buddhist	0	0	0	0
Christian Other	10	13.33	Under 5	2.50
Church of Scotland	11	14.68	5	12.50
Roman Catholic	Under 5	2.67	5	12.50
Hindu	Under 5	1.33	0	0
Humanist	Under 5	1.33	0	0
Jewish	0	0	0	0
Muslim	Under 5	1.33	0	0
None	25	33.33	16	40.00
Other	0	0	0	0
Pagan	0	0	0	0
Sikh	0	0	0	0
Not Completed	5	6.67	5	12.50
Prefer Not to Answer	19	25.33	8	20.00
Total	-	100.00%	-	100.00%

Sexual Orientation	2019		2020	
	No	(%)	No	(%)
Bisexual	0	0	0	0
Gay	Under 5	2.67	Under 5	2.50
Heterosexual/Straight	42	56.00	26	65.00
Lesbian	Under 5	2.67	0	0
Not Completed	8	10.66	5	12.50
Prefer Not to Answer	21	28.00	8	20.00
Total	-	100.00%	-	100.00%

Gender Identity - identifying as a transgender person or trans person.

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Grievance information for the Council as a whole for period 2019 (01/01/19 – 31/12/19) and 2020 (01/01/20-31/12/20)

Sex/Gender	2019		2020	
	No	(%)	No	(%)
Female	8	40.00	9	60.00
Male	12	60.00	6	40.00
Total	-	100.00%	-	100.00%

Age	2019		2020	
	No	(%)	No	(%)
Under 20	0	0	0	0
20-29	Under 5	5.00	Under 5	6.67
30-39	Under 5	10.00	Under 5	20.00
40-49	Under 5	20.00	Under 5	20.00
50-59	7	35.00	5	33.33
60+	6	30.00	Under 5	20.00
Total	-	100.00%	-	100.00%

Marital Status	2019		2020	
	No	(%)	No	(%)
Divorced	Under 5	10.00	0	0
Separated	Under 5	10.00	0	0
Living with Partner	Under 5	15.00	Under 5	6.67
Married/Civil Partnership	10	50.00	8	53.33
Single	0	0	Under 5	26.66
Widowed	0	0	0	0
Not Completed	2	10.00	1	6.67
Prefer Not to Answer	1	5.00	1	6.67
Total	-	100.00%	-	100.00%

Disability	2019		2020	
	No	(%)	No	(%)
Yes	5	25.00	0	0
No	8	40.00	11	73.33
Not Completed	7	35.00	4	26.67
Prefer Not to Answer	0	0	0	0
Total	-	100.00%	-	100.00%

Ethnicity	2019		2020	
	No	(%)	No	(%)
Arab - Other	0	0	0	0
African	0	0	0	0
African- Other	Under 5	5.00	0	0
Asian- Bangladeshi	0	0	0	0
Asian- Chinese	0	0	0	0
Asian- Indian	0	0	0	0
Asian- Other	0	0	0	0
Asian- Pakistani	0	0	Under 5	6.67
Black	0	0	0	0
Caribbean	0	0	0	0
Other Caribbean or Black	0	0	0	0
Mixed or Multiple	0	0	0	0
Other	Under 5	5.00	0	0
White- Eastern European	0	0	0	0
White- Gypsy/Traveller	0	0	0	0
White- Irish	0	0	0	0
White – Polish	0	0	Under 5	6.67
White- Other white ethnic group	Under 5	5.00	0	0
White- Other British	Under 5	15.00	Under 5	26.66
White- Scottish	8	40.00	7	46.66
Not Completed	5	25.00	1	6.67
Prefer Not to Answer	1	5.00	1	6.67
Total	-	100.00%	-	100.00%

National Identity	2019		2020	
	No	(%)	No	(%)
British	Under 5	10.00	Under 5	6.67
English	Under 5	5.00	0	0
Northern Irish	0	0	0	0
Other	Under 5	5.00	0	0
Scottish	7	35.00	9	60.00
Welsh	0	0	0	0
Not Completed	9	45.00	5	33.33
Prefer Not to Answer	0	0	0	0
Total	-	100.00%	-	100.00%

Religion	2019		2020	
	No	(%)	No	(%)
Buddhist	0	0	0	0
Christian Other	Under 5	10.00	Under 5	13.33
Church of Scotland	Under 5	5.00	Under 5	6.68
Roman Catholic	0	0	Under 5	13.33
Hindu	0	0	0	0
Humanist	0	0	0	0
Jewish	0	0	0	0
Muslim	0	0	0	0
None	7	35.00	6	40.00
Other	0	0	0	0
Pagan	0	0	0	0
Sikh	0	0	0	0
Not Completed	8	40.00	2	13.33
Prefer Not to Answer	2	10.00	2	13.33
Total	-	100.00%	-	100.00%

Sexual Orientation	2019		2020	
	No	(%)	No	(%)
Bisexual	0	0	0	0
Gay	0	0	Under 5	6.67
Heterosexual/Straight	12	60.00	8	53.33
Lesbian	0	0	0	0
Not Completed	6	30.00	5	33.33
Prefer Not to Answer	2	10.00	1	6.67
Total	-	100.00%	-	100.00%

Gender Identity - identifying as a transgender person or trans person.

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Analysis of information

Aberdeen City Council – Composition of employees (at January 2020, for year 2019 and at January 2021, for year 2020)

Employees in post by Sex/Gender

In 2019, the majority of employees in the Council are female (70.0%) with the minority male (30.0%). This compares with 69.3% female and 30.7% male reported in the last Mainstreaming Report indicating similar figures. The last Census figures for the Aberdeen City population aged between 16 and 64 were 50.5% male and 49.5% female indicating a difference in the gender make-up of the local working age population compared to the Council's workforce.

In 2020, the majority of employees in the Council are female (70.1%) with the minority male (29.8%). This compares with 69.3% female and 30.7% male reported in the last Mainstreaming Report indicating similar figures. The last Census figures for the Aberdeen City population aged between 16 and 64 were 50.5% male and 49.5% female indicating a difference in the gender make-up of the local working age population compared to the Council's workforce.

Employees in post by Age

In 2019 the largest proportion of employees are in the 50-59 age band (27.4%) followed by the 40-49 (23.9%). The smallest proportion of employees is in the under 20 age band (0.9%) followed by the 60+ age band (11.0%). The majority of the Council's employees are aged 40 or over.

In 2020, the largest proportion of employees are in the 50-59 age band (27.7%) followed by the 30-39 (23.7%). The smallest proportion of employees is in the under 20 age band (0.4%) followed by the 20-29 age band (13.0%). The majority of the Council's employees are aged 40 or over.

Employees in post by Marital Status

In 2019, the largest proportion of employees who declared their marital status are in the Married/Civil Partnership category (42.3%) followed by Single (17.8%). The smallest proportion of employees is in the Widowed category (1.2%). It should be noted that 22.1% of employees either did not complete the form or indicated that they preferred not to answer the question.

In 2020, the largest proportion of employees who declared their marital status are in the Married/Civil Partnership category (40.5%) followed by Single (18.0%). The smallest proportion of employees is in the Widowed category (1.2%). It should be noted that 23.9% of employees either did not complete the form or indicated that they preferred not to answer the question.

Employees in post by Disability

In 2019, a minority of employees declared that they have a disability (3.5%) whilst the majority declared that they were non-disabled (58.2%). This compares with 2.6% disabled and 69.0% non-disabled reported in the last Mainstreaming Report,

indicating an increase in the percentage of disabled employees. It should be noted that 38.4% of employees either did not complete the form or indicated that they preferred not to answer the question. The last Census figures for the Aberdeen City population aged between 16 and 64 shows that 4.6% had a long-term health problem or disability that limited them a lot in day-to-day activities, indicating a difference compared to the percentage of disabled employees in the Council's workforce.

In 2020, a minority of employees declared that they have a disability (3.5%) whilst the majority declared that they were non-disabled (57.1%). This compares with 2.6% disabled and 69.0% non-disabled reported in the last Mainstreaming Report, indicating an increase in disabled employees. It should be noted that 39.4% of employees either did not complete the form or indicated that they preferred not to answer the question. The last Census figures for the Aberdeen City population aged between 16 and 64 shows that 4.6% had a long-term health problem or disability that limited them a lot in day-to-day activities, indicating a difference compared to the percentage of disabled employees in the Council's workforce.

Employees in post by Ethnicity

In 2019, a minority of employees declared that they are from an ethnic minority (2.6%) (i.e. non-white). This compares with 2.4% reported in the last Mainstreaming Report, indicating a slight increase in ethnic minority employees. It should be noted that 25.4% of employees either did not complete the form or indicated that they preferred not to answer the question. The last Census figures for the Aberdeen City population aged between 16 and 64 shows that 8.5% were from an ethnic minority (i.e. non-white), indicating a difference compared to the percentage of ethnic minority employees (i.e. non-white) in the Council's workforce.

In 2020, a minority of employees declared that they are from an ethnic minority (2.6%) (i.e. non-white). This compares with 2.4% reported in the last Mainstreaming Report, indicating a slight increase in ethnic minority employees. It should be noted that 26.6% of employees either did not complete the form or indicated that they preferred not to answer the question. The last Census figures for the Aberdeen City population aged between 16 and 64 shows that 8.5% were from an ethnic minority (i.e. non-white), indicating a difference compared to the percentage of ethnic minority employees (i.e. non-white) in the Council's workforce.

Employees in post by Nationality

In 2019, the largest proportion of employees who declared their nationality are Scottish (52.7%) followed by British (8.6%) and then Other (2.8%). The smallest proportion are Welsh (0.2%) followed by Northern Irish (0.5%). It should be noted that 32.8% of employees either did not complete the form or indicated that they preferred not to answer the question.

In 2020, the largest proportion of employees who declared their nationality are Scottish (51.7%) followed by British (8.7%) and then Other (2.9%). The smallest proportion are Welsh (0.2%) followed by Northern Irish (0.5%). It should be noted

that 33.6% of employees either did not complete the form or indicated that they preferred not to answer the question.

Employees in post by Religion

In 2019, the largest proportion of employees who declared their religion indicated this as None (35.2%) followed by Church of Scotland (13.3%) and then Christian Other (8.5%). The various other religions declared had relatively small proportions of employees under each category. It should be noted that 35.3% of employees either did not complete the form or indicated that they preferred not to answer the question.

In 2020, the largest proportion of employees who declared their religion indicated this as None (35.2%) followed by Church of Scotland (12.7%) and then Christian Other (8.5%). The various other religions declared had relatively small proportions of employees under each category. It should be noted that 36.1% of employees either did not complete the form or indicated that they preferred not to answer the question.

Employees in post by Sexual Orientation

In 2019, a minority of employees declared as Bi sexual, Gay or Lesbian (total of 1.8%) with a majority of employees declaring as Heterosexual/Straight (60.4%). It should be noted that 37.7% of employees either did not complete the form or indicated that they preferred not to answer the question.

In 2020, a minority of employees declared as Bi sexual, Gay or Lesbian (total of 1.9%) with a majority of employees declaring as Heterosexual/Straight (59.6%). It should be noted that 38.2% of employees either did not complete the form or indicated that they preferred not to answer the question.

Employees in post by Gender Identity (identifying as a transgender person or trans person)

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Analysis of information

Aberdeen City Council – Recruitment 2019 and 2020

Sex/Gender

In 2019, the majority of both applicants for employment and successful applicants were female (74.2% and 73.9% respectively), with the minority male (24.6% and 23.9% respectively).

In 2020, the majority of both applicants for employment and successful applicants were female (67.0% and 75.0% respectively), with the minority male (31.6% and 22.1% respectively). The proportions of female to male applicants for employment

and the proportions of successful applicants in 2020 are both similar to the proportions of female and male employees in the workforce (the proportions in the workforce being 70.1% to 29.8% female to male).

Age

In 2019, the largest proportion of applicants for employment and successful applicants were under the category of 30-39 (30.7% and 31.7% respectively), followed by 20-29 (28.8% and 26.4% respectively) and then 40-49 (22.0% and 21.7% respectively).

In 2020, the largest proportion of applicants for employment were under the category of 30-39 (31.2%), followed by 20-29 (29.4%) and then 40-49 (19.3%). The largest proportion of successful applicants for employment were under the category of 30-39 (30.8%), followed by 40-49 (25.1%), and then 20-29 (19.7%). In relation to the workforce profile, the largest proportion of employees are in the 50-59 age band (27.7%), followed by the 30-39 band (23.7%) and then the 40-49 band (23.3%), indicating a difference compared to the age profile of applicants and successful applicants in 2020.

Marital Status

In 2019, of those who declared their marital status, the largest proportion of applicants and successful applicants were under the category of Married/Civil Partnership (38.0% and 37.4% respectively), followed by Single (37.7% and 35.9% respectively) and then Living with Partner (13.5% and 16.5% respectively).

In 2020, of those who declared their marital status, the largest proportion of applicants for employment were under the category of Single (40.5%), followed by Married/Civil Partnership (34.6%) and then Living with Partner (14.9%). The largest proportion of successful applicants for employment were under the category of Married/Civil Partnership (41.1%), followed by Single (32.1%), and then Living with Partner (14.7%).

Disability

In 2019, of those who declared whether they have a disability, a minority of applicants for employment and also successful applicants declared as disabled (5.4% and 3.4% respectively).

In 2020, of those who declared whether they had a disability, a minority of applicants for employment and also successful applicants declared as disabled (5.0% and 3.6% respectively). The 2020 proportion of disabled applicants is higher than the proportion of disabled employees in the workforce (which is 3.5%), with the proportion of successful disabled applicants being similar.

Ethnicity

In 2019, of those who declared their ethnicity, a minority of applicants for employment and also successful applicants declared as being from an ethnic minority (9.8% and 4.7% respectively) (i.e. non-white).

In 2020, of those who declared their ethnicity, a minority of applicants for employment and also successful applicants declared as being from an ethnic minority (10.8% and 5.0% respectively) (i.e. non-white). Both these 2020 proportions are higher than the proportions of employees who declared as being from an ethnic minority (which is 2.6%).

Nationality

In 2019, of those who declared their nationality, the largest proportion of applicants for employment and also successful applicants were under the category of Scottish (53.8% and 61.6% respectively), followed by British (20.0% and 20.7% respectively) and then English (2.7% and 2.3% respectively).

In 2020, of those who declared their nationality, the largest proportion of applicants for employment and successful applicants were under the category of Scottish (56.2% and 62.0% respectively), followed by British (19.8% and 20.0% respectively) and then English (2.2% and 2.0% respectively).

Religion

In 2019, of those who declared their religion, the largest proportion of applicants for employment were under the category of None (49.8%), followed by Roman Catholic (11.6%) and then Church of Scotland (11.4%). The largest proportion of successful applicants for employment were under the category of None (53.2%), followed by Church of Scotland (13.5%) and then Roman Catholic (9.3%).

In 2020, of those who declared their religion, the largest proportion of applicants for employment were under the category of None (51.7%), followed by Church of Scotland (11.7%) and then Christian Other (11.1%). The largest proportion of successful applicants were under the category None (54.1%), followed by Church of Scotland (15.1%) and then Roman Catholic (8.5%).

Sexual Orientation

In 2019, of those who declared their sexual orientation, a minority of applicants for employment and also successful applicants were Bi-sexual, Gay or Lesbian (4.0% and 2.4% respectively, in total).

In 2020, of those who declared their sexual orientation, a minority of applicants for employment and also successful applicants were Bi-sexual, Gay or Lesbian (4.4% and 2.2% respectively, in total). Both these 2020 proportions are higher than the proportion of employees declaring their sexual orientation under these categories (which is 1.9% in total).

Gender Identity (identifying as a transgender person or trans person)

In 2019, of those who declared their gender identity as a transgender person or trans person, a very small proportion of applicants for employment (0.3%) and successful applicants (0.4%) were under this category.

In 2020, of those who declared their gender identity as a transgender person or trans person, a very small proportion of applicants for employment and successful applicants were under this category (0.3% and 0.1% respectively).

Analysis of information

Aberdeen City Council – Training 2019 and 2020 (employees who undertook a corporate training course)

Sex/Gender

In 2019, the majority who undertook training were female (76.8%) with the minority male (23.2%).

In 2020, the majority who undertook training were female (87.6%) with the minority male (12.3%). These proportions differ to the proportions of female and male employees in the workforce (which are 70.1% and 29.8% respectively).

Age

In 2019, the largest proportion who undertook training were under the category 40-49 (26.5%), followed by 50-59 (26.4%) and then 30-39 (24.2%).

In 2020, the largest proportion who undertook training were under the category 50-59 (33.6%), followed by 40-49 (23.8%) and then 30-39 (22.6%). In relation to the workforce profile, the largest proportion of employees are in the 50-59 age band (27.7%), followed by the 30-39 band (23.7%) and then the 40-49 band (23.3%), which differ to the 2020 proportions who undertook training.

Marital Status

In 2019, of those who declared their marital status, the largest proportion who underwent training were under the category of Married/Civil Partnership (44.1%), followed by Single (20.1%) and then Living with Partner (12.1%).

In 2020, of those who declared their marital status, the largest proportion who underwent training were under the category of Married/Civil Partnership (45.2%), followed by Single (16.3%) and then Living with Partner (11.9%).

Disability

In 2019, of those who declared whether they have a disability, a minority of those who undertook training were disabled (5.1%), whilst the majority were non-disabled (61.4%).

In 2020, of those who declared whether they had a disability, a minority of those who undertook training were disabled (3.7%), (whilst the majority were non-disabled (52.1%)). This 2020 figure is similar compared to the proportion of employees who declared as being disabled in the workforce (which is 3.5%).

Ethnicity

In 2019, of those who declared their ethnicity, a minority of those who undertook training were from an ethnic minority (3.8%) (i.e. non-white).

In 2020, of those who declared their ethnicity, a minority of those who undertook training were from an ethnic minority (2.9%) (i.e. non-white). This 2020 figure is a slightly higher figure compared to the proportion of employees who declared as being from an ethnic minority in the workforce (which is 2.6%).

Nationality

In 2019, of those who declared their nationality, the largest proportion of those who undertook training were under the category of Scottish (53.0%), followed by British (8.2%) and then Other (2.9%).

In 2020, of those who declared their nationality, the largest proportion of those who undertook training were under the category of Scottish (52.3%), followed by British (11.6%) and then English (1.6%).

Religion

In 2019, of those who declared their religion, the largest proportion of those who undertook training were under the category of None (35.2%), followed by Church of Scotland (13.6%) and then Christian Other (9.3%).

In 2020, of those who declared their religion, the largest proportion of those who undertook training were under the category of None (37.2%), followed by Church of Scotland (12.9%) and then Christian Other (9.3%).

Sexual Orientation

In 2019, of those who declared their sexual orientation, a minority of those who undertook training were Bi-sexual, Gay or Lesbian (3.0% in total).

In 2020, of those who declared their sexual orientation, a minority of those who undertook training were Bi-sexual, Gay or Lesbian (1.5% in total). This 2020 figure is below the proportion of those declaring their sexual orientation under these categories in the workforce (which is 1.9%).

Gender Identity (identifying as a transgender person or trans person)

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Analysis of information

Aberdeen City Council – Leavers 2019 and 2020

Sex/Gender

In 2019, the majority of leavers were female (66.2%) with the minority male (33.7%).

In 2020, the majority of leavers were female (73.1%) with the minority male (26.9%). Compared to the composition of the workforce which is a 70.1% to 29.8% female to male split, these 2020 figures indicate similar proportions of leavers by gender.

Age

In 2019, the largest proportion of leavers was under the category 30-39 (23.3%), followed by 50-59 (21.6%) and then 60+ (19.3%).

In 2020, the largest proportion of leavers was under the category 60+ (28.8%), followed by 20-29 (20.9%) and then 30-39 (19.6%). In relation to the workforce profile, the largest proportion of employees are in the 50-59 age band (27.7%), followed by the 30-39 band (23.7%) and then the 40-49 band (23.3%), indicating a difference compared to the 2020 leavers age profile.

Marital Status

In 2019, of those who declared their marital status, the largest proportion of leavers were under the category of Married/Civil Partnership (36.2%), followed by Single (18.2%) and then Living with Partner (6.8%).

In 2020, of those who declared their marital status, the largest proportion of leavers were under the category of Married/Civil Partnership (39.2%), followed by Single (15.4%) and then Living with Partner (6.7%).

Disability

In 2019, of those who declared whether they have a disability, a minority of leavers (3.2%) were disabled whilst the majority were non-disabled (51.1%).

In 2020, of those who declared whether they have a disability, a minority of leavers (2.7%) were disabled whilst the majority were non-disabled (54.7%). The proportion of disabled leavers in 2020 is therefore lower compared to the proportion declaring as disabled in the workforce (which is 3.5%).

Ethnicity

In 2019, of those who declared their ethnicity, a minority of leavers (2.5%) were from an ethnic minority (i.e. non-white).

In 2020, of those who declared their ethnicity, a minority of leavers (1.7%) were from an ethnic minority (i.e. non-white). This 2020 figure is a lower proportion compared to the proportion of ethnic minority employees in the workforce (which is 2.6%).

Nationality

In 2019, of those who declared their nationality, the largest proportion of leavers were Scottish (31.5%) followed by British (8.1%) and then Other (2.8%).

In 2020, of those who declared their nationality, the largest proportion of leavers were Scottish (45.7%) followed by British (7.1%) and then English (2.1%).

Religion

In 2019, of those who declared their religion, the largest proportion of leavers was under the category of 'None' (22.6%), followed by Church of Scotland (8.8%) and then Roman Catholic (5.4%).

In 2020, of those who declared their religion, the largest proportion of leavers was under the category of 'None' (28.0%), followed by Church of Scotland (11.9%) and then Christian Other (8.8%).

Sexual Orientation

In 2019, of those who declared their sexual orientation, a minority of leavers were from the categories of Bi-sexual, Gay or Lesbian (total of 1.5%).

In 2020, of those who declared their sexual orientation, a minority of leavers were from the categories of Bi-sexual, Gay or Lesbian (total of 1.5%). This 2020 figure is a slightly lower proportion compared to those declaring their sexual orientation under these categories in the workforce (which is 1.9%).

Gender Identity (identifying as a transgender person or trans person)

It should be noted that Gender Identity figures in relation to leavers are currently not available. These will be included later.

Analysis of information

Aberdeen City Council – Discipline cases 2019 and 2020

Sex/Gender

In 2019, the majority of discipline cases involved male employees (62.7%) with the minority involving female employees (37.3%).

In 2020, the majority of discipline cases involved male employees (65.0%) with the minority involving female employees (35.0%). These 2020 figures differ to the proportions of male and female employees in the workforce (which are 29.8% and 70.1% respectively).

Age

In 2019, the largest proportion of discipline cases involved employees under the category 50-59 (36.0%), followed by 30-39 (26.7%) and then 40-49 (17.3%).

In 2020, the largest proportion of discipline cases involved employees under the category 30-39 (37.5%), followed by the 40-49 (25.0%) and then 50-59 (15.0%). In relation to the workforce profile, the largest proportion of employees are in the 50-59 age band (27.7%), followed by the 30-39 band (23.7%) and then the 40-49 band (23.3%), indicating a difference compared to the 2020 age profile of those involved in discipline cases.

Marital Status

In 2019, of those who declared their marital status, the largest proportion of discipline cases involved employees under the category of Married/Civil Partnership (30.7%), followed by Single (17.3%) and then Living with Partner (8.0%).

In 2020, of those who declared their marital status, the largest proportion of discipline cases involved employees under the category of Married/Civil Partnership (30.0%), followed by Single (22.5%) and then Living with partner (10.0%).

Disability

In 2019, of those who declared whether they have a disability, a minority of employees involved in discipline cases were disabled (6.7%) whilst the majority were non-disabled (57.3%).

In 2020, of those who declared whether they have a disability, a minority of employees involved in discipline cases were disabled (12.5%) whilst the majority were non-disabled (57.5%). The 2020 figure of disabled employees involved in discipline cases is therefore higher compared to the proportion of disabled employees in the workforce (which is 3.5%).

Ethnicity

In 2019, of those who declared their ethnicity, there were a minority of employees involved in discipline cases who were from an ethnic minority (5.3%) (i.e. non-white).

In 2020, of those who declared their ethnicity, a minority of employees involved in discipline cases were from an ethnic minority (2.5%) (i.e. non-white). This 2020 figure of ethnic minority employees involved in discipline cases is therefore slightly lower compared to the proportion of ethnic minority employees in the workforce (which is 2.6%).

Nationality

In 2019, of those who declared their nationality, the largest proportion of discipline cases involved employees under the category of Scottish (53.3%), followed by British (8.0%) and then Other (6.7%).

In 2020, of those who declared their nationality, the largest proportion of discipline cases involved employees under the category of Scottish (55.0%), followed by British (7.5%) then Other (5.0%).

Religion

In 2019, of those who declared their religion, the largest proportion of discipline cases involved employees under the category of None (33.3%), followed by Church of Scotland (14.7%) and then Christian Other (13.3%).

In 2020, of those who declared their religion, the largest proportion of discipline cases involved employees under the category of None (40.0%), followed by Church of Scotland and Roman Catholic which each had the same proportion (i.e.12.5%).

Sexual Orientation

In 2019, of those who declared their sexual orientation, a minority of employees involved in discipline cases were Bisexual, Gay or Lesbian (5.3% in total).

In 2020, of those who declared their sexual orientation, a minority of employees involved in discipline cases were Bi-sexual, Gay or Lesbian (2.5% in total). This 2020 figure of Bi-sexual, Gay or Lesbian employees involved in discipline cases is therefore slightly higher compared to the proportion of Bi-sexual, Gay or Lesbian employees in the workforce (which is 1.9%).

Gender Identity (identifying as a transgender person or trans person)

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Analysis of information

Aberdeen City Council – Grievance cases 2019 and 2020

Sex/Gender

In 2019, the majority of grievance cases involved male employees (60.0%) with the minority involving female employees (40.0%).

In 2020, the majority of grievance cases involved female employees (60.0%) with the minority involving male employees (40.0%). These 2020 figures differ compared to the proportions of female and male employees in the workforce (which are 70.1% and 29.8% respectively).

Age

In 2019, the largest proportion of grievance cases involved employees under the category 50-59 (35.0%), followed by 60+ (30.0%) and then 40-49 (20.0%).

In 2020, the largest proportion of grievance cases involved employees under the category 50-59 (33.3%), followed by the 30-39, 40-49 and 60+ age bands which each had the same proportion (i.e. 20.0%). In relation to the workforce profile, the largest proportion of employees are in the 50-59 age band (27.7%), followed by the 30-39 band (23.7%) and then the 40-49 band (23.3%), indicating similar figures compared to the 2020 age profile of those involved in grievance cases.

Marital Status

In 2019, of those who declared their marital status, the largest proportion of grievance cases involved employees under the category of Married/Civil Partnership (50.0%), followed by Living with Partner (15.0%) and then the Divorced and the Separated categories (each with 10.0%).

In 2020, of those who declared their marital status, the largest proportion of grievance cases involved employees under the category of Married/Civil Partnership (53.3%), followed by Single (26.7%), followed by Living with Partner (6.7%).

Disability

In 2019, of those who declared whether they have a disability, a significant minority of employees involved in grievance cases were disabled (25.0%) whilst the majority were non-disabled (40.0%).

In 2020, of those who declared whether they have a disability, there were no employees involved in grievance cases who were disabled (0.0%), whilst a majority were non-disabled (73.3%). These 2020 figures of disabled employees involved in grievance cases differ to the proportions of disabled and non-disabled employees in the workforce (which are 3.5% and 57.1% respectively).

Ethnicity

In 2019, of those who declared their ethnicity, a minority of employees involved in grievance cases were from an ethnic minority (5.0%) (i.e. non-white).

In 2020, of those who declared their ethnicity, a minority of employees involved in grievance cases were from an ethnic minority (6.7%) (i.e. non-white). This 2020 figure of ethnic minority employees involved in grievance cases is higher compared to the proportion of ethnic minority employees in the workforce (which is 2.6%).

Nationality

In 2019, of those who declared their nationality, the largest proportion of grievance cases involved employees under the category of Scottish (35.0%), followed by British (10.0%) and then English and Other, which each had the same proportion (i.e. 5.0%).

In 2020, of those who declared their nationality, the largest proportion of grievance cases involved employees under the category of Scottish (60.0%) and followed by British (6.7%).

Religion

In 2019, of those who declared their religion, the largest proportion of grievance cases involved employees under the category of None (35.0%), followed by Christian Other (10.0%) and then Church of Scotland (5.0%).

In 2020, of those who declared their religion, the largest proportion of grievance cases involved employees under the category of None (40.0%), followed by Christian Other and Roman Catholic which each had the same proportion (i.e.13.3%).

Sexual Orientation

In 2019, of those who declared their sexual orientation, there were no employees involved in grievance cases who were Bisexual, Gay or Lesbian.

In 2020, of those who declared their sexual orientation, there were 6.7% of employees involved in grievance cases who were Bisexual, Gay or Lesbian. This 2020 figure of Bisexual, Gay or Lesbian employees involved in grievance cases is higher compared to the proportion of Bisexual, Gay or Lesbian employees in the workforce (which is 1.9%).

Gender Identity (identifying as a transgender person or trans person)

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

**Education Workforce - composition of employees at
January 2020 (for calendar year 2019) & January 2021 (for calendar year 2020)**

Employees in Post by Sex/Gender

Sex/Gender	2019		2020	
	Numbers	%	Numbers	%
Female	3058	87.97%	3224	87.54%
Male	418	12.03%	457	12.41%
Not Completed	0	0.00%	2	0.05%
Total	-	100.00%	-	100.00%

Employees in Post by Age

AGE	2019		2020	
	Numbers	%	Numbers	%
Under 20	8	0.23%	7	0.19%
20-29	594	17.09%	606	16.45%
30-39	884	25.43%	943	25.60%
40-49	848	24.40%	892	24.22%
50-59	851	24.48%	914	24.82%
60+	291	8.37%	321	8.72%
Total	-	100.00%	-	100.00%

Employees in Post by Marital Status

Marital Status	2019		2020	
	Numbers	%	Numbers	%
Divorced	136	3.91%	144	3.91%
Separated	64	1.84%	69	1.87%
Living with Partner	323	9.29%	344	9.34%
Married/Civil Partnership	1577	45.37%	1572	42.68%
Single	545	15.68%	595	16.16%
Widowed	30	0.86%	31	0.84%
Not Completed	682	19.62%	817	22.18%
Prefer Not to Answer	119	3.42%	111	3.01%
Total	-	100.00%	-	100.00%

Employees in Post by Disability

Disability	2019		2020	
	Numbers	%	Numbers	%
Yes	93	2.68%	104	2.82%
No	1947	56.01%	2025	54.98%
Not Completed	1330	38.26%	1438	39.04%
Prefer Not to Answer	106	3.05%	116	3.15%
Total	-	100.00%	-	100.00%

Employees in Post by Ethnicity

Ethnicity	2019		2020	
	Numbers	%	Numbers	%
African	9	0.26%	12	0.33%
African - Other	Under 5	0.06%	Under 5	0.08%
Other - Arab	5	0.14%	5	0.14%
Asian -Bangladeshi	Under 5	0.12%	Under 5	0.11%
Asian - Chinese	6	0.17%	5	0.14%
Asian - Indian	11	0.32%	14	0.38%
Asian - Other	Under 5	0.12%	5	0.14%
Asian - Pakistani	6	0.17%	7	0.19%
Black	Under 5	0.03%	Under 5	0.03%
Caribbean	0	0.00%	0	0.00%
Other Caribbean or Black	Under 5	0.03%	Under 5	0.05%
Mixed or Multiple	16	0.46%	15	0.41%
Other	8	0.23%	9	0.24%
White - Polish	33	0.95%	35	0.95%
White - Eastern European	11	0.32%	9	0.24%
White - Gypsy/Traveller	0	0.00%	0	0.00%
White - Irish	50	1.44%	5	1.36%
White -Other white ethnic group	140	4.03%	140	3.80%
White - Other British	851	24.48%	909	24.68%
White - Scottish	1440	41.43%	1476	40.08%
Not Completed	544	15.65%	692	18.79%
Prefer Not to Answer	334	9.61%	290	7.87%
Total	-	100.00%	-	100.00%

Employees in Post by Nationality

Nationality	2019		2020	
	Numbers	%	Numbers	%
British	361	10.40%	392	10.64%
English	70	2.00%	68	1.85%
Northern Irish	21	0.60%	26	0.71%
Other	89	2.56%	101	2.74%
Scottish	1846	53.11%	1914	51.97%
Welsh	5	0.14%	5	0.14%
Not Completed	1044	30.03%	1138	30.90%
Prefer Not to Answer	40	1.15%	39	1.06%
Total	-	100.00%	-	100.00%

Employees in Post by Religion

Religion	2019		2020	
	Numbers	%	Numbers	%
Buddhist	6	0.17%	6	0.16%
Other Christian	347	9.98%	375	10.18%
Church of Scotland	522	15.02%	503	13.66%
Roman Catholic	17	4.92%	182	4.94%
Hindu	7	0.20%	8	0.22%
Humanist	19	0.55%	28	0.76%
Jewish	Under 5	0.06%	Under 5	0.05%
Muslim	24	0.69%	25	0.68%
None	1135	32.65%	1204	32.69%
Other Religion or Belief	31	0.89%	33	0.90%
Pagan	5	0.14%	Under 5	0.11%
Sikh	0	0.00%	0	0.00%
Not Completed	692	19.91%	836	22.70%
Prefer Not to Answer	515	14.82%	477	12.95%
Total	-	100.00%	-	100.00%

Employees in Post by Sexual Orientation

Sexual Orientation	2019		2020	
	Numbers	%	Numbers	%
Bisexual	16	0.46%	22	0.60%
Gay	27	0.78%	30	0.81%
Heterosexual/Straight	2125	61.13%	2215	60.14%
Lesbian	12	0.35%	14	0.38%
Other	8	0.23%	9	0.24%
Not Completed	706	20.31%	852	23.13%
Prefer Not to Answer	582	16.74%	541	14.69%
Total	-	100.00%	-	100.00%

Gender Identity - identifying as a transgender person or trans person.

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Recruitment information for the Education Authority for period 2019

(01/01/19-31/12/19) and 2020 ((01/01/20-31/12/20)

Sex/Gender	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Female	6557	86.31	458	84.81	4533	81.87	284	83.53
Male	952	12.53	71	13.15	938	16.94	50	14.71
Prefer Not to Answer	88	1.16	11	2.04	66	1.19	6	1.76
Total	-	100	-	100	-	100	-	100

Age	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Under 20	29	0.38	Under 5	0.19	49	0.88	Under 5	0.29
20-29	1982	26.09	137	25.37	1752	31.64	70	20.59
30-39	2485	32.71	166	30.74	1802	32.54	101	29.71
40-49	1893	24.92	144	26.67	1146	20.70	91	26.76
50-59	899	11.83	70	12.96	596	10.76	63	18.53
60+	204	2.69	13	2.41	107	1.93	7	2.06
Not Completed	105	1.38	9	1.67	85	1.54	7	2.06
Total	-	100	-	100	-	100	-	100

Marital Status	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Divorced	286	3.76	16	2.96	231	4.17	22	6.47
Separated	226	2.97	10	1.85	131	2.37	9	2.65
Living with Partner	941	12.39	83	15.37	792	14.30	41	12.06
Married/Civil Partnership	3085	40.61	223	41.30	2184	39.44	162	47.65
Single	2783	36.63	188	34.81	1994	36.01	94	27.65
Widowed	61	0.80	Under 5	0.37	46	0.83	Under 5	0.88
Not Completed	49	0.64	5	0.93	70	1.26	7	2.06
Prefer Not to Answer	166	2.19	13	2.41	89	1.61	2	0.59
Total	-	100	-	100	-	100	-	100

Disability	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Yes	302	3.98	11	2.04	227	4.10	7	2.06
No	7132	93.88	517	95.74	5208	94.06	322	94.71
Not Completed	60	0.79	6	1.11	45	0.81	8	2.35
Prefer Not to Answer	103	1.36	6	1.11	57	1.03	3	0.88
Total	-	100	-	100	-	100	-	100

Ethnicity	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
African	64	0.84	Under 5	0.74	40	0.72	0	0.00
African - Other	118	1.55	Under 5	0.56	77	1.39	0	0.00
Other - Arab	33	0.43	Under 5	0.19	20	0.36	Under 5	0.29
Asian -Bangladeshi	32	0.42	Under 5	0.19	18	0.33	0	0.00
Asian - Chinese	29	0.38	Under 5	0.19	22	0.40	Under 5	0.29
Asian - Indian	201	2.65	5	0.93	164	2.96	Under 5	1.18
Asian - Other	32	0.42	Under 5	0.19	39	0.70	0	0.00
Asian - Pakistani	72	0.95	0	0.00	56	1.01	Under 5	0.59
Black	39	0.51	0	0.00	17	0.31	Under 5	0.29
Caribbean	6	0.08	Under 5	0.19	Under 5	0.05	Under 5	0.29
Other Caribbean or Black	Under 5	0.03	0	0.00	6	0.11	0	0.00
Mixed or Multiple	44	0.58	Under 5	0.56	51	0.92	Under 5	1.18
Other	0	0.00	0	0.00	0	0.00	0	0.00
White - Polish	408	5.37	11	2.04	129	2.33	Under 5	0.88
White - Eastern European	155	2.04	Under 5	0.74	133	2.40	Under 5	0.59

White - Gypsy/Traveller	0	0.00	0	0.00	Under 5	0.02	0	0.00
White - Irish	76	1.00	17	3.15	63	1.14	Under 5	1.18
White -Other white ethnic group	569	7.49	20	3.70	464	8.38	17	5.00
White - Other British	596	7.85	55	10.19	478	8.63	27	7.94
White - Scottish	4872	64.13	394	72.96	3505	63.30	257	75.59
Not Completed	127	1.67	9	1.67	174	3.14	14	4.12
Prefer Not to Answer	122	1.61	10	1.85	77	1.39	2	0.59
Total	-	100	-	100	-	100	-	100

National Identity	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
British	1507	19.84	119	22.04	1058	19.11	73	21.47
English	171	2.25	14	2.59	110	1.99	5	1.47
Northern Irish	40	0.53	5	0.93	39	0.70	Under 5	0.59
Scottish	4151	54.64	327	60.56	3171	57.27	218	64.12
Welsh	13	0.17	0	0.00	12	0.22	Under 5	0.29
Not Completed	1547	20.36	61	11.30	1012	18.28	37	10.88
Prefer Not to Answer	168	2.21	14	2.59	135	2.44	4	1.18
Total	-	100	-	100	-	100	-	100

Religion	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Buddhist	19	0.25	0	0.00	19	0.34	0	0.00
Other Christian	866	11.40	51	9.44	626	11.31	30	8.82
Church of Scotland	847	11.15	78	14.44	616	11.13	64	18.82
Roman Catholic	949	12.49	55	10.19	590	10.66	25	7.35
Hindu	111	1.46	Under 5	0.37	81	1.46	Under 5	0.59
Humanist	79	1.04	13	2.41	66	1.19	7	2.06
Jewish	0	0.00	0	0.00	7	0.13	Under 5	0.29
Muslim	204	2.69	Under 5	0.37	131	2.37	Under 5	0.59
None	3772	49.65	274	50.74	2892	52.23	176	51.76
Other Religion or Belief	42	0.55	0	0.00	34	0.61	Under 5	0.29
Pagan	8	0.11	0	0.00	10	0.18	0	0.00
Sikh	5	0.07	Under 5	0.19	7	0.13	0	0.00
Not Completed	225	2.96	17	3.15	157	2.84	12	3.53
Prefer Not to Answer	470	6.19	47	8.70	301	5.44	20	5.88
Total	-	100	-	100	-	100	-	100

Sexual Orientation	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Bisexual	167	2.20	Under 5	0.74	102	1.84	Under 5	0.29
Gay	46	0.61	0	0.00	78	1.41	Under 5	0.88
Heterosexual/Straight	6813	89.68	488	90.37	4870	87.95	311	91.47
Lesbian	41	0.54	Under 5	0.19	47	0.85	Under 5	0.29
Other	18	0.24	Under 5	0.19	19	0.34	0	0.00
Not Completed	152	2.00	13	2.41	124	2.24	9	2.65
Prefer Not to Answer	360	4.74	33	6.11	297	5.36	15	4.41
Total	-	100	-	100	-	100	-	100

Gender Identity *	2019				2020			
	Applicants for Employment		Successful Applicants		Applicants for Employment		Successful Applicants	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Yes	16	0.21	Under 5	0.37	11	0.20	0	0.00
No	7423	97.71	526	97.41	5410	97.71	332	97.65
Not Completed	47	0.62	5	0.93	56	1.01	6	1.76
Prefer Not to Answer	111	1.46	7	1.30	60	1.08	2	0.59
Total	-	100	-	100	-	100	-	100

* identifying as a transgender person or trans person

Note: It should be noted that the recruitment information above for 2020 includes more applicants than expected. This was due to a housekeeping exercise carried out in February 2020 where some posts were closed off which had been open in the previous year and due to a move of systems which meant that some recruitment was paused in late 2019 and recommenced in 2020..

**Training information for the Education Authority for the period
2019 (01/01/19-31/12/19) and 2020 (01/01/20-31/12/20)**

Sex/Gender	2019		2020	
	No	(%)	No	(%)
Female	3841	90.50%	12886	94.96%
Male	403	9.50%	671	4.94%
Not completed	-	-	13	0.10%
Total	-	100.00%	-	100.00%

Age	2019		2020	
	No	(%)	No	(%)
Under 20	Under 5	0.05	Under 5	0.03%
20-29	485	11.43	1523	11.22%
30-39	920	21.68	2739	20.18%
40-49	1255	29.57	3337	24.59%
50-59	1185	27.92	4760	35.08%
60+	397	9.35	1207	8.89%
Total	-	100.00%	-	100.00%

Marital Status	2019		2020	
	No	(%)	No	(%)
Divorced/Separated	0	0.00%	0	0.00%
Living with Partner	374	8.81%	1175	8.66%
Married/Civil Partnership	2217	52.24%	6352	46.81%
Single	641	15.10%	2121	15.63%
Widowed	23	0.54%	199	1.47%
Not Completed	884	20.83%	3362	24.77%
Prefer Not to Answer	105	2.47%	361	2.66%
Total	-	100.00%	-	100.00%

Disability	2019		2020	
	No	(%)	No	(%)
Yes	154	3.63	498	3.67%
No	2394	56.41	7052	51.97%
Not Completed	1507	35.51	5581	41.13%
Prefer Not to Answer	189	4.45	439	3.24%
Total	-	100.00%	-	100.00%

Ethnicity	2019		2020	
	No	(%)	No	(%)
Arab - Other	0	0.00%	0	0.00%
African	13	0.31%	72	0.53%
African- Other	0	0.00%	0	0.00%
Asian- Bangladeshi	Under 5	0.02	21	0.15%
Asian- Chinese	20	0.47	25	0.18%
Asian- Indian	21	0.49	17	0.13%
Asian- Other	5	0.12	20	0.15%
Asian- Pakistani	5	0.12	42	0.31%
Black	5	0.12	Under 5	0.01%
Caribbean	0	0.00%	0	0.00%
Other Caribbean or Black	Under 5	0.07	21	0.15%
Mixed or Multiple	13	0.31	66	0.49%
Other	Under 5	0.02	18	0.13%
White – Polish	65	1.53	259	1.91%
White- Eastern European	26	0.61	14	0.10%
White- Gypsy/Traveller	0	0.00%	0	0.00%
White- Irish	68	1.60	42	0.31%
White- Other white ethnic group	137	3.23	532	3.92%
White- Other British	1158	27.29	3569	26.30%
White- Scottish	1762	41.52	5464	40.27%
Not Completed	678	15.98	2588	19.07%
Prefer Not to Answer	263	6.20	738	5.44%

Total	-	100.00%	-	100.00%
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National Identity	2019		2020	
	No	(%)	No	(%)
British	485	11.43	1676	12.35%
English	89	2.10	143	1.05%
Northern Irish	21	0.49	26	0.19%
Scottish	2208	52.03	7337	54.07%
Welsh	5	0.12	Under 5	0.01%
Prefer Not to Answer	1436	33.84	4387	32.33%
Total	-	100.00%	-	100.00%

Religion	2019		2020	
	No	(%)	No	(%)
Buddhist	11	0.26%	7	0.05%
Christian Other	498	11.73%	1477	10.88%
Church of Scotland	731	17.22%	1862	13.72%
Roman Catholic	264	6.22%	441	3.25%
Hindu	21	0.50%	12	0.09%
Humanist	6	0.14%	21	0.15%
Jewish	Under 5	0.09%	Under 5	0.02%
Muslim	9	0.21%	141	1.04%
None	1273	30.00%	5135	37.84%
Other	45	1.06%	222	1.64%
Pagan	5	0.12%	0	0.00%
Sikh	0	0.00%	0	0.00%
Not Completed	847	19.96%	2997	22.09%
Prefer Not to Answer	530	12.49%	1252	9.23%
Total	-	100.00%	-	100.00%

Sexual Orientation	2019		2020	
	No	(%)	No	(%)
Bisexual	23	0.54%	35	0.26%
Gay	11	0.26%	59	0.43%
Heterosexual/Straight	2675	63.03%	8253	60.82%
Lesbian	14	0.33%	49	0.36%
Other	5	0.12%	28	0.21%
Not Completed	959	22.60%	3307	24.37%
Prefer Not to Answer	557	13.12%	1839	13.55%
Total	-	100.00%	-	100.00%

Gender Identity - identifying as a transgender person or trans person.

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Leavers Information for the Education Authority for period 2019 (01/01/19 – 31/12/19) & for period 2020 (01/01/20 - 31/12/20)

Sex/Gender	2019		2020	
	Numbers	%	Numbers	%
Female	243	79.41%	191	84.51%
Male	63	20.59%	35	15.49%
Total	-	100.00%	-	100.00%

AGE	2019		2020	
	Numbers	%	Numbers	%
Under 20	Under 5	0.33%	0	0.00%
20-29	81	26.47%	68	30.09%
30-39	79	25.82%	46	20.35%
40-49	45	14.71%	40	17.70%
50-59	57	18.63%	24	10.62%
60+	43	14.05%	48	21.24%
Total	-	100.00%	-	100.00%

Marital Status	2019		2020	
	Numbers	%	Numbers	%
Divorced	8	2.61%	Under 5	1.77%
Separated	7	2.29%	Under 5	0.88%
Living with Partner	19	6.21%	13	5.75%
Married/Civil Partnership	96	31.37%	77	34.07%
Single	49	16.01%	31	13.72%
Widowed	Under 5	1.31%	Under 5	0.44%
Not Completed	112	36.60%	91	40.27%
Prefer Not to Answer	11	3.59%	7	3.10%
Total	-	100.00%	-	100.00%

Disability	2019		2020	
	Numbers	%	Numbers	%
Yes	8	2.61%	Under 5	0.88%
No	162	52.94%	108	47.79%
Not Completed	133	43.47%	111	49.12%
Prefer Not to Answer	3	0.98%	5	2.21%
Total	-	100.00%	-	100.00%

Ethnicity	2019		2020	
	Numbers	%	Numbers	%
African	Under 5	0.33%	0	0.00%
African - Other	0	0.00%	0	0.00%
Other - Arab	Under 5	0.33%	0	0.00%
Asian -Bangladeshi	0	0.00%	0	0.00%
Asian - Chinese	Under 5	0.33%	Under 5	0.44%
Asian - Indian	Under 5	0.65%	0	0.00%
Asian - Other	0	0.00%	0	0.00%
Asian - Pakistani	0	0.00%	0	0.00%
Black	0	0.00%	0	0.00%
Caribbean	0	0.00%	0	0.00%
Other Caribbean or Black	Under 5	0.33%	0	0.00%
Mixed or Multiple	Under 5	0.33%	Under 5	0.88%
Other	0	0.00%	0	0.00%
White - Polish	Under 5	0.33%	Under 5	0.44%
White - Eastern European	Under 5	0.33%	Under 5	0.44%
White - Gypsy/Traveller	0	0.00%	0	0.00%
White - Irish	5	1.63%	Under 5	1.33%
White -Other white ethnic group	15	4.90%	13	5.75%
White - Other British	0	0.00%	33	14.60%
White - Scottish	100	32.68%	81	35.84%
Not Completed	120	39.21%	59	26.11%
Prefer Not to Answer	57	18.63%	32	14.16%
Total	-	100.00%	-	100.00%

Nationality	2019		2020	
	Numbers	%	Numbers	%
British	24	7.84%	13	5.75%
English	8	2.61%	5	2.21%
Northern Irish	Under 5	0.65%	0	0.00%
Other	9	2.94%	Under 5	1.77%
Scottish	100	32.68%	90	39.82%
Welsh	0	0.00%	0	0.00%
Not Completed	158	51.64%	112	49.56%
Prefer Not to Answer	5	1.63%	2	0.88%
Total	-	100.00%	-	100.00%

Religion	2019		2020	
	Numbers	%	Numbers	%
Buddhist	0	0.00%	0	0.00%
Other Christian	0	0.00%	18	7.96%
Church of Scotland	21	6.86%	25	11.06%
Roman Catholic	19	6.21%	6	2.65%
Hindu	0	0.00%	0	0.00%
Humanist	Under 5	0.98%	0	0.00%
Jewish	Under 5	0.33%	0	0.00%
Muslim	Under 5	0.65%	Under 5	0.44%
None	74	24.18%	56	24.78%
Other Religion or Belief	0	0.00%	Under 5	0.44%
Pagan	0	0.00%	Under 5	0.88%
Sikh	Under 5	0.33%	0	0.00%
Not Completed	109	35.62%	72	31.86%
Prefer Not to Answer	76	24.84%	45	19.91%
Total	-	100.00%	-	100.00%

Sexual Orientation	2019		2020	
	Numbers	%	Numbers	%
Bisexual	0	0.00%	0	0.00%
Gay	Under 5	0.98%	Under 5	0.88%
Heterosexual/Straight	135	44.12%	102	45.13%
Lesbian	Under 5	0.33%	Under 5	0.44%
Other	0	0.00%	Under 5	0.88%
Not Completed	93	30.39%	68	30.09%
Prefer Not to Answer	74	24.18%	51	22.57%
Total	-	100.00%	-	100.00%

Gender Identity - identifying as a transgender person or trans person.

It should be noted that Gender Identity figures in relation to leavers are currently not available. These will be included later.

**Disciplinary information for the Education Authority for period
2019 (01/01/19 – 31/12/19) and 2020 (01/01/20-31/12/20)**

Sex/Gender	2019		2020	
	No	(%)	No	(%)
Female	5	71.43	7	70.00
Male	Under 5	28.57	Under 5	30.00
Total	-	100.00%	-	100.00%

Age	2019		2020	
	No	(%)	No	(%)
Under 20	0	0	0	0
20-29	0	0	Under 5	10.00
30-39	Under 5	57.16	Under 5	30.00
40-49	Under 5	14.28	Under 5	30.00
50-59	Under 5	14.28	Under 5	20.00
60+	Under 5	14.28	Under 5	10.00
Total	-	100.0%	-	100.00%

Marital Status	2019		2020	
	No	(%)	No	(%)
Divorced	0	0	0	0
Separated	0	0	0	0
Living with Partner	0	0	0	0
Married/Civil Partnership	0	0	Under 5	40.00
Single	Under 5	57.15	Under 5	10.00
Widowed	0	0	0	0
Not Completed	2	28.57	4	40.00
Prefer Not to Answer	1	14.28	1	10.00
Total	-	100.00%	-	100.00%

Disability	2019		2020	
	No	(%)	No	(%)
Yes	0	0	0	0
No	Under 5	14.28	6	60.00
Not Completed	4	57.15	4	40.00
Prefer Not to Answer	2	28.57	0	0
Total	-	100.00%	-	100.00%

Ethnicity	2019		2020	
	No	(%)	No	(%)
Arab - Other	0	0	0	0
African	0	0	0	0
African- Other	0	0	0	0
Asian- Bangladeshi	0	0	0	0
Asian- Chinese	0	0	0	0
Asian- Indian	0	0	0	0
Asian- Other	0	0	0	0
Asian- Pakistani	0	0	Under 5	10.00
Black	0	0	0	0
Caribbean	0	0	0	0
Other Caribbean or Black	0	0	0	0
Mixed or Multiple	0	0	0	0
Other	0	0	0	0
White – Polish	0	0	0	0
White- Eastern European	0	0	Under 5	10.00
White- Gypsy/Traveller	0	0	0	0
White- Irish	0	0	0	0
White- Other white ethnic group	0	0	0	0
White- Other British	Under 5	28.57	Under 5	10.00
White- Scottish	Under 5	28.57	Under 5	40.00
Not Completed	1	14.29	2	20.00
Prefer Not to Answer	2	28.57	1	10.00
Total	-	100.00%	-	100.00%

National Identity	2019		2020	
	No	(%)	No	(%)
British	Under 5	14.28	Under 5	10.00
English	0	0	0	0
Northern Irish	0	0	0	0
Other	0	0	Under 5	10.00
Scottish	Under 5	42.86	5	50.00
Welsh	0	0	0	0
Not Completed	3	42.86	3	30.00
Prefer Not to Answer	0	0	0	0
Total	-	100.00%	-	100.00%

Religion	2019		2020	
	No	(%)	No	(%)
Buddhist	0	0	0	0
Christian Other	Under 5	14.28	Under 5	10.00
Church of Scotland	Under 5	14.28	Under 5	10.00
Roman Catholic	0	0	Under 5	10.00
Hindu	0	0	0	0
Humanist	Under 5	14.28	0	0
Jewish	0	0	0	0
Muslim	0	0	0	0
None	Under 5	14.28	Under 5	40.00
Other	0	0	0	0
Pagan	0	0	0	0
Sikh	0	0	0	0
Not Completed	1	14.28	2	20.00
Prefer Not to Answer	2	28.60	1	10.00
Total	-	100.00%	-	100.00%

Sexual Orientation	2019		2020	
	No	(%)	No	(%)
Bisexual	0	0	0	0
Gay	0	0	Under 5	10.00
Heterosexual/Straight	Under 5	42.86	5	50.00
Lesbian	Under 5	14.28	0	0
Not Completed	1	14.28	3	30.00
Prefer Not to Answer	2	28.58	1	10.00
Total	-	100.00%	-	100.00%

Gender Identity - identifying as a transgender person or trans person.

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

**Grievance information for the Education Authority for period
2019 (01/01/19 – 31/12/19) and 2020 (01/01/20-31/12/20)**

Sex/Gender	2019		2020	
	No	(%)	No	(%)
Female	Under 5	100.00	0	0
Male	0	0	Under 5	100.00
Total	-	100.00%	-	100.00%

Age	2019		2020	
	No	(%)	No	(%)
Under 20	0	0	0	0
20-29	Under 5	33.33	0	0
30-39	0	0	0	0
40-49	Under 5	66.67	0	0
50-59	0	0	Under 5	100.00
60+	0	0	0	0
Total	-	100.00%	-	100.00%

Marital Status	2019		2020	
	No	(%)	No	(%)
Divorced	Under 5	33.33	0	0
Separated	0	0	0	0
Living with Partner	Under 5	33.33	0	0
Married/Civil Partnership	Under 5	33.34	0	0
Single	0	0	Under 5	100.00
Widowed	0	0	0	0
Not Completed	0	0	0	0
Prefer Not to Answer	0	0	0	0
Total	-	100.00%	-	100.00%

Disability	2019		2020	
	No	(%)	No	(%)
Yes	0	0	0	0
No	0	0	0	0
Not Completed	3	100.00	1	100.00
Prefer Not to Answer	0	0	0	0
Total	-	100.00%	-	100.00%

Ethnicity	2019		2020	
	No	(%)	No	(%)
Arab	0	0	0	0
African	0	0	0	0
African- Other	0	0	0	0
Arab- Other	0	0	0	0
Asian- Bangladeshi	0	0	0	0
Asian- Chinese	0	0	0	0
Asian- Indian	0	0	0	0
Asian- Other	0	0	0	0
Asian- Pakistani	0	0	Under 5	100.00
Black	0	0	0	0
Caribbean	0	0	0	0
Other Caribbean or Black	0	0	0	0
Mixed or Multiple	0	0	0	0
Other	0	0	0	0
White- Eastern European	0	0	0	0
White- Gypsy/Traveller	0	0	0	0
White- Irish	0	0	0	0
White- Other white ethnic group	0	0	0	0
White- Other British	0	0	0	0
White- Scottish	0	0	0	0
Not Completed	2	66.67	0	0
Prefer Not to Answer	1	33.33	0	0
Total	-	100.00%	-	100.00%

National Identity	2019		2020	
	No	(%)	No	(%)
British	0	0	0	0
English	0	0	0	0
Northern Irish	0	0	0	0
Other	0	0	0	0
Scottish	0	0	Under 5	100.00
Welsh	0	0	0	0
Not Completed	3	100.00	0	0
Prefer Not to Answer	0	0	0	0
Total	-	100.00%	-	100.00%

Religion	2019		2020	
	No	(%)	No	(%)
Buddhist	0	0	0	0
Christian Other	0	0	0	0
Church of Scotland	0	0	0	0
Roman Catholic	0	0	Under 5	100.00
Hindu	0	0	0	0
Humanist	0	0	0	0
Jewish	0	0	0	0
Muslim	0	0	0	0
None	0	0	0	0
Other	0	0	0	0
Pagan	0	0	0	0
Sikh	0	0	0	0
Not Completed	2	66.67	0	0
Prefer Not to Answer	1	33.33	0	0
Total	-	100.00%	-	100.00%

Sexual Orientation	2019		2020	
	No	(%)	No	(%)
Bisexual	0	0	0	0
Gay	0	0	Under 5	100.00
Heterosexual/Straight	0	0	0	0
Lesbian	0	0	0	0
Not Completed	2	66.67	0	0
Prefer Not to Answer	1	33.33	0	0
Total	-	100.00%	-	100.00%

Gender Identity - identifying as a transgender person or trans person.

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Analysis of information

Education Authority – Composition of employees (at January 2020, for year 2019 and at January 2021, for year 2020)

Employees in post by Sex/Gender

In 2019, the majority of employees in the Education Authority are female (88.0%) with the minority male (12.0%). The last Census figures for the Aberdeen City population aged between 16 and 64 were 50.5% male and 49.5% female indicating a difference in the gender make-up of the local working age population compared to the Education Authority's workforce.

In 2020, the majority of employees in the Education Authority are female (87.5%) with the minority male (12.4%). The last Census figures for the Aberdeen City population aged between 16 and 64 were 50.5% male and 49.5% female indicating a difference in the gender make-up of the local working age population compared to the Education Authority's workforce.

Employees in post by Age

In 2019, the largest proportion of employees are in the 30-39 age band (25.4%) followed by the 50-59 (24.5%). The smallest proportion of employees is in the under 20 age band (0.2%) followed by the 60+ age band (8.4%). The majority of the Education Authority's employees are aged 40 or over.

In 2020, the largest proportion of employees are in the 30-39 age band (25.6%) followed by the 50-59 (24.8%). The smallest proportion of employees is in the under 20 age band (0.2%), followed by the 60+ age band (8.7%). The majority of the Education Authority's employees are aged 40 or over.

Employees in post by Marital Status

In 2019, the largest proportion of employees are in the Married/Civil Partnership category (45.4%) followed by Single (15.7%). The smallest proportion of employees is in the Widowed category (0.9%). It should be noted that 23.0% of employees either did not complete the form or indicated that they preferred not to answer the question.

In 2020, the largest proportion of employees are in the Married/Civil Partnership category (42.7%) followed by Single (16.2%). The smallest proportion of employees is in the Widowed category (0.8%). It should be noted that 25.2% of employees either did not complete the form or indicated that they preferred not to answer the question.

Employees in post by Disability

In 2019, a minority of employees declared that they have a disability (2.7%) whilst the majority declared that they were non-disabled (56.0%). It should be noted that 41.3% of employees either did not complete the form or indicated that they preferred not to answer the question. The last Census figures for the Aberdeen City population aged between 16 and 64 shows that 4.6% had a long-term health problem or

disability that limited them a lot in day-to-day activities, indicating a difference compared to the percentage of disabled employees in the Education Authority's workforce.

In 2020, a minority of employees declared that they have a disability (2.8%) whilst the majority declared that they were non-disabled (55.0%). It should be noted that 42.2% of employees either did not complete the form or indicated that they preferred not to answer the question. The last Census figures for the Aberdeen City population aged between 16 and 64 shows that 4.6% had a long-term health problem or disability that limited them a lot in day-to-day activities, indicating a difference compared to the percentage of disabled employees in the Education Authority's workforce.

Employees in post by Ethnicity

In 2019, a minority of employees declared that they are from an ethnic minority (1.9%) (i.e. non-white). It should be noted that 25.3% of employees either did not complete the form or indicated that they preferred not to answer the question. The last Census figures for the Aberdeen City population aged between 16 and 64 shows that 8.5% were from an ethnic minority (i.e. non-white), indicating a difference compared to the percentage of ethnic minority employees (i.e. non-white) in the Education Authority's workforce.

In 2020, a minority of employees declared that they are from an ethnic minority (2.0%) (i.e. non-white). It should be noted that 26.7% of employees either did not complete the form or indicated that they preferred not to answer the question. The last Census figures for the Aberdeen City population aged between 16 and 64 shows that 8.5% were from an ethnic minority (i.e. non-white), indicating a difference compared to the percentage of ethnic minority employees (i.e. non-white) in the Education Authority's workforce.

Employees in post by Nationality

In 2019, the largest proportion of employees who declared their nationality are Scottish (53.1%) followed by British (10.4%) and then Other (2.6%). The smallest proportion are Welsh (0.1%) followed by Northern Irish (0.6%). It should be noted that 31.2% of employees either did not complete the form or indicated that they preferred not to answer the question.

In 2020, the largest proportion of employees who declared their nationality are Scottish (52.0%) followed by British (10.6%) and then Other (2.7%). The smallest proportion are Welsh (0.1%) followed by Northern Irish (0.7%). It should be noted that 32.0% of employees either did not complete the form or indicated that they preferred not to answer the question.

Employees in post by Religion

In 2019, the largest proportion of employees who declared their religion indicated this as None (32.6%) followed by Church of Scotland (15.0%) and Christian Other (10.0%). The various other religions declared had relatively small proportions of

employees under each category. It should be noted that 34.7% of employees either did not complete the form or indicated that they preferred not to answer the question.

In 2020, the largest proportion of employees who declared their religion indicated this as None (32.7%) followed by Church of Scotland (13.7%) and Christian Other (10.8%). The various other religions declared had relatively small proportions of employees under each category. It should be noted that 35.6% of employees either did not complete the form or indicated that they preferred not to answer the question.

Employees in post by Sexual Orientation

In 2019, a minority of employees declared as Bi sexual, Gay or Lesbian (total of 1.6%) with a majority of employees declaring as Heterosexual/Straight (61.1%). It should be noted that 37.0% of employees either did not complete the form or indicated that they preferred not to answer the question.

In 2020, a minority of employees declared as Bi sexual, Gay or Lesbian (total of 1.8%) with a majority of employees declaring as Heterosexual/Straight (60.1%). It should be noted that 37.8% of employees either did not complete the form or indicated that they preferred not to answer the question.

Employees in post by Gender Identity (identifying as a transgender person or trans person)

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Analysis of information

Education Authority – Recruitment 2019 and 2020

Sex/Gender

In 2019, the majority of both applicants for employment and successful applicants were female (86.3% and 84.8% respectively), with the minority male (12.5% and 13.1% respectively).

In 2020, the majority of both applicants for employment and successful applicants were female (81.9% and 83.5% respectively), with the minority male (16.9% and 14.7% respectively). The 2020 proportions of female to male applicants for employment and successful applicants are similar compared to the proportions of female and male employees in the Education Authority workforce (these being 87.5% to 12.4% female to male).

Age

In 2019, the largest proportion of applicants for employment were under the category of 30-39 (32.7%), followed by 20-29 (26.1%) and then 40-49 (24.9%). The largest

proportion of successful applicants for employment were under the category of 30-39 (30.7%), followed by 40-49 (26.7%) and then 20-29 (25.4%). It should be noted that the smallest proportion of applicants for employment and successful applicants was in the Under 20 category (0.38% and 0.19% respectively).

In 2020, the largest proportion of applicants for employment were under the category of 30-39 (32.5%), followed by 20-29 (31.6%) and then 40-49 (20.7%). The largest proportion of successful applicants were under the category 30-39 (29.7%), followed by 40-49 (26.8%) and then 20-29 (20.6%). In relation to the workforce profile, the largest proportion of employees are in the 30-39 age band (25.6%), followed by the 50-59 band (24.8%) and then the 40-49 band (24.2%), indicating a difference compared to the age profile of applicants and successful applicants in 2020.

Marital Status

In 2019, of those who declared their marital status, the largest proportion of applicants and successful applicants for employment were under the category of Married/Civil Partnership (40.6% and 41.3% respectively), followed by Single (36.6% and 34.8% respectively), and followed by Living with Partner (12.4% and 15.4% respectively).

In 2020, of those who declared their marital status, the largest proportion of applicants for employment and successful applicants were under the category of Married/Civil Partnership (39.4% and 47.6% respectively), followed by Single (36.0% and 27.6% respectively), and then by Living with Partner (14.3% and 12.1% respectively).

Disability

In 2019, a minority of applicants for employment and also successful applicants declared as disabled (4.0% and 2.0% respectively).

In 2020, a minority of applicants for employment and also successful applicants declared as disabled (4.1% and 2.1% respectively). The proportion of disabled employees in the Education Authority workforce is 2.8%.

Ethnicity

In 2019, a minority of applicants for employment and also successful applicants declared as being from an ethnic minority (8.8% and 3.7% respectively) (i.e. non-white).

In 2020, a minority of applicants for employment and also successful applicants declared as being from an ethnic minority (9.3% and 4.1% respectively) (i.e. non-white). Both these 2020 proportions are higher than the proportions of employees in the Education Authority who declared as being from an ethnic minority (which is 2.0%).

Nationality

In 2019, of those who declared their nationality, the largest proportion of applicants and successful applicants for employment were under the category of Scottish

(54.6% and 60.6% respectively), followed by British (19.8% and 22.0% respectively) and then English (2.2% and 2.6% respectively).

In 2020, of those who declared their nationality, the largest proportion of applicants for employment and also successful applicants were under the category of Scottish (57.3% and 64.1% respectively), followed by British (19.1% and 21.5% respectively) and then English (2.0% and 1.5% respectively).

Religion

In 2019, of those who declared their religion, the largest proportion of applicants for employment were under the category of None (49.6%), followed by Roman Catholic (12.5%) and then Other Christian (11.4%). The largest proportion of successful applicants for employment were under the category of None (50.7%), followed by Church of Scotland (14.4%) and then Roman Catholic (10.2%).

In 2020, of those who declared their religion, the largest proportion of applicants for employment were under the category of None (52.2%), followed by Other Christian (11.3%) and then Church of Scotland (11.1%). The largest proportion of successful applicants were under the category of None (51.8%), Church of Scotland (18.8%) and then Other Christian (8.8%).

Sexual Orientation

In 2019, of those who declared their sexual orientation, a minority of applicants for employment and also successful applicants were Bi-sexual, Gay or Lesbian (3.3% and 0.9% respectively, in total).

In 2020, of those who declared their sexual orientation, a minority of applicants for employment and also successful applicants were Bi-sexual, Gay or Lesbian (4.1% and 1.5% respectively, in total). The proportion of applicants is therefore above the proportion of employees in the Education Authority declaring their sexual orientation under these categories (which is 1.8% in total), with the proportion of successful applicants being similar.

Gender Identity (identifying as a transgender person or trans person)

In 2019, of those who declared their gender identity, a small minority of applicants and successful applicants for employment identified as a transgender person or trans person (0.2% and 0.4% respectively), with the majority answering 'no' to this question (97.7% and 97.4% respectively).

In 2020, of those who declared their gender identity, a small minority of applicants for employment identified as a transgender person or trans person (0.2%). There were no successful applicants under this category. The majority of applicants and successful applicants answered 'no' to this question (97.7% and 97.6% respectively).

Analysis of information

Education Authority – Training 2019 and 2020 (employees who undertook a corporate training course)

Sex/Gender

In 2019, the majority who undertook training were female (90.5%) with the minority male (9.5%).

In 2020, the majority who undertook training were female (95.0%) with the minority male (4.9%). These 2020 figures differ to the proportions of female and male employees in the Education Authority workforce (which are 87.5% and 12.4% respectively).

Age

In 2019, the largest proportion who undertook training were under the category 40-49 (29.6%), followed by the 50-59 (27.9%) and then 30-39 (21.7%).

In 2020, the largest proportion who undertook training were under the category 50-59 (35.1%), followed by the 40-49 (24.6%) and then 30-39 (20.2%). In relation to the Education Authority workforce profile, the largest proportion of employees are in the 30-39 age band (25.6%), followed by the 50-59 band (24.8%) and then the 40-49 band (24.2%), which differ to the proportions who undertook training in 2020.

Marital Status

In 2019, of those who declared their marital status, the largest proportion who undertook training were under the category of Married/Civil Partnership (52.2%), followed by Single (15.1%) and then Living with Partner (8.8%).

In 2020, of those who declared their marital status, the largest proportion who undertook training were under the category of Married/Civil Partnership (46.8%), followed by Single (15.6%) and then Living with Partner (8.7%).

Disability

In 2019, a minority of those who undertook training were disabled (3.6%), whilst the majority were non-disabled (56.4%).

In 2020, a minority of those who undertook training were disabled (3.7%), whilst the majority were non-disabled (52.0%). The proportion who undertook training in 2020 who were disabled is higher than the proportion who declared as disabled employees in the Education Authority workforce (which was 2.8%).

Ethnicity

In 2019, a minority of those who undertook training were from an ethnic minority (2.0%) (i.e. non-white).

In 2020, a minority of those who undertook training were from an ethnic minority (2.1%) (i.e. non-white). This 2020 figure is similar to the proportion of employees

who declared as being from an ethnic minority in the Education Authority workforce (the figure being 2.0%).

Nationality

In 2019, of those who declared their nationality, the largest proportion of those who undertook training were under the category of Scottish (52.0%), followed by British (11.4%) and then English (2.1%).

In 2020, of those who declared their nationality, the largest proportion of those who undertook training were under the category of Scottish (54.1%), followed by British (12.3%) and then English (1.0%).

Religion

In 2019, of those who declared their religion, the largest proportion of those who undertook training were under the category of None (30.0%), followed by Church of Scotland (17.2%) and then Christian Other (11.7%).

In 2020, of those who declared their religion, the largest proportion of those who undertook training were under the category of None (37.8%), followed by Church of Scotland (13.7%) and then Christian Other (10.9%).

Sexual Orientation

In 2019, of those who declared their sexual orientation, a minority of those who undertook training were Bi-sexual, Gay or Lesbian (1.1% in total).

In 2020, of those who declared their sexual orientation, a minority of those who undertook training were Bi-sexual, Gay or Lesbian (1.0% in total). This 2020 figure is slightly lower than the proportion of those declaring their sexual orientation under these categories in the Education Authority workforce (which is 1.8%).

Gender Identity (identifying as a transgender person or trans person)

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Analysis of information

Education Authority – Leavers 2019 and 2020

Sex/Gender

In 2019, the majority of leavers in the Council were female (79.4%) with the minority male (20.6%).

In 2020, the majority of leavers in the Council were female (84.5%) with the minority male (15.5%). These 2020 figures are similar to the composition of employees in the Education Authority, which is an 87.5% to 12.4% female to male split.

Age

In 2019, the largest proportion of leavers was in the 20-29 age group (26.5%), followed by the 30-39 (25.8%) and then 50-59 (18.6%).

In 2020, the largest proportion of leavers was in the 20-29 age group (30.1%), followed by the 60+ age band (21.2%) and then 30-39 (20.3%). In relation to the workforce profile, the largest proportion of employees are in the 30-39 age band (25.6%), followed by the 50-59 band (24.8%) and then the 40-49 band (24.2%), indicating a difference compared to the 2020 leavers age profile.

Marital Status

In 2019, of those who declared their marital status, the largest proportion of leavers were under the category of Married/Civil Partnership (31.4%), followed by Single (16.0%) and then Living with Partner (6.2%).

In 2020, of those who declared their marital status, the largest proportion of leavers were under the category of Married/Civil Partnership (34.1%), followed by Single (13.7%) and then Living with Partner (5.7%).

Disability

In 2019, of those who declared whether they have a disability, a minority of leavers (2.6%) were disabled whilst the majority were non-disabled (52.9%).

In 2020, of those who declared whether they have a disability, a minority of leavers (0.9%) were disabled whilst the majority were non-disabled (47.8%). The proportion of disabled leavers in 2020 is therefore less than the proportion of disabled employees in the Education Authority workforce (which is 2.8%).

Ethnicity

In 2019, of those who declared their ethnicity, a minority of leavers (2.3%) were from an ethnic minority (i.e. non-white).

In 2020, of those who declared their ethnicity, a minority of leavers (1.3%) were from an ethnic minority (i.e. non-white). This 2020 figure is slightly lower compared to the proportion of ethnic minority employees in the Education Authority workforce (which is 2.0%).

Nationality

In 2019, of those who declared their nationality, the largest proportion of leavers were Scottish (32.7%), followed by British (7.8%) and then 'Other' (2.9%).

In 2020, of those who declared their nationality, the largest proportion of leavers were Scottish (39.8%) followed by British (5.7%) and then English (2.2%).

Religion

In 2019, of those who declared their religion, the largest proportion of leavers was under the category of 'None' (24.2%), followed by Church of Scotland (6.9%) and then Roman Catholic (6.2%).

In 2020, of those who declared their religion, the largest proportion of leavers was under the category of 'None' (24.8%), followed by Church of Scotland (11.1%) and then Christian Other (8.0%).

Sexual Orientation

In 2019, of those who declared their sexual orientation, there were a minority of leavers (1.3%) under the categories of Bi-sexual, Gay or Lesbian.

In 2020, of those who declared their sexual orientation, a minority of leavers were from the categories of Bi-sexual, Gay or Lesbian (total of 1.3%). This 2020 figure is slightly lower compared to those declaring their sexual orientation under these categories in the Education Authority workforce which is 1.8% in total.

Gender Identity (identifying as a transgender person or trans person)

It should be noted that Gender Identity figures in relation to leavers are currently not available. These will be included later.

Analysis of information

Education Authority – Discipline cases 2019 and 2020

Sex/Gender

In 2019, the majority of discipline cases involved female employees (71.4%) with the minority involving male employees (28.6%).

In 2020, the majority of discipline cases involved female employees (70.0%) with the minority involving male employees (30.0%). The 2020 figures differ to the proportions of female and male employees in the workforce (which are 87.5% and 12.4% respectively).

Age

In 2019, the largest proportion of discipline cases involved employees under the category 30-39 (57.2%), followed the 40-49, 50-59 and 60+ age groups (which each had 14.3%).

In 2020, the largest proportion of discipline cases involved employees under the categories 30-39 and 40-49 which had equal proportions (i.e. 30.0%), followed by the 50-59 category (20.0%).

Marital Status

In 2019, of those who declared their marital status, the largest proportion of discipline cases involved employees under the category of Single (57.1%). The other cases involved employees who did not complete the form of preferred not to answer the marital status question.

In 2020, of those who declared their marital status, the largest proportion of discipline cases involved employees under the category of Married/Civil Partnership (40.0%), followed by Single (10.0%).

Disability

In 2019, of those who declared whether they have a disability, there were no employees involved in discipline cases who were disabled, whilst the majority who declared were non-disabled (14.3%). The other cases involved employees who did not complete the form or preferred not to answer the marital status question.

In 2020, of those who declared whether they have a disability, there were no employees involved in discipline cases who were disabled with most cases involving non-disabled employees (60.0%). The proportions of disabled and non-disabled employees in the workforce are 2.8% and 55.0% respectively.

Ethnicity

In 2019, of those who declared their ethnicity, there were no employees involved in discipline cases who were from an ethnic minority (i.e. non-white).

In 2020, of those who declared their ethnicity, there were a minority of employees involved in discipline cases from an ethnic minority (i.e. non-white) (i.e. 10.0%). The proportion of ethnic minority employees in the workforce is 2.0%.

Nationality

In 2019, of those who declared their nationality, the largest proportion of discipline cases involved employees under the category of Scottish (42.9%), followed by British (14.3%).

In 2020, of those who declared their nationality, the largest proportion of discipline cases involved employees under the category of Scottish (50.0%), followed by British and 'Other' which had an equal proportion (i.e.10.0%).

Religion

In 2019, of those who declared their religion, the largest proportion of discipline cases involved employees under the categories of None, Church of Scotland, Christian Other and Humanist which all had an equal proportion (i.e. 14.3%).

In 2020, of those who declared their religion, the largest proportion of discipline cases involved employees under the category of None (40.0%), followed by Christian Other, Church of Scotland and Roman Catholic which all had an equal proportion (i.e. 10.0%).

Sexual Orientation

In 2019, of those who declared their sexual orientation, there were a minority of employees involved in discipline cases who were Bisexual, Gay or Lesbian (14.3%). It should be noted that the overall number of cases was very small.

In 2020, of those who declared their sexual orientation, there were a minority of employees involved in discipline cases who were Bi-sexual, Gay or Lesbian (i.e. 10.0%). The 2020 figure differs to the proportion of employees who declared as Bi-sexual, Gay or Lesbian in the workforce (which is 1.8%).

Gender Identity (identifying as a transgender person or trans person)

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Analysis of information

Education Authority – Grievance cases 2019 and 2020

Sex/Gender

In 2019, the largest proportion of grievance cases involved female employees (100.0%), with there being no cases involving male employees.

In 2020, all the grievance cases involved male employees (100.0%). The proportions of female and male employees in the workforce are 87.5% and 12.4% respectively.

Age

In 2019, the largest proportion of grievance cases involved employees under the category 40-49 (66.7%), followed by the 20-29 age group (33.3%).

In 2020, all the grievance cases involved employees under the 50-59 age group (100.0%).

Marital Status

In 2019, of those who declared their marital status, the largest proportion of grievance cases involved employees under the categories Married/Civil Partnership, Divorced and Living with Partner, each having an equal percentage (i.e. 33.3%).

In 2020, all the grievance cases involved employees under the category of Single (100.0%).

Disability

In 2019, of those who declared whether they have a disability, no employees involved in grievance cases were disabled, with all of cases involving employees who did not complete the form (100.0%).

In 2020, of those who declared whether they have a disability, there were no employees involved in grievance cases who were disabled, and no cases involving

employees who declared as non-disabled. The proportions of disabled and non-disabled employees in the workforce are 2.8% and 55.0% respectively.

Ethnicity

In 2019, of those who declared their ethnicity, there were no employees involved in grievance cases who were from an ethnic minority (i.e. non-white).

In 2020, of those who declared their ethnicity, all employees involved in grievance cases were from an ethnic minority (100.0%). The proportion of ethnic minority employees in the workforce is 2.0%.

Nationality

In 2019, the small number of grievance cases all involved employees who chose not to complete the form in respect of nationality.

In 2020, of those who declared their nationality, all employees involved in grievance cases were under the category of Scottish (100.0%).

Religion

In 2019, the small number of grievance cases all involved employees who chose either not to complete the form or preferred not to answer the question in respect of religion.

In 2020, of those who declared their religion, all employees involved in grievance cases were under the category of Roman Catholic (100.0%).

Sexual Orientation

In 2019, of those who declared their sexual orientation, there were no employees involved in grievance cases who were Bisexual, Gay or Lesbian.

In 2020, of those who declared their sexual orientation, all employees involved in grievance cases were under the category of Bisexual, Gay or Lesbian (100.0%). The proportion of employees who declared as Bi-sexual, Gay or Lesbian in the workforce is 1.8%.

Gender Identity (identifying as a transgender person or trans person)

It should be noted that Gender Identity figures are currently not available. These will be included later following an exercise requesting employees to update their equality and diversity information on the Council's HR/Payroll database.

Equal Pay Statement

The Council recognises that equal pay between men and women is a legal right under the Equality Act 2010 and that the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 also cover race and disability. It also recognises that to achieve equal pay it must have pay and grading arrangements that are transparent, based on objective criteria and free from any unlawful bias.

The Council's objective is to achieve and maintain pay equality within the workforce. It is fully committed to this objective and to rewarding employees fairly for the work they do irrespective of their sex, race, disability, age, or any of the other protected characteristics under the Equality Act 2010.

In order to demonstrate that the Council is achieving its aim it will carry out an annual Equal Pay Audit and share the outcome of those audits with the relevant trade unions, inviting any comment and offering discussion as required.

If an audit were to highlight pay inequality, the Council commits to investigate and take action to close any pay gap where that is appropriate and compliant with National Agreements. The Council will continue to operate the agreed job evaluation schemes for the staff concerned and it will also continue to develop and enhance flexible working opportunities.

It will carefully review any nationally proposed initiatives relating to pay and reserve the right not to implement initiatives (other than pay awards) which would have the effect of distorting the equilibrium of the locally agreed pay and grading structure leading to pay inequality.

It is recognised that there are a variety of causes of a gender pay gap, which can overlap. These can include having more men than women in senior roles; caring and part-time roles being shared unequally; women being concentrated in work in low-paid roles and sectors; and women being paid less than men for the same role.

The Council has an awareness of these and other causes some of which are linked to social factors, including traditions and stereotypes. It will work to address the causes of any potential gender pay gap, consulting with relevant stakeholders as required.

At present the Council's data indicates that it has a negative gender pay gap in relation to basic pay but has a gap in respect of allowances. Its occupational segregation data indicates that there exist areas of occupational segregation in the organisation, with some occupational groups having an under-representation of either females or males.

The Council is committed to tackling occupational segregation both horizontally and vertically across the organisation and providing an environment that promotes equality of opportunity by preventing stereotyping about skill and capabilities, by changing the culture associated with different jobs, removing barriers to accessing training and promoting a healthy work-life balance.

Information on horizontal and vertical occupational segregation is contained in the Council's Equality Mainstreaming Report. This information is monitored to identify areas of underrepresentation in order that they can be addressed through equality initiatives, recognising that it can take time to reduce occupational segregation, this being a longer-term aim.

The Council maintains an action plan in relation to equality and diversity which includes a section on equal pay.

The Chief Officer, People and Organisational Development, is responsible for the implementation of this policy statement as well as the organisation's equal pay policy and plans, being accountable for their progression.

The Council is committed to ensuring sufficient resources are available to achieve equal pay in the organisation.

Occupational Segregation by Salary Band – All Employees

Salary Band (Full Time Equivalent)	No. of Employees	Sex/Gender			Ethnicity			Disability		
		Female (%)	Male (%)	No Data (%)	Minority (%)	White (%)	No Data (%)	Yes (%)	No (%)	No Data (%)
£15,001-£20,000	1193	74.69%	25.31%	0.00%	2.51%	63.54%	33.95%	3.10%	52.05%	44.84%
£20,001-£25,000	1958	66.14%	33.86%	0.00%	3.78%	69.97%	26.25%	3.27%	56.54%	40.19%
£25,001-£30,000	1464	64.75%	35.18%	0.07%	1.64%	76.64%	21.72%	4.85%	61.07%	34.08%
£30,001-£35,000	523	64.63%	35.18%	0.19%	3.44%	74.95%	21.61%	3.25%	60.99%	35.76%
£35,001-£40,000	962	71.41%	28.48%	0.10%	3.33%	71.41%	25.26%	4.26%	56.96%	38.77%
£40,001-£45,000	1206	78.77%	21.14%	0.08%	2.40%	74.38%	23.22%	3.15%	60.45%	36.40%
£45,001-£50,000	199	77.39%	22.61%	0.00%	0.00%	78.39%	21.61%	3.52%	62.31%	34.17%
£50,001-£55,000	253	72.33%	27.67%	0.00%	1.98%	77.87%	20.16%	1.19%	66.40%	32.41%
£55,001-£60,000	213	69.01%	30.99%	0.00%	0.94%	75.59%	23.47%	1.88%	64.79%	33.33%
£60,001-£75,500	90	66.67%	33.33%	0.00%	0.00%	78.89%	21.11%	1.11%	67.78%	31.11%
Higher than £75,500	29	34.48%	65.52%	0.00%	0.00%	75.86%	24.14%	3.45%	65.52%	31.03%

Comment

Sex/Gender

The above table indicates that there is a lower proportion of females compared to the proportion of females in the workforce in the highest salary band.

The proportion of females to males in the workforce in 2019 was 70.0% to 30.0%, and in 2020 was 70.1% to 29.8%.

Ethnicity

From the above table it is the case that there is no ethnic minority representation in the two highest salary bands. There is also no representation in the fifth highest band and some underrepresentation in the third highest band compared to the proportion of ethnic minority employees in the workforce.

The proportion of employees in the workforce who declared as ethnic minority in 2019 was 2.6%, and in 2020 was also 2.6%.

It should be noted that in 2019 25.4% of the workforce, and in 2020 the figure was 26.6% of the workforce, opted not to declare their ethnicity.

Disability

The above table indicates there is some underrepresentation in the second, third and fourth highest salary bands compared to the proportion of disabled employees in the workforce.

The proportion of employees in the workforce who declared as disabled and those who declared as non-disabled in 2019 was 3.5% and 58.2% respectively, and in 2020 was 3.5% and 57.1% respectively.

It should be noted that in 2019 38.4% of the workforce, and in 2020 39.4% of the workforce, opted not to declare whether they had a disability.

Occupational Segregation by Occupational Group – All Employees

Group	No. of Employees	Sex/Gender			Ethnicity			Disability		
		Female (%)	Male (%)	No Data (%)	Minority (%)	White (%)	No Data (%)	Yes (%)	No (%)	No Data (%)
Administrative	836	81.58%	18.42%	0.00%	3.83%	76.20%	19.98%	4.55%	62.32%	33.13%
Chief Officer	20	25.00%	75.00%	0.00%	0.00%	75.00%	25.00%	5.00%	75.00%	20.00%
Craft Worker	369	1.63%	98.37%	0.00%	1.36%	65.31%	33.33%	3.25%	56.37%	40.38%
Managerial	429	61.31%	38.69%	0.00%	2.56%	79.49%	17.95%	2.33%	69.00%	28.67%
Personal Care	1441	94.17%	5.76%	0.07%	3.75%	72.94%	23.32%	3.61%	54.34%	42.05%
Practical	1445	54.33%	45.67%	0.00%	1.87%	65.26%	32.87%	3.11%	55.85%	41.04%
Professions	489	68.30%	31.70%	0.00%	3.68%	73.42%	22.90%	3.48%	60.33%	36.20%
Specialists	907	61.85%	38.70%	0.00%	3.31%	78.61%	18.63%	5.18%	63.07%	32.30%
Teachers and related professionals	1959	81.93%	17.97%	0.15%	1.68%	70.65%	27.72%	2.45%	56.76%	40.84%
Technical	200	33.00%	67.00%	0.00%	2.00%	76.00%	22.00%	7.00%	60.50%	32.50%

Employees have been classified either based on their negotiating body (in the case of Chief Officers, Craft Workers and Teachers and related professionals) or on the type of work they do:

- For the Administrative group the nature of the work and the knowledge required relates predominantly to clerical/administrative duties and activities.
- For jobs in the Managerial group the nature of the work and knowledge required might vary, but specific managerial responsibilities are predominant, for example Service Managers.
- The Personal Care group contains those jobs where the job holder provides mental, physical or developmental care and support to clients, for example Care Assistants and Crèche Workers.

- In the Practical group the nature of the work and the knowledge required relates predominantly to practical duties and activities for example Cleaner, Caterer, Road Worker or Environmental Operative.
- For the Professions group the nature of the work and the knowledge required relates predominantly to theoretical duties and activities and to a specific profession for example Environmental Health Officers or Engineers.
- The Specialists group contains a range of jobs which normally require specific technical or theoretical knowledge but which cannot be classified into any of the previous groups. Examples include professional trainees, Events Officers and People and Organisational Development Assistants.
- The Technical group contains those jobs associated with the operation, maintenance, design and development of plant, equipment and technical infrastructure, for example Engineering Assistants or Design Technicians.

Comment

Sex/Gender

The above table indicates that there is a lower proportion of females in the Chief Officer, Technical and Craft Worker categories compared to the proportion of females in the workforce (in particular the Craft Worker category). Also, there is a lower proportion of males in the Administrative, Personal Care and Teachers and related professionals' categories, compared to the proportion of males in the workforce.

The proportion of females to males in the workforce in 2019 was 70.0% to 30.0%, and in 2020 was 70.1% to 29.8%.

Ethnicity

From the above table it is the case that there is no ethnic minority representation in the Chief Officer category and indication some underrepresentation in the Craft Worker and Teachers and related professionals' categories compared to the proportions of ethnic minority employees in the workforce.

The proportion of employees in the workforce who declared as ethnic minority in 2019 was 2.6%, and in 2020 was also 2.6%.

It should be noted that in 2019 25.4% of the workforce, and in 2020 26.6% of the workforce, opted not to declare their ethnicity.

Disability

The above table indicates there is some slight underrepresentation in the Managerial and the Teachers and related professionals' categories compared to the proportions of disabled employees in the workforce.

The proportion of employees in the workforce who declared as disabled and those who declared as non-disabled in 2019 was 3.5% and 58.2% respectively, and in 2020 was 3.5% and 57.1% respectively.

It should be noted that in 2019 38.4% of the workforce, and in 2020 39.4% of the workforce, opted not to declare whether they had a disability.

Occupational Segregation

Occupational Segregation by Salary Band – Education Authority

Salary Band (Full Time Equivalent)	No. of Employees	Sex/Gender			Ethnicity			Disability		
		Female (%)	Male (%)	No Data (%)	Minority (%)	White (%)	No Data (%)	Yes (%)	No (%)	No Data (%)
£15,001-£20,000	200	97.00%	3.00%	0.00%	1.00%	83.50%	15.50%	2.50%	64.00%	33.50%
£20,001-£25,000	775	97.29%	2.71%	0.00%	2.58%	69.42%	28.00%	2.84%	49.68%	47.48%
£25,001-£30,000	512	91.02%	8.79%	0.20%	1.95%	74.02%	24.02%	3.32%	55.08%	41.60%
£30,001-£35,000	188	86.17%	13.30%	0.53%	1.60%	70.21%	28.19%	1.60%	50.53%	47.87%
£35,001-£40,000	399	79.70%	20.05%	0.25%	1.50%	68.92%	29.57%	2.76%	53.13%	44.11%
£40,001-£45,000	940	85.85%	14.04%	0.11%	2.45%	73.40%	24.15%	2.98%	59.36%	37.66%
£45,001-£50,000	147	84.35%	15.65%	0.00%	0.00%	76.19%	23.81%	3.40%	59.18%	37.41%
£50,001-£55,000	129	81.40%	18.60%	0.00%	0.00%	79.84%	20.16%	0.78%	66.67%	32.56%
£55,001-£60,000	155	72.90%	27.10%	0.00%	0.65%	74.19%	25.16%	1.29%	61.94%	36.77%
£60,001-£75,500	70	75.71%	24.29%	0.00%	0.00%	74.29%	25.71%	1.43%	62.86%	35.71%
Higher than £75,500	10	40.00%	60.00%	0.00%	0.00%	80.00%	20.00%	0.00%	50.00%	50.00%

Comment

Sex/Gender

The above table indicates that there is a lower proportion of females in the highest salary band, and some underrepresentation in the second and third highest bands, compared to the proportion of females in the workforce.

The proportion of females to males in the Education workforce in 2019 was 88.0% to 12.0%, and in 2020 was 87.5% to 12.4%.

Ethnicity

From the above table it is the case that there is no ethnic minority representation in the four out of five of the highest salary bands and indication of some underrepresentation in the third highest band, compared to the proportion of ethnic minority employees in the Education workforce.

The proportion of employees in the Education workforce who declared as ethnic minority in 2019 was 1.9% and in 2020 2.0%.

It should be noted that in 2019 25.3%, and in 2020 26.7%, of the Education workforce opted not to declare their ethnicity.

Disability

From the above table it is the case that there is no disabled representation in the highest salary band and indication of some underrepresentation in the second, third and fourth highest bands, compared to the proportion of disabled employees in the Education workforce.

The proportion of employees in the Education workforce who declared as disabled and those who declared as non-disabled in 2019 was 2.7% and 56.0% respectively, and in 2020 2.8% and 55.0% respectively.

It should be noted that in 2019 41.3%, and in 2020 42.2%, of the Education workforce opted not to declare whether they had a disability.

Occupational Segregation by Occupational Group – Education Authority

Group	No. of Employees	Sex/Gender			Ethnicity			Disability		
		Female (%)	Male (%)	No Data (%)	Minority (%)	White (%)	No Data (%)	Yes (%)	No (%)	No Data (%)
Administrative	166	98.80%	1.20%	0.00%	1.20%	89.76%	9.04%	1.81%	66.87%	31.33%
Education Advisers	21	80.95%	19.05%	0.00%	0.00%	57.14%	42.86%	0.00%	66.67%	33.33%
Managerial	27	88.89%	11.11%	0.00%	0.00%	81.48%	18.52%	0.00%	70.37%	29.63%
Music Instructors	35	51.43%	48.57%	0.00%	0.00%	68.57%	31.43%	5.71%	48.57%	45.71%
Personal Care	1128	97.70%	2.22%	0.09%	2.48%	73.05%	24.47%	3.01%	51.51%	45.48%
Practical	82	95.12%	4.88%	0.00%	0.00%	79.27%	20.73%	3.66%	75.61%	20.73%
Professions	22	77.27%	22.73%	0.00%	0.00%	86.36%	13.64%	0.00%	77.27%	22.73%
Education Psychologists	13	84.62%	15.38%	0.00%	0.00%	61.54%	38.46%	0.00%	53.85%	46.15%
Specialists	81	95.06%	4.94%	0.00%	0.00%	81.48%	18.52%	2.47%	55.56%	41.98%
Teachers	1892	82.40%	17.44%	0.16%	1.74%	70.82%	27.43%	2.43%	56.77%	40.80%
Technical	58	56.90%	43.10%	0.00%	3.45%	72.41%	24.14%	8.62%	53.45%	37.93%

Teachers and associated professionals have been broken down into Education Advisers, Music Instructors, Education Psychologists and Teachers. Other employees have been classified based on the type of work they do:

- For the Administrative group the nature of the work and the knowledge required relates predominantly to clerical/administrative duties and activities.
- For jobs in the Managerial group the nature of the work and knowledge required might vary, but specific managerial responsibilities are predominant, for example Service Managers.
- The Personal Care group contains those jobs where the job holder provides mental, physical or developmental care and support to clients.
- In the Practical group the nature of the work and the knowledge required relates predominantly to practical duties and activities.

- For the Professions group the nature of the work and the knowledge required relates predominantly to theoretical duties and activities and to a specific profession.
- The Specialists group contains a range of jobs which normally require specific technical or theoretical knowledge but which cannot be classified into any of the previous groups.
- The Technical group contains those jobs associated with the operation, maintenance, design and development of plant, equipment and technical infrastructure.

Comment

Sex/Gender

The above table indicates that there is a lower proportion of females in the, Music Instructors and Technical categories compared to the proportion of females in the Education workforce. Also, there is a lower proportion of males in the Administrative, Personal Care, Practical and Specialists categories, compared to the proportion of males in the Education workforce.

The proportion of females to males in the Education workforce in 2019 was 88.0% to 12.0%, and in 2020 was 87.5% to 12.4%.

Ethnicity

From the above table it is the case that there is no ethnic minority representation in the Education Advisers, Managerial, Music Instructors, Practical, Professions Education Psychologists and Specialists categories.

The proportion of employees in the Education workforce who declared as ethnic minority in 2019 was 1.9%, and in 2020 was 2.0%.

It should be noted that in 2019 25.3%, and in 2020 26.7%, of the Education workforce opted not to declare their ethnicity.

Disability

From the above table it is the case that there is no disabled representation in the Educational Advisers, Managerial, Professions and Education Psychologists categories.

The proportion of employees in the Education workforce who declared as disabled and those who declared as non-disabled in 2019 was 2.7% and 56.0% respectively; and in 2020 2.8% and 55.0% respectively.

It should be noted that in 2019 41.3%, and in 2020 42.2%, of the Education workforce opted not to declare whether they had a disability.

Gender Pay Gap Information

Gender Pay Gap Information for the Council as a whole

The current gender pay gap information for the Council as a whole is set out below and is based on the percentage difference, among our employees, between men's average hourly pay (excluding overtime) which is £16.29 per hour and women's average hourly pay (excluding overtime) which is £16.89 per hour.

The current gender pay gap for all Council employees is -3.7% (in favour of women). This is a negative figure as, on average, female employees are paid at a marginally higher hourly rate than male employees across the Council. This compares with a gender pay gap of -0.56% reported in the Mainstreaming Report of 2019 indicating a 3.14% increase in the gap (still in favour of women).

The current gender pay gap is regarded as modest and will continue to be monitored on an on-going basis.

Gender Pay Gap Information in the Education Authority

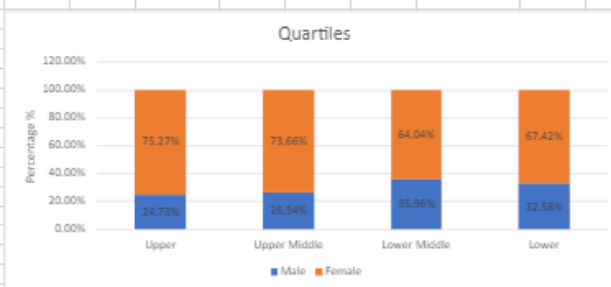
The current gender pay gap information for the Education Authority (comprising employees in the Council's Education Service) is set out below and is based on the percentage difference, among our employees, between men's average hourly pay (excluding overtime) which is £22.68 per hour and women's average hourly pay (excluding overtime) which is £18.45 per hour.

The current gender pay gap for Education employees in this council is 18.65% (in favour of men). There is a significant gender pay gap for this group with male employees being paid, on average, a higher hourly rate than females. This gender pay gap results from an under-representation of men in the lower pay bands, particularly in school administration and support roles. This compares with a gender pay gap of 23.28% reported in the Mainstreaming Report of 2019 (hence a reduction of 4.63%).

The gender pay gap of 18.65% is still significant, although it has reduced since last reported. Senior management within the function/cluster will be made aware of the gap, with a view to identifying and implementing measures to aim to continue to close it.

Gender Pay Gap – Wider Data Set

Equally Safe at Work employer accreditation programme requirements				1a	-£0.60	-0.03683	3a	23.99	11.8%
				1b	-£2.83	-0.16997	3b	17.15	8.83%
1	Mean gender pay gap in hourly pay, including combined, full-time and part-time figures			1c	-£0.01	-0.0007	3c	65.66	26.7%
2	Median gender pay gap in hourly pay, including combined, full-time and part-time figures								
3	Mean allowance gender gap, including combined, full-time and part-time figures			2a	-£1.91	-13.98%	4a	0.53	1%
4	Median bonus allowance gender gap, including combined, full-time and part-time figures			2b	-£3.33	-0.23077	4b	25.31	35.4%
5	Proportion of men and women receiving a bonus payment			2c	£0.61	4.8%	4c	47.46	31.5%
6	Proportion of men and women in each pay quartile								
1 Mean Gender Pay Gap in Hourly Pay - Combined									
				Mean Gender Pay Gap in Hourly Pay - Full Time			Mean Gender Pay Gap in Hourly Pay - Part Time		
Total Mean average	£16.71			Total Mean Full Time	£18.30		Total Mean Part Time	£14.26	
Mean Average - Women	£16.89			Mean FT - Women	£19.48		Mean PT - Women	£14.26	
Mean Average - Men	£16.29			Mean FT - Men	£16.65		Mean PT - Men	£14.25	
Mean Gender Pay gap	-3.7%			Mean Gender Pay gap (full time)	-17.0%		Mean Gender Pay Gap (part time)	-0.1%	
2 Median Gender Pay Gap									
				Median Gender Pay Gap - Full Time			Median Gender Pay Gap - Part Time		
Median Pay	£15.57			Median FT Pay	£17.76		Median PT Pay	£12.14	
Median Pay - Women	£15.57			Median FT - Women	£20.27		Median PT - Women	£12.14	
Median Pay - Men	£13.66			Median FT Pay - Men	£14.43		Median PT - Men	£12.75	
Median Gender Pay Gap	-14.0%			Median Gender Full Time	-23%		Median Gender Part-time	4.8%	
3 Mean Allowances Gender Gap									
				Mean Average Allowances - Full Time			Mean Allowances - Part Time		
Total Mean Allowances	190.89			Total Mean Allowances - FT	188.08		Total Mean Allowances - PT	195.97	
Mean Allowances - women	179.03			Mean Allowances - FT - Women	177.13		Mean Allowances - PT - Women	180.65	
Mean Allowances - men	203.02			Mean Allowances - FT - Men	194.28		Mean Allowances - PT - Men	246.31	
Mean Gender Allowance Gap	11.8%			Mean Gender Allowance Gap FT	8.83%		Mean Gender Allowance Gap PT	26.7%	
4 Median Average Allowances Gender Gap									
Total Median Allowance	76.28			Total Median Allowance - FT	68.27		Total Median Allowance - PT	106.56	
Median Allowance - women	76.28			Median Allowance - FT - Women	46.13		Median Allowance - PT - Women	102.99	
Median Allowance - Men	76.81			Median Allowance - FT - Men	71.44		Median Allowance - PT - Men	150.45	
Median Gender Allowance Gap	1%			Median Gender Allowance Gap FT	35.4%		Median Gender Allowance Gap PT	31.5%	
5 Proportion of Men and Women receiving bonuses - not applicable as ACC does not pay bonuses									
6 Portion of Men and Women in each Pay Quartile									
	%	%							
	Male	Female							
Upper	24.73%	75.27%							
Upper Middle	26.34%	73.66%							
Lower Middle	35.96%	64.04%							
Lower	32.58%	67.42%							
2030 per quartile									



Notes:

Mean gender pay gap in hourly pay, including combined, full-time and part-time figures; - A = mean hourly of male, B= mean hourly of females = $\frac{(A-B)}{A} * 100$

Hourly rate (is in spreadsheet -

- Median gender pay gap in hourly pay, including combined, full-time and part-time figures;
- Mean allowance gender gap, including combined, full-time and part-time figures;
- Median bonus allowance gender gap, including combined, full-time and part-time figures;
- Proportion of men and women receiving a bonus payment;
- Proportion of men and women in each pay quartile;

1. Gender pay gap quartile figures you must calculate

You must calculate your organisation's figures to show the proportion of male and female full-pay relevant employees in four pay bands.

To do this, you need to:

- rank your full-pay relevant employees from highest to lowest paid (use column E to rank low to high
- divide this into 4 equal parts ('quartiles')
- work out the percentage of men and women in each of the 4 parts

Gender pay gap quartile figures: how to calculate

1. Divide into quartiles

Get a listing of the hourly pay rate of all your organisation's full-pay relevant employees in the pay period that covers the snapshot date.

Divide this list into 4 quartiles, with an equal number of employees in each section. From highest paid to lowest paid, these quartiles will be the:

- upper quartile
- upper middle quartile
- lower middle quartile
- lower quartile

If the number of employees is not divisible by 4, distribute them as evenly as possible. For example, if you have 322 full-pay relevant employees an equal split would mean 80 employees in each quartile, with 2 employees left over.

To distribute the numbers as evenly as possible, you can add one employee to the lower quartile and one employee to the upper middle quartile.

This means there are 81 employees in the lower quartile, 80 employees in the lower middle quartile, 81 employees in the upper middle quartile, and 80 employees in the upper quartile.

2. Check the gender distribution of matching hourly rates

If there are employees on the same hourly rate of pay crossing between quartiles, make sure that males and females are split as evenly as possible across the quartiles.

For example, you have 322 full-pay relevant employees and have split the list into quartiles. 40 staff all have the same hourly rate of pay - 36 are female and 4 are male. Of them, 10 have fallen into the lower quartile, while 30 have fallen into the lower middle quartile.

To evenly distribute these staff by gender, you can see that for every 9 females listed, one male should be listed with them. You should list 9 female employees and one male employee in the lower quartile, and 27 female employees and 3 male employees in the lower middle quartile.

3. Work out the percentage of males and females in each quartile

For each quartile, you need to:

- divide the number of male full-pay relevant employees by the total number of full-pay relevant employees and multiply by 100 – this gives you the percentage of males in the quartile
- divide the number of female full-pay relevant employees by the total number of full-pay relevant employees and multiply by 100 – this gives you the percentage of females in the quartile

1. Calculate the mean average pay

The mean average is calculated by adding all individual employees' hourly rates of pay and dividing by the total number of employees.

Use filters

A = mean hourly of male, B= mean hourly of females = $(A-B)/A * 100$

2. The median average is calculated by listing all employees' hourly rates of pay and finding the midpoint. The median is not skewed by very low hourly rates of pay or very high hourly rates of pay. It gives a more accurate representation of the typical difference; however, because of this it can obscure gendered pay differences.

Media

Calculating the median pay gap

To calculate the median pay gap, use the following formula.

C = median hourly rate of pay of male employees

D = median hourly rate of pay of female employees

$\frac{C - D}{C}$

$\times 100$

For further information on calculating your pay gap you can visit www.closeyourpaygap.org.uk/calculator/

Allowances

You could use the average of the total bonus and/or allowance payments made to employees in a complete payroll year.

Narrative on wider set of Gender Pay Gap data produced for the Equally Safe at Work employer accreditation programme.

The Council was recently involved in a pilot employer accreditation programme called Equally Safe at Work, concerned with gender equality and gender-based violence.

As part of the programme there was a requirement to produce a wider set of gender pay gap data, which included not just the mean figure but also a median figure and a breakdown by full time and part time employees. In addition, it involved compiling gender pay gap figures in relation to allowances and a gender breakdown by pay quartile.

Up-to-date figures have been run in the format they were required for the programme, which are attached. An analysis was undertaken on the mean and median gender pay gap on hourly pay including combined, full-time, and part-time figures.

The result of this exercise showed a gap in favour of women in the mean figures (-3.7% combined), with the largest gap in the full-time cohort (-17.0%).

Likewise, the median figures, showed a gap in favour of women (-14% combined and -23% for full time) except for the part-time median figure which showed a less than 5% gap in favour of men.

The underlying factors have yet to be fully understood in respect of this newly produced wider data set. It should also be noted that the Council changed its HR/Payroll system last year, with the new system and reporting function set up slightly differently from the previous system.

It is anticipated that the gaps in favour of women may be due to the high percentage of women in teaching posts (83%) who also benefit from a longer pay-scale comprising 6 pay points. Teachers start at £27,498 pa and this can rise to £41,412 per annum over 5 years. Teachers also received a higher than average pay award last year. Further, it is likely to be due to more women in Head, Depute Head and Principal Teacher posts (75%) and to more women in the supervisory, professional, and middle management grades G13 to G17 (64%). It should be noted that in terms of the 21 senior management posts the majority are held by males (76%).

An exercise was also undertaken to calculate the mean and median allowance gender pay gap. The overall gap in allowances, both mean and median, is in favour of men at 11.8% and 1% respectively.

The exercise analysed a single month's allowances and would likely need to be repeated in future, to fully understand the variances for example whether they are seasonal and/or the impact of the COVID-19 period, when some Council services were stood down.

Allowances in the analysis included the non-standard working week enhancement for working unsocial (between 8pm and 7 am) and weekend hours. This applies

mainly to manual workers, most of whom are male, for example staff in Operations including the Roads service. Other employees who work unsocial hours include carers in children’s home, some social workers as well as the emergency response team. There are also standby allowances and call-out payments made to some groups of employees, for example Environmental Health Officers. One of the main allowances claimed is overtime, which is paid primarily to manual and craft workers, who tend to work more overtime and who are mainly male. Many office-based staff are female, with there being less of a requirement for overtime working in these roles. When overtime is worked it may be claimed as time-off in lieu.

The proportion of men and women in each pay quartile was also compiled. The % split in all four quartiles were in line with expectation, given the known 70:30 female to male split of the workforce:

	Male	Female
Upper	24.73%	75.27%
Upper Middle	26.34%	73.66%
Lower Middle	35.96%	64.04%
Lower	32.58%	67.42%

Production of this wider data set assists the Council to drill down further, looking in behind its mean gender pay gap figure to identify any specific issues that may not have been previously apparent. It will continue to be produced going forward so that year on year comparisons can be made with the data to be used to inform the Council’s equality and diversity action plan.

Employment Equalities Initiatives Undertaken in 2019

Equality Outcome	Output and activities	Indicators	Performance Evidence	Next steps	Responsible Officer/service
4 'Aberdeen City Council a fair employer'	Undertook a gender pay audit to identify whether there were any gaps in relation to either basic pay or total pay.	The audit highlights any areas of concern in relation to pay and gender in order that these can be examined in more detail and addressed where possible.	This is evidence that the Council is monitoring any pay gaps and attempting to identify measures to close gaps where possible, with there being a negligible gap in relation to basic pay but gaps in relation to total pay where allowances are reckoned.	Any pay gaps identified will be discussed to identify any future actions to address these.	People and Organisational Development
4	Redesigned the Council's recruitment and selection training course which includes elements relating to equality and diversity including equalities legislation.	Any feedback received from participants undertaking the course will provide an indication of whether the revised training is meeting requirements. Any complaints regarding the application of the	This is evidence that the Council is keeping its recruitment training up-to-date ensuring that good practice in relation to equality and diversity is reflected in its content.	No further action.	Talent Team - People and Organisational Development

		recruitment and selection process would be another indication of effectiveness.			
4	Extended the Council's Guaranteed Interview Scheme to include the following applicants applying for apprenticeships: care experienced young people; 16-24 years old's from the City; new young Scots (refugee status); and those who completed Foundation Apprenticeship placements in the Council who are applying for an apprenticeship in a similar discipline.	An indication of the effectiveness of the measure would be an increase in the number of applications and appointees from these groups for apprenticeship roles.	This is evidence that the Council is taking steps to put in place measures to assist underrepresented and/or disadvantaged groups by guaranteeing an interview, where the criteria for a post are met. The recruitment process is undertaken on a competitive basis thereafter.	The scheme will be monitored and kept under review.	Talent Team - People and Organisational Development
4	Participated in a 1-year pilot employer accreditation programme called 'Equally Safe at Work, which is concerned with gender equality and addressing violence against women. This involved	An indication of effectiveness will be the attainment of the accreditation meaning that the Council will have met the 6 standards	This is evidence that the Council is aiming to apply high standards in relation to gender equality and in the prevention of	The remaining actions under the programme are to be completed and a submission	Employee Relations and Wellbeing Team - People and Organisational Development

	undertaking various activities including policy review, data gathering, awareness raising and training, under an agreed action plan. There are 6 standards under a framework, with 30 employment equality related criteria to be met to attain the accreditation.	under the programme. This would demonstrate it is applying good employment equality practices in the areas covered by the accreditation.	gender-based violence. This should assist with the retention of employees, particularly females.	then made for assessment for the Bronze level of award.	
4	Implemented a gender-based violence policy and accompanying guidance (as part of the Equally Safe at Work programme). The policy includes provision for up to 3 days paid special leave per annum for time off requirements directly linked to an employee's experience of gender-based violence.	An indication of the effectiveness of the policy and guidance will be the use made of them by employees (including the special leave provision) and any positive feedback received.	This is evidence that the Council is putting in place measures to support employees who may be experiencing gender-based violence, many of whom will be female.	The policy and guidance will be kept under review.	Employee Relations and Wellbeing Team - People and Organisational Development
4	Introduced a new approach to internal recruitment and temporary movement of staff. This is based on overall 'fit' to a role as opposed to just technical skills, qualification, and experience. Employees complete 'individual profiles' as	An indication of the effectiveness could be a change in relation to occupational segregation with an increase in the number of	This is evidence that the Council is providing staff with the opportunity to transition into other areas of the organisation which may have otherwise	The scheme will be ongoing and kept under review.	Talent Team - People and Organisational Development

	<p>well as a working preferences questionnaire and this is used to align them to roles where they have a potential 'fit'. It also involves advertising all vacancies internally in the first instance.</p>	<p>underrepresented employees of one gender in an occupation traditionally undertaken by the opposite gender. It could also be the improvement in the retention of staff with a hidden disability if it is made easier for them to move to a more suitable role.</p>	<p>been difficult to move into because of a lack of technical skills, knowledge and experience, or because of unconscious bias. By focusing on a person's potential fit to and development in a role, the approach could help the organisation address occupational segregation by allowing more people to transfer into other vocations. The initiative may also be of benefit to employees who have a hidden disability and who may be having difficulties coping with their existing</p>		
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			role due to the disability.		
4	Continued to develop the range of apprenticeship schemes in the Council across a variety of job roles and areas. This includes Foundation, Modern and Graduate apprenticeships.	An indicator of the effectiveness of the schemes would be an increase in the proportion of younger people working for the Council, although they will be open to all age groups.	This is evidence that the Council is aiming to increase the number of younger people in the workforce, who are currently underrepresented.	It is intended that apprenticeship programmes will continue to be supported in future years.	Talent Team - People and Organisational Development
4	Continued participation in the Career Ready Scheme which is concerned with employers assisting S5-6 school pupils to develop an understanding of careers, attitudes, and skills for employment. Opportunities were available to Council employees to mentor these young people as part of the programme and to develop a 4-week internship for them.	An indicator of the effectiveness of this measure would be the numbers of young people who have undergone the scheme who have chosen to apply for a job in local government on leaving school. Positive feedback from the participants and mentors would also be an indication of scheme success.	The scheme could result in these pupils developing an interest in working in a local authority, which could assist indirectly in an increase in the number of younger people in the Council's workforce, who are currently underrepresented.	Involvement in the scheme will be ongoing.	Talent Team - People and Organisational Development

4	Established a young employee network with representation from staff aged 16-24 from across the organisation. The purpose of the network is to gather views on employment experience and to involve young people in key initiatives across the Council.	An indicator of the effectiveness of this measure would be any positive feedback received from the group on its usefulness and whether it is fulfilling its intended aims.	This is evidence that the organisation is listening to and involving its younger workforce, actively gathering views and details on employment to improve their experience. This should assist with the retention of younger staff.	The network is permanent and will be ongoing.	Talent Team - People and Organisational Development
4	Attended and participated in various job and career related events at schools, colleges, and universities.	An indication of effectiveness will be whether the numbers of job applications from young people increases in the future.	Attendance at these events is evidence that the Council is seeking to attract more young people to apply for its job vacancies, with a view to increasing numbers and helping address underrepresentation.	Consideration will be given to attending similar events in future years.	Talent Team - People and Organisational Development
4	Participated in the Developing Young Workforce NE Flagship Partnership programme with one of the City's schools and have	An indication of effectiveness would be any positive feedback received	This is evidence that the Council is involved in assisting in the development	Involvement in this programme will be	Talent Team - People and Organisational Development

	agreed a programme of activity to involve pupils in career and employment related events.	from participants on the Council's involvement in the scheme. Another would be whether there was an increase in applications from young people for Council posts in the future.	of young people to better prepare them for working life. This may result in some becoming interested in a career in local government which could result in an increase in the numbers of young people applying for Council posts, a group which is currently underrepresented. It may also be an opportunity to assist with addressing occupational segregation e.g. interesting female pupils in professions concerning 'STEM' subjects.	considered on an ongoing basis.	
4	Ran focus groups with teachers to understand any issues of discrimination faced by them in the classroom.	An indicator of effectiveness would be the identification of any specific problems and	This is evidence that the Council is seeking to identify whether discrimination is	This project will be continuing.	People and Organisational Development

		eliciting views of teachers on what preventative measures could be taken to reduce or remove any unacceptable behaviour.	taking place against teachers by pupils and if so to understand the nature of it and what can be done to prevent it. This should assist with employee wellbeing and retention of teaching staff.		
4	Introduced a Mental Health First Aid service in the Council, which included the training of employees in administering mental health first aid.	An indication of the effectiveness of the initiative would be the use made of the service by employees and any positive feedback received. It may assist in reducing sickness absence levels and helping staff to remain in employment.	This is evidence that the Council is looking after the health and wellbeing of employees some of whom will have mental health issues regarded as a disability.	The service is permanent and will be ongoing.	Employee Relations and Wellbeing Team - People and Organisational Development
4	An employee mental health action plan was approved at Committee which contains a range of proposed measures to	An indication of effectiveness will be the successful implementation of the	This is evidence that the Council is prioritising the mental health and	The plan will be applied and then refreshed	Employee Relations and Wellbeing Team -

	<p>help improve the mental health of the workforce.</p>	<p>initiatives and the effect they have on reducing levels of sickness absence in the organisation. Positive feedback from employees and the trade unions would be another useful indicator.</p>	<p>wellbeing of the workforce and aiming to be proactive in applying a range of measures to improve staff mental health. Some employees' mental health issues will be classed as disabilities.</p>	<p>on a rolling basis.</p>	<p>People and Organisational Development</p>
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Employment Equality Initiatives undertaken in 2020

Equality Outcome	Output and activities	Indicators	Performance Evidence	Next steps	Responsible Officer/service
4 'Aberdeen City Council a fair employer'	Added a provision for Parental Bereavement Leave to the Council's Special leave policies and compiled associated guidance (to meet legislative requirements). The Council decided to offer both weeks Parental Bereavement Leave at normal contractual pay, which is above the statutory minimum.	An indication of effectiveness would be any positive feedback received from employees on the provision or on the content of the guidance.	This is evidence that the Council is ensuring legislative compliance in relation to this family leave provision and being supportive towards those employees who experience the loss of a child, having opted to go above the statutory minimum in relation to paid leave.	The policy and guidance will be kept under review.	Employee Relations and Wellbeing Team - People and Organisational Development
4	Added sections to the Council's Maternity Guidance on rest breaks for pregnant and breastfeeding employees and on the arrangements and facilities in relation to employees breastfeeding or expressing milk on return to work. This includes provision for granting reasonable paid time off to	An indication of effectiveness would be the use made by employees of the provisions and any positive feedback received.	This is evidence that the Council is applying good practices in relation to pregnant and breastfeeding employees also ensuring legal compliance.	The guidance will be kept under review.	Employee Relations and Wellbeing Team - People and Organisational Development

	breastfeed a baby or to express milk.				
4	Further extended the Council's guaranteed interview scheme to those young people who are in continuing care or are a care leaver up to the age of 29 who meet the criteria for a job, this applying to all Council vacancies (and not just apprenticeships).	An indication of effectiveness would be an increase in the number of applications and appointments from these groups.	This is evidence that the Council is taking steps to put in place measures to assist disadvantaged groups by guaranteeing an interview where the criteria for a post are met, with the recruitment process undertaken on a competitive process thereafter.	The scheme will be monitored and kept under review.	Talent Team - People and Organisational Development
4	Held an event to promote early years and childcare careers to ethnic minority groups in the City, which included details about early years as a career and routes into early years.	An indication of effectiveness would be an increase in applications and appointments to these types of post from ethnic minority candidates.	This is evidence that the Council is aiming to increase the number of ethnic minorities in this particular area of its workforce (who are underrepresented in these professions).	Consideration will be given to running similar events in future.	Talent Team - People and Organisational Development
4	Placed a posting on the Council's intranet to employees on the importance of Equality,	An indication of effectiveness will be the response	This is evidence that the Council is seeking to involve	The employment and diversity	Talent Team - People and

	Diversity and Inclusion seeking feedback and involvement of staff in forming the employment equality agenda and action plan. The posting also referred to 'Pride Month' in relation to LGBT+ people, 'Gypsy, Roma, and Traveller History Month' as well as the 'Black Lives Matter' campaign.	received in relation to the posting from employees giving any feedback in relation to equality and diversity and suggestions as to what could be included in the action plan.	its employees in shaping the equality and diversity agenda. It also demonstrates that the organisation is taking steps to promote equality and diversity related events amongst the workforce.	action plan will be compiled taking into account any feedback from the workforce.	Organisational Development
4	The Council was successful in attaining the Investors in Young People good practice award at Gold accreditation level. This was achieved primarily in relation to the work undertaken to develop the young workforce.	An indication of effectiveness would be an improvement in the recruitment and retention of young people and any positive feedback from employees.	This is evidence that the organisation is applying high employment standards in relation to its young workforce and should assist with the increasing of the numbers of young people in its employment, who are currently underrepresented.	The emphasis will be on the retention of the level of the accreditation going forward, with an assessment undertaken on a periodic basis.	Talent Team - People and Organisational Development
4	Developed an internship programme designed to provide opportunities for Care	An indication of effectiveness would be any positive	This is evidence that the organisation is helping to develop	The programme will be run on	Talent Team - People and

	Experienced Young People to gain experience of working in the Council.	feedback received from participants and whether there were more job applications to Council posts from this group in future.	disadvantaged young people and prepare them for permanent employment. It may result in some who have undergone internships applying for employment with the Council in the future and help to increase the numbers of younger people in the workforce. It also accords with the Council's Local Outcome Improvement Plan and its obligation as a Corporate Parent.	an ongoing basis.	Organisational Development
4	Placed a posting on the Council's intranet during the Covid-19 pandemic highlighting to employees the support available to any staff member experiencing Domestic Abuse, in particular those who were working at home or confined to	An indication of effectiveness will be the numbers of employees who chose to access the support offered by the Council during the lockdown and	This is evidence that the Council recognised the potential difficulties some employees may have faced during the lockdown in relation to	No further action at this time, with the full lockdown having ended.	Employee Relations and Wellbeing Team - People and Organisational Development

	home during the lockdown period e.g. those shielding or in stood down services. This included the offering of a face to face meeting with a member of the Employee Relations Team.	any positive feedback received from staff.	domestic violence and put in place an appropriate support measure, helping to look after their health and wellbeing. This applied particularly to female employees.		
4	Undertook a confidential employee survey on mental health and wellbeing to identify any issues employees may be facing since the lockdown period, with a view to identifying any additional supports that could be put in place.	An indication of effectiveness would be the response received to the survey and the willingness of employees to be open about any difficulties they may be facing.	This is evidence that the Council is taking measures to engage with the workforce on mental health and wellbeing to identify what support can be offered to assist those experiencing difficulties. This may include employees with a health issue regarded as a disability.	The results of the survey will be collated and analysed with decisions then made on what additional support would be appropriate to apply.	Employee Relations and Wellbeing Team - People and Organisational Development
	Implemented new online courses on mental health in the workplace, ran a series of	An indication of effectiveness would be positive feedback	This is evidence that the Council is addressing mental	Training and awareness raising on	Employee Relations and Wellbeing

	<p>mental health and wellbeing webinars for staff and offered employees the opportunity to attend monthly sessions on mindfulness meditation. These events are designed to raise awareness of various mental health issues staff may be facing, tackle the stigma of mental health and to give them the tools to assist them in addressing such issues.</p>	<p>received from participants in the events and a reduction in mental health related absence in the workforce.</p>	<p>health and wellbeing in the workplace, aiming to reduce stigma, support employees and build resilience in the workforce. This will be relevant to employees with a mental health issue regarded as a disability.</p>	<p>mental health will continue to be undertaken as part of the Mental Health Action Plan.</p>	<p>Team - People and Organisational Development</p>
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Appendix 3-



Integrated Children's and Family Services Equality Outcomes Information

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Strategic Outcomes – Links to Local Outcome Improvement Plan (LOIP)

Children have the best start in life – children in Aberdeen City are healthy, happy and safe, and enjoy the best possible childhood	Children and young people are safe and responsible – children and young people are safe from all forms of harm	Children are respected, included and achieving – children and young people are listened to, respected, valued and involved in the decision-making process	Investment in infrastructure - Aberdeen City is a robust and resilient economy providing a vibrant built environment and attractive place for residents, students, business and tourists. People friendly city - a city where people to choose to invest, live and visit
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Education and Children’s Services Equality Outcomes 2017-21

Education and Children’s Services Equality Outcomes

Equality Outcome 1.

Children and young people with a disability and their families are supported and included enabling them to achieve their full potential

Equality Outcome 2.

- Pre-birth children (unborn babies) at risk due to issues that parents are dealing with such as; mental health, substance use and domestic abuse are identified at an earlier stage
- Vulnerable pregnant women are identified and supported at an early stage

Equality Outcome 3.

Lesbian, Gay, Bisexual and Transgender (LGBT) children and young people feel safe, respected and included in school

Equality Outcome 4.

All children and young people in Aberdeen have an understanding of their rights and develop the ethos and culture to improve well-being and develop every child’s talents and abilities to their full potential.

Equality Outcome 5.

External Cultural/Arts organisations who receive investment from Aberdeen City Council actively promote and engage with those with protected characteristics in designing, planning and delivering activity.

Equality Outcome 1

General Duties:

GD1. Eliminating discrimination, harassment and victimisation.

GD2. Advancing equality of opportunity between persons who share a protected characteristic and those who do not share it.

GD3. Fostering good relations between persons who share a protected characteristic and those who do not share it.

Protected characteristic supported through equality outcome:

A: Age, D: Disability, GR: Gender reassignment, M: Pregnancy and maternity, R: Race, RB: Religion and belief, S: Sex, SO: Sexual Orientation

General duty met:

Protected characteristic met:


<p>Equality Outcome</p>	<p>Children and young people with a disability and their families are supported and included enabling them to achieve their full potential.</p>	<p>GD1. GD2. GD3.</p>	<p>D</p>
<p>Improvement</p>	<p>a) Increase the number of children and young people with a disability who are supported b) Increase the extent to which pupils with a disability can take advantage of education and associated services.</p>		
<p>Evidence</p>	<ul style="list-style-type: none"> • Exclusion rates are falling but some groups continued to have much higher rates including those with a disability or additional support need. As of December 2020, 3% of pupils excluded during the current school year have a disability, 67% of pupils excluded during the current school year have an additional support need. • In our children and young people survey in 2020 9% of our children and young people identified bullying as a concern in 31% of our schools. Of the bullying recorded: 29% referenced bullying against those with a disability or additional support need, 10% racist bullying. • Parent, children and young people and staff consultation 2020 • Consultation with NHS, third sector partners, charities and national organisations including Barnardos and National Autistic Society, Autism Network Scotland. • Accessibility of school estate. • Shared digital consultation space • Discussions 		

	<ul style="list-style-type: none"> • Review of exclusion policy, procedure and guidance developed based on research and good practice. Revised Quality Improvement procedures encourage school Senior Leaders to engage in dialogue with QIOs/QIMs before a decision to exclude is made to ensure all possible avenues have been explored. • Surveys • Analysis of data supported the realignment of resources and our focus on improvement of our staff professional learning offer, particularly around trauma-skilled practice. Emerging themes include streamlined approaches and consistency in the use of plans (such as Child's Plans) to meet the needs of learners including disabled learners. • Work is ongoing to identify and address any vulnerabilities through revised education service structures, improved quality improvement approaches, the introduction of more robust tracking and monitoring arrangements, in particular exclusion and an agreed Aberdeen City Learning and Teaching standard. The service is in the process of consulting on a new ASN service structure under streamlined management arrangements to help improve the consistency of the offer, improve agility and ensure that the services provided reflect updated demand. This includes consideration of Health and Safety, professional learning and specialist transitions. Consultation with stakeholders will be ongoing throughout the life of the programme and updates provided regularly to committee. • Monthly data monitoring on exclusion and bullying.
Outputs	<ul style="list-style-type: none"> • A change to a mix of a team and Unit model for children who are disabled to ensure that the right support can be accessed at the right time for children with a disability. A unit and team for children who are disabled provides holistic support to the children and young people they work with. • As part of the Council's planning to review the services it commissions for children with disabilities a number of engagement events were held with young people and their families in 2017. These were structured to allow children with complex needs, including communication needs, to give their views. Their views have been at the core of setting out our commissioning intentions, even though their views sometimes differed from that of their parents/carers. • Orchard Brae School houses education and specialist children's social work support for families of children with complex additional support needs and services have collaborated to extend the range of supports available to families out with the school day and over holiday periods. These supports are available for children and families with complex additional support needs who do not attend Orchard Brae School. • Young Inspectors of learners has begun at Orchard Brae and Bucksburn Academy ASN Wing • 3 other new modern facilities have opened over the reporting period. • Work has been undertaken to ensure the physical environment of our schools is accessible to increase the extent to which pupils with a disability can take advantage of education and associated services. This has included 12 projects in our secondary schools and ten in primary, installation of ramps, accessible toilets, dropped kerb for example. Future works have been identified. • Accessibility Plan 2020. The Council has a range of documents to support improvement planning and decision making, this Plan should not be considered in isolation. This aims to pull improvement activity together into one high level accessible document which can be used to support

self-evaluation and planning for improvement. This plan ensures ACC and its schools work to improve the education of disabled learners and to help ensure that they are properly included in, and able to benefit fully from, their school education. Priorities were identified through engagement with learners, parents and carers, third sector partners, agencies and staff. The plan highlights our commitment to enabling access to the physical environment of our educational buildings, access to the curriculum and access to communication. Key priorities identified include: Disabled learners use digital technology to increase access to the curriculum by increasing the provision of technology and use of accessible tools; Provide guidance on how to meet a range of needs (particularly sensory needs) when environments are not as flexible; Establishment of Digital Hub as a one stop shop for all information for all stakeholders.

- Since 2017, Aberdeen City Council has progressively rolled out Texthelp Read&Write literacy support software to schools across the local authority. Implementation has been supported with a comprehensive engagement strategy for teachers, students and parents. This included initial training for two pupils and two teachers in each of the 59 Aberdeen schools to become 'mentors' to introduce their peers to the software. This has been complemented by an extensive programme of training for families and carers at parent groups and evening workshops.
- Professional Learning delivered to all newly qualified teachers in 2020 included: Supporting all learners - developing an awareness of Inclusion, Additional Support and Equality, from Education Scotland.
- Mental health support is available in all city schools through the school nursing team. LIAM (Let's Introduce Anxiety Management) and ELSA (Emotional Literacy Support Assistant) and emotion coaching is ongoing across the education service.
- Curriculum Resources and Information Service (CRIS) provides a specialist curricular resources and information service to staff involved in meeting the educational and social developmental needs of children and young people..
- As part of the Council's planning to review the services it commissions for children with disabilities a number of engagement events were held with young people and their families in 2017. These were structured to allow children with complex needs, including communication needs, to give their views. Their views have been at the core of setting out our commissioning intentions despite their views sometimes differing from that of their parents/carers.
- Training for senior leadership teams on disability discrimination has been developed and shared.
- Stoneywood School shared their British Sign Language skills on the national stage at the Scottish Learning Festival.
- Foodbanks were set up and promoted across Aberdeen to serve local communities as part of the COVID19 response. Approximately 25% of families who use these have children with disabilities.
- Aberdeen City Youth Council (ACYC) have a disability awareness sub group set up to look at accessibility to services within Aberdeen. The group delivered 2 awareness sessions last year to young people and council staff and have 2 sessions booked in to deliver so far this year. The Youth Council gained the backing of Co-Leaders, local Councillors, MSPs, Aberdeen Inspired (a business development service in Aberdeen), Aberdeen Market and local people through consultation for their latest campaign 'Bog Standards' which aims to ensure accessible toilet facilities are available to all within Aberdeen city. Promotion for this work included engagement through a radio show on SHMU.

Equality Outcome 2		General duty met:	Protected characteristic met:
<p>General Duties: GD1. Eliminating discrimination, harassment and victimisation. GD2. Advancing equality of opportunity between persons who share a protected characteristic and those who do not share it. GD3. Fostering good relations between persons who share a protected characteristic and those who do not share it.</p> <p>Protected characteristic supported through equality outcome: A: Age, D: Disability, GR: Gender reassignment, M: Pregnancy and maternity, R: Race, RB: Religion and belief, S: Sex, SO: Sexual Orientation</p>			
Equality Outcome	<ul style="list-style-type: none"> Pre-birth children (unborn babies) at risk due to issues that parents are dealing with such as; mental health, substance use and domestic violence are identified at an earlier stage Vulnerable pregnant women are identified and supported at an early stage 	GD2. GD3.	M
Improvement	<ul style="list-style-type: none"> Identification of vulnerable pregnant women where existing factors may result in their child being considered as a child in need of additional support or protection Appropriate supports are in place for the family unit whilst ensuring the child’s needs remain the focus of all interventions 		

<p>Outputs</p>	<ul style="list-style-type: none"> • A change in delivery of services at Aberdeen Maternity Hospital to ‘Unit working’ gives children a better start in life. • Financial Inclusion through routine enquiry is now a part of the Universal Health Visitor Pathway and, as such, all pregnant young people and families with children up to the age of five will be offered information, support or signposting to appropriate services. • Family Nurse Partnership delivers a package of care to young and vulnerable pregnant women and Mums up to the time their babies reach the age of two. This is a licensed and therefore carefully scrutinised programme of deliverables. • Review of the Council’s maternity guidance for staff • Supporting young people who are pregnant or parents in schools guidance developed with multiagency input. • Aberdeen City’s Child Protection Committee oversees the strategic planning and improvement of child protection services. There is a comprehensive improvement programme that was refreshed in 2019 that focuses on key priorities. This includes protecting children from neglect, parental drug and alcohol use and emotional neglect. Significant workforce development has seen an increase in reporting of neglect across the City. • Child Protection Improvement programme are Child Sexual Exploitation (CSE)/ Child Trafficking. The CSE toolkit developed for professionals has been extremely positively received and has raised the awareness of CSE. Alert to the fact that significant grooming behaviours occur on-line the CPC has strongly endorsed the development of a learning programme for P6/7 children and their parents to enhance their awareness of on-line child protection issues. The development of this was led and informed from children in one of our primary schools. • Education is represented in the Multi Agency Risk Assessment Conference process. This enables multiagency approach to identifying vulnerable pregnant women and considering multiagency support. • Adult Learning at Clinterty: Young Mums: working with young mums to improve literacy and numeracy and gain SQA and Adult Achievement awards. Parents group: work with parents and under 5s to promote early learning and encourage enrolment at nursery and school, • Delivery of 1140 hours of Early Learning and Childcare from August 2021 which will help address the impact of poverty in the city by looking to encourage parents into employment or training. The expansion of Early Learning and Childcare will see the universal roll out of PEEP to all families who are keen to engage
<p>Equality Outcome 3</p>	
<p>General Duties: GD1. Eliminating discrimination, harassment and victimisation. GD2. Advancing equality of opportunity between persons who share a protected characteristic and those who do not share it. GD3. Fostering good relations between persons who share a protected characteristic and those who do not share it.</p>	

<p>Protected characteristic supported through equality outcome: A: Age, D: Disability, GR: Gender reassignment, M: Pregnancy and maternity, R: Race, RB: Religion and belief, S: Sex, SO: Sexual Orientation</p>		General duty met:	Protected characteristic met:
Equality Outcome	Lesbian, Gay, Bisexual and Transgender (LGBT) children and young people feel safe, respected and included in school.	GD1 GD3	SO, GR
Improvement	Eliminate Lesbian, Gay, Bisexual and Transgender (LGBT) bullying behaviour and the use of homophobic language in schools		
Evidence	<ul style="list-style-type: none"> • Children and young people wellbeing and rights surveys. • Consultations. • Data from school information management system and Quality Improvement visits. • Working groups including those with children and young people. • Over the last three years, almost all children have reported that they feel safe in their schools and communities. A few report having no one to approach and this includes children who are looked after. 		
Outputs	<ul style="list-style-type: none"> • Train the trainer sessions for primary and secondary school teachers. • Significant work is ongoing within the partnership to promote a culture of inclusivity. Any reports of hate crime are investigated as a priority and Police work with a number of third sector agencies to support those who are victim to this type of crime. Cultural issues and disability are specific areas of focus within the Multi-Agency Child Protection Programme. • Schools all work to ensure gender equality and are gaining confidence in supporting children who are transgender. Although many young people cite excellent support from schools, a few note areas for improvement. A group of LBGT young people are working with a Quality Improvement Manager to develop and delivery training for school based staff in order to improve consistency and increase levels of confidence • Revision of the Education and Children’s Services anti-bullying policy and subsequent development of school level policies. • School Anti-bullying and Promoting Positive Relationships Policies make specific reference to LGBT. Through creating a shared understanding and raising awareness, our school communities help to ensure that all young people are educated about the Protected Characteristics of the Equalities Act. For example, Cults Academy have young people who act as RESPECT Ambassadors, working alongside staff the Wellbeing & 		

	<p>Equalities Group. Aberdeen Grammar school operate a peer education programme where senior pupils work with younger ones to challenge established attitudes to gender-based stereotyping or negative behaviours. Hazlehead Academy are taking part in the LGBT Youth Scotland LGBT Schools Charter programme which has been developed to support schools to undertake training and review policies, practice and resources to make sure that they are not only meeting legislative needs but are as inclusive as can be. Whilst the name of these groups may vary across the city, the objective of providing a safe and nurturing environment to empower young people and enable them to flourish is a constant.</p> <ul style="list-style-type: none"> • Support is available for LGBT/Alliance groups in secondary schools. However our children and young people identified that they would benefit from a neutral forum where they could express themselves and receive support out of the school environment. LGBT- Zone Youth Group meets twice per month, continuing throughout the pandemic online and face to face outside where this is allowed. The group are supported by two Youth Workers, supporting young people 12-25 years for Aberdeen city young people and shire due to no current provision for young people in shire out with school. • Highlights have included: Partner of Grampian Pride Committee- responsible for hosting the ‘youth space’ in 2018 and 2019 Pride Village, part of BBC Scotland documentary on social media’s effects on young people and relationships. BBC Scotland - Teenage Kicks: Love, Sex & Social Media, 15-year-old Ryley talks openly about sexting among school children, Young people supported to present at the Gay Straight Alliance Conferences, Tackling homophobia in schools presentations by young people, hosted workshop with young people at NHS wellbeing conference on being an alliance, Youth activism work on a campaign called ‘Use ‘It’ Right’, young people themselves writing blog posts for LGBT Scotland #OurLives Blog post: Cameron LGBT Youth Scotland LGBT Youth Scotland 				
<p>Equality Outcome 4</p>					
<p>General Duties: GD1. Eliminating discrimination, harassment and victimisation. GD2. Advancing equality of opportunity between persons who share a protected characteristic and those who do not share it. GD3. Fostering good relations between persons who share a protected characteristic and those who do not share it.</p>	<p>General duty met: Protected characteristic met:</p>				
<p>Protected characteristic supported through equality outcome: A: Age, D: Disability, GR: Gender reassignment, M: Pregnancy and maternity, R: Race, RB: Religion and belief, S: Sex, SO: Sexual Orientation</p>					
<p>Equality Outcome</p>	<p>All children and young people in Aberdeen have an understanding of their rights.</p> <table border="1" data-bbox="1901 1203 2161 1334"> <tr> <td>GD1</td> <td rowspan="3">ALL</td> </tr> <tr> <td>GD2</td> </tr> <tr> <td>GD3</td> </tr> </table>	GD1	ALL	GD2	GD3
GD1	ALL				
GD2					
GD3					

Improvement	<p>a) Increased number of Aberdeen schools who achieve level 1 Rights Respecting School status or equivalent status.</p> <p>b) Key work towards Child Friendly Cities as a key strategic priority for the Community Planning Partnership.</p>
Evidence	<ul style="list-style-type: none"> • Working groups led and with direct involvement from our children and young people. • A survey of 450 children and young people living in the city suggests that most of them feel that they have opportunities to influence decision-making and that their views are taken seriously by adult decision-makers. Encouragingly over 80% of children and young people feel that they actively participate in decision making and that they feel they are listened to, only 6% did not feel this is the case. • Over the last three years, the majority of Aberdeen City schools (73%) have engaged in the Rights Respecting Schools Programme and the city now boasts 7 Gold RRSAs award schools, 9 Silver RRSAs award schools and 22 Bronze RRSAs award schools • Aberdeen City Council has promoted engagement with the ‘Young Leaders of Learning’ programme. 34 schools are now actively involved. The programme supports children and young people to move from knowing their rights to exercising them, actively engaging them in leading school improvement. The programme has been tailored to support children and young people with a range of additional support needs at Orchard Brae and Bucksburn Wing. • Engagement events structured to capture the voice of our disabled children and young people. • Work from our Rights Respecting School groups.
Outputs	<ul style="list-style-type: none"> • Unicef presentations at Aberdeen Learning Festival 2017 • Opportunities for schools to network and share practice both face-to face and electronically and newsletters • Leaflets on effective participation issued to all teaching staff • All schools continue to have representative pupil groups which drive improvement and inform practice at school and community level. In most cases, children and young people take a lead role in delivering training and supporting their peers. In the majority of cases, children and young people set agendas and record decisions and many now organise and host community events. • Children’s Rights Service now renamed ACE has reviewed its remit with all stakeholders. Recommendations will be taken forward in relation to single and multi-agency workforce training and development activity related to children’s rights and participation. • Virtual School Head Teacher was appointed to work with schools and Children’s Social Work to support children • All newly qualified teachers now have an early input into their responsibilities as Corporate Parents. • All children known to Aberdeen City services appearing in court are supported to engage appropriate legal support

- Feedback from young people in our care homes reflects very well on the care and support provided to assist them make sense of their earlier life experiences. By adopting and embedding a relational approach, independent inspections of our Children’s Homes have evaluated our children’s homes as “very good”.
- As a partnership we are fortunate to have a range of staff dedicated to the promotion of children’s rights. These include Education Support Officers, a Social Work Children’s Rights Service, school nursing teams, school-based Police Officers and a good range of Third Sector supports which empower young people.
- We take opportunities to actively promote children’s rights amongst the workforce, an example being when a group of children and young people were welcomed into Marischal College on World Children’s Day in 2019.
- A range of professional learning opportunities focussing on the UNCRC have taken place and those directly supporting children and young people now take better account of Children’s Rights in daily practice. We plan to extend the offer across the wider workforce by collaborating with UNICEF to develop an accessible professional learning programme which tracks impact on practice.
- In collaboration with UNICEF, Staff from across the Partnership and Elected Members have taken part in 9 workshops to help raise awareness of children’s rights. Elected Members have welcomed children and young people to the Council chamber to help determine how best children can influence the strategic decision making of partners. These workshops have informed the development of our Child Friendly Cities Plan and further raised awareness of Children’s Rights with decision makers.
- The Local Authority has continued to promote children’s rights through the council Twitter feed and through the local media. Our children and young people were Evening Express guest editors on World Children’s Day in 2019 which helped to raise the profile of children’s rights across the city.
- The Children’s Parliament investigations helped inform delivery of each of the stretch outcomes of the LOIP and provided opportunities for our Imagineers to link directly with senior staff across the partnership and with Elected Members. Work with the Children’s Parliament has helped to raise the profile of children’s rights with children, families and staff and the education service are now working to widen this best practice in order to promote consistent high-quality participation across the city
- Special schools have policies in place to uphold children’s rights and consider their rights as approaches are tailored to the needs of children and young people in accordance with UNCRC 23 and CRPD 7.
- Child Friendly Cities is a key strategic priority for the Community Planning Partnership which is underpinned by a robust multi-agency governance structure. This is essential to ensure that all agencies develop a shared understanding of the expectations of the programme, the principles of a Child Rights Based Approach and are working collaboratively to deliver the outcomes of our Action Plan.
- Work to become a Child Friendly City features in the LOIP and multi-agency governance arrangements. Resources are in place to support delivery through identified leads from each organisation who are supported by a project manager. This demonstrates that Community Planning leaders recognise the importance and value of incorporating children’s rights and views in decision making.

	<ul style="list-style-type: none"> • Children and young peoples' views are taken into account in decision making processes and there is clarity about how their participation has made an impact. • All Children and young people, including those experiencing discrimination or disadvantage, engage in meaningful participation experiences and understand how their voices make a difference locally • Clinterty Homework group: we work with the parents and young people to support their learning. Teenage Group: working with a group of young teenagers who don't attend mainstream education to achieve SQA qualifications in literacy numeracy and IT, looking to go on to vocational awards. Parents group: work with parents and under 5s to promote early learning and encourage enrolment at nursery and school. • There has been a steady increase in the number of Committee Reports which demonstrate consideration of Children's Rights over the reporting period. As the Council works with Partners to become a Child Friendly City, a Child Rights Impact Assessment will be routinely undertaken as part of the Committee reporting processes. • Public Authority Reporting Duty on Children's Rights APRIL, 2020 Children and young people have been involved in the development of this report which summarises our journey over the last three years and gives a sense of our direction of travel. 		
Equality Outcome 5			
General Duties: GD1. Eliminating discrimination, harassment and victimisation. GD2. Advancing equality of opportunity between persons who share a protected characteristic and those who do not share it. GD3. Fostering good relations between persons who share a protected characteristic and those who do not share it.		General duty met:	Protected characteristic met:
Protected characteristic supported through equality outcome: A: Age, D: Disability, GR: Gender reassignment, M: Pregnancy and maternity, R: Race, RB: Religion and belief, S: Sex, SO: Sexual Orientation			
Equality Outcome	External Cultural/Arts organisations who receive investment from Aberdeen City Council actively promote and engage with those with protected characteristics in designing, planning and delivering activity.	GD1 GD2 GD3	ALL

Improvement	<ul style="list-style-type: none"> Addressing membership and diversity, commissioning and producing new work reflecting the diversity of the city, designing engagement programmes or establishing programming or production groups.
Evidence	<ul style="list-style-type: none"> Aberdeen Art Archives, Gallery & Museums programmes are informed by consultation with groups and individuals and audiences we work with through our public programme of events, talks, workshops and performances; Aberdeen City Council departments including the Aberdeen Health and Social Care partnership, Communities team, Creative learning team, Equalities team and education department; networks, external organisations and specialists including Aberdeen Disability Equity Network, Holocaust Memorial Day working group, North East Sensory Services, local British Sign Language Interpreters, Minds Eye Description, Engage Scotland, Clore Duffield Foundation, Space for Learning and Group for Museum Education, Disability Equity Partnership, ACC Communities Team, ACC Older peoples, Aberdeen Holocaust Memorial working group, Grampian Racial Equality Council, AAG&M BSL Advisory Group (set up as part of AAG redevelopment), Audience Feedback group (set up as part of AAG redevelopment), Aberdeen Health and Social Care Partnership, Boogie In the Bar (Aberdeen based dementia friendly community initiative), Alzheimer Scotland, Dementia Friends, Minds Eye Description (provided training for us for audiences with visual impairment) , Station House Media Unit (Young people and inclusion), ACC Business Hub (Young People and inclusion/ Developing Young Workforce), Breastfeeding Friendly Scotland (BFS) national scheme North East Sensory Services (provided training for us in sensory awareness in 2019 and repeated consultations sessions with staff and service users through 2017-20) All of our venues have signed up to the <i>Breastfeeding Friendly Scotland</i> (BFS) national scheme and staff briefed Staff trained in dementia awareness and have taken part in the Dementia Friends scheme.
Outputs	<p>Age</p> <ul style="list-style-type: none"> Aberdeen Art Archives, Gallery & Museums contribute to an online and print magazine for older people and those facing social isolation called At Home in Aberdeen. It is coordinated and distributed by the Aberdeen Health and Social Care partnership and is themed around Aberdeen Heritage, Sport and Culture. We have created 3 magazines and these are available via our website and delivered to doorsteps in Aberdeen City. Our contributions focus around the collections and our public programme and Museum at Home strands and have feature activities including Online Virtual Concerts, Seated Movement and Dance activities, wordsearches, Collection introductions and Illustrations. We also have a series called Our Aberdeen which is an informal dementia friendly talk and object handling series which was launched in 2017. The on-site events series has been suspended due to the Covid-19 pandemic but we have adapted our approach for this audience and now offer online sessions which explore the art and history of Aberdeen and are led by a selection of our staff and 2 dedicated volunteers. The events feature introductions, music and audio and then a Q+A session at the end for discussions and informal sharing. We have run 2

events since December 2020 and plan a range of new sessions from April 2021 linked to our collections and Special Exhibitions programme at Aberdeen Art Gallery.

- We are now planning a range of dance and movement sessions aimed at this audience to offer increased ways to engage with the collection, get active and engaged while at home.
- Children and young people helped support the development of the 10 year culture strategy and plan for the city. Consultation included workshops with individual schools and through Aberdeen Pupil Voice. The children directly influenced the 'Releasing Our Creativity' strand of the Plan.
- £100,000 grant was made available to support youth- led/codesigned cultural activity, with a focus events and projects which increased the voice of young people. Decisions about awards were decided by an independent panel which included Aberdeen City youth representatives (Youth Ambassadors & Youth Council). The same representatives were engaged in the design of both the funding criteria and application design process.
- A continued programme of play area refurbishment throughout the City is providing attractive and inclusive play areas for children. From April 2017 to March 2020 the programme has seen refurbishment works carried out at 49 individual play areas. This includes the total renewal of all equipment in most areas and, in others, the introduction of replacement or additional equipment to improve inclusive access.
- Youth Arts Group has been established as part of the Culture Aberdeen actions for Releasing Our Creativity. The group are mapping youth opportunities within culture as well as consultation to inform a Youth Arts Action plan, establishing a reference panel which will include a cross section of young people, including young people from protected characteristic backgrounds.
- A range of leisure, cultural and artistic opportunities exist across the city and efforts have been undertaken to ensure that children and young people have been able to directly influence and shape these. However, recently gathered data suggests that we may need to consider providing a greater number of events for families across the city and consider the number of clubs/activities/ events that have accompanying costs to ensure greater equity across the city

Disability

- Our BSL events have been suspended due to the Covid-19 pandemic. We are now developing a series of online BSL videos introducing key artworks and displays from Aberdeen Art Gallery. These function as 'live labels' providing interpretations and information about our collection and feature a BSL interpreter providing the information to camera. These will be available via our website and will be available to use from home or during a visit to Aberdeen Art Gallery.
- Our Visual Description events for those with visual impairment or sight loss have been suspended due to the Covid-19 pandemic. During 2019 and 2020 we offered on-site events led by a range of staff specifically trained in visual description and since March 2020 we have developed a series of online resources offering detailed visual descriptions of artworks and objects in the collection and on display at

	<p>Aberdeen Art Gallery. These are videos with narration, downloadable images and large print transcripts of the descriptions. These can be accessed via our website for use at home or in the gallery during a visit.</p> <ul style="list-style-type: none"> • We are developing a range of tactile resources to be used in the gallery when we reopen. We have 2 tactile resources in development and have made a commitment to creating more of these. The resources include braille interpretations and raised artwork replicas which can be touched by member of the public. • Our planned dance and movement sessions outlined above will also be aimed at audiences with physical disability and those with special educational needs. <p>Sexual orientation</p> <ul style="list-style-type: none"> • We recently offered a range of Micro Commissions for local creatives including but not restricted to artists, poets, writers, musicians, dance artists and designers. The project is funded by the Art Fund Museum of the Year prize fund which Aberdeen Art Gallery won in 2019 with a clear remit to develop the collection, links and representation of a wider range of local artists. As part of this, the Art Gallery has consulted with local artists, creatives and initiatives to have a range of members on the selection panel. This will have helped the gallery ensure a wider range of artists are selected for this opportunity to help diversify the city's collections and widen representation including gender reassignment, sexuality, disability, race and cultural identity. <p>Pregnancy and maternity</p> <ul style="list-style-type: none"> • We offer a range of family events for younger learners and their adults including Baby Boogie, a social disco for early years; Guthries Goslings, a music, movements and arts session for early years inspired by key works from our collection. This series is designed to offer interesting activity-based session for young ones while instilling confidence in their adults to use the gallery and the collection as part of everyday learning and social time as wee ones grow and develop. We offer free drop-in sessions for families with young children including babies. As we cannot offer any sessions on site right now, we have a range of online resources available for these age groups, plus some for older children available on our website.
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Opportunities

Article 28 of the UNCRC states that children and young people have the right to education no matter who they are: regardless of race, gender or disability; if they're in detention, or if they're a refugee. This right should be respected, protected and fulfilled for everyone, and education should be provided free

from discrimination and abuse. This review sets out some of the work of children and family services on equality and human rights issues made since our last review in 2017. It highlights good practice and with our data has helped identify future outcomes.

Some practice was changed or adapted as a result of the COVID19 pandemic response. Key successes for the education service include: • Providing Emergency Childcare for over 1000 families of key workers from the first day of lockdown • Establishing Hub provision for around 300 vulnerable children and young people • Providing a digital classroom for all pupils from the first day of lockdown with 94% of all children and young people from 3-18 engaging positively. • Provision of free school meal vouchers • The development of a Digital Hub to support families • The swift roll out of training in digital pedagogy and use of Google Educators (class teachers) as mentors and supporters of less confident staff • The establishment of a Virtual School Helpline to receive 3500 calls from the first day of lockdown • Better use of live data to inform the local response.

COVID 19 has brought the engagement and involvement of parents supporting their children at home into sharp focus and most particularly the need to improve access to digital technology and connectivity; support for family health and wellbeing and strengthening parents' ability to support learning at home whilst in lockdown and beyond. Microsoft SWAY is used to share developments with parents and carers digitally on a monthly basis. This approach allows us to share learning from surveys and inform contributors of our resultant next steps.

'Mind of My Own' is an App which directly supports UNCRC Article 12, allowing care experienced children and young people to express their views and be heard in all aspects of their day to day lives. In 2019, Aberdeen City received a range of awards from the device creators, including Greatest Use, Greatest Media Activity and Swiftest Implementation. A design workshop was hosted in Aberdeen with Mind of My Own and care experienced young people in addition to one of our Children's Rights Development Assistants presenting at the National Mind of My Own conference. Adoption of the app is being supported by a comprehensive implementation programme, including training for the workforce in its ethos and usage, delivered by Mind of My Own Champions, some of whom are care experienced.

Aberdeen City Youth Council (ACYC) are the voice of young people aged 12-25 who live, work and study in Aberdeen City. The group were instrumental in the commissioning and establishment of the new Young Carers service with one member being shortlisted for a Health and Social Care award in March due to the significance of their contribution. In addition, the group have made a significant contribution to International Women's Day celebrations, Grampian Pride and Celebrate Aberdeen. Over the last three years the youth council have had several achievements to celebrate including: • Partnering with the NHS to deliver a Fitness for All campaign, which resulted in widened access to sport facilities for 'teen gym' in Aberdeen. • Hosting Model United Nations debates to provide a safe space for young people to listen to other opinions and form views on topical issues • Facilitating multiple hustings for local elections to inform young people in a youth-friendly setting • Working with Childline to facilitate a session during a visit by Dame Esther Rantzen. The group took part in an internet safety session with one participant taking up a volunteering opportunity and training with the charity. • Lending support to other action groups including The Tobacco Free Alliance Group and the Tenant Participation Group

Aberdeen Care Experienced (ACE) is one way that care experienced young people are empowered to participate, influence and make change in the city. ACE represents belonging and participation and is for care experienced children, young people and young adults to engage and discuss issues and ideas important to them, which are then brought to the Champions Board. Published 'Get em Telt' newsletters and ACE 6 monthly report illustrate the range of work being progressed. The Champions Board provides a unique opportunity for care experienced young people to have a voice, be empowered and influence policy and practice across the partnership. It meets quarterly and is cochaired by a young adult with care experience and a corporate parent.

The COVID19 pandemic saw Education set up three locality hubs to support the City's most valuable children. These supported approximately 300 vulnerable children from across Aberdeen. These were staffed by a multi-disciplinary team – from Education, Social Work, Community Education and Youth Work, Creative Learning, Sport Aberdeen and local third sector youth organisations. Each hub had opportunities in sport, music, creativity and worked across the team to encourage relationships, resilience and skills for life. The youth work team also worked with schools and other partners to pilot a distinct Senior Hub where vulnerable teenagers, aged 12 to 16, could access community-based support and a range of activities to build skills and confidence. To support families, foodbanks were organised at each location and continue to serve the needs of the locality. Following the success of support available during COVID19 and analysis of our data, three Fit Like Hubs have been established to ensure that children who require multiagency support at the earliest opportunity.

Community learning and development have well established mechanisms to engage with children and young people. Following a U Decide participatory budgeting event for Tillydrone, Woodside and Seaton, international artist Patricio Forrester was commissioned to work alongside pupils, local tenants and volunteers to transform an electrical substation at Fersands. This intergenerational project helped children, young people and residents see that change is possible and realise the benefits of coming together across the generations. Over a weekend, pupils from Kittybrewster School worked alongside older members of the local community to transform the electricity substation at Woodside Medical Centre into a giant, colourful, boom box. Children and young people confidently spoke to the local media and to peers about their experience. A similar consultation event in Torry led to the establishment of a Cruyff Court project. This new multi sports court is the first of its kind in the UK and plans are underway for a second court in Tillydrone.

6-week block of virtual Wellbeing Workshops was run by two of our family learning workers and AndBreathe123 to promote mental health and general wellbeing through means of different mindfulness and wellbeing techniques for parents to practice themselves and share and practice with their children. It was agreed that these sessions would be open and available to all parents/carers within the Northfield associated school group and impacted on 33 families. One theme identified through discussion, was a recognition from parents that they need to look after themselves in order to be best placed to look after their children. Future planning is looking at a practical and activity based emphasis, to cater to all ages and stages, looking to utilise Google-classrooms as the delivery platform given most families should be accessing this at this time as part of their children's home-learning.

Over 20 families took part Geronimo at the grove was a joint piece of work between Creative Learning, who had accessed funding from the Fairer Scotland Fund and Family Learning. The project provided Creative Outdoor Learning sessions for families at a

forest location. The families who took part were identified by family learning and from across the city. All financial barriers to participation were removed.

A council wide approach was taken to Syrian Scots with work co-ordinated by an Integration Officer who works with 18 young people age 12-22 years on integration and educational work including Dynamic Youth Awards, Saltire awards and ESOL. The approach to supporting this group of young people has provided an opportunity to promote engagement in the culture of the city, meet individual needs and provide a range of bespoke support. There is evidence that the young people are becoming fully integrated into the community and exercising their rights, with 4 young people having successfully gained employment and many now taking advantage of mainstream opportunities across the city.

Aberdeen Health & Social Care Partnership, Aberdeen City Council and Young Carers at St Machar Academy developed a Carers Strategy to help drive the implementation of the legislation. This gives Young Carers entitlement for the first time to an assessment known as a Young Carers Statement and is part of a larger suite of tools developed in the City called the Young Carers Toolkit. Considerable work has been undertaken to develop a Young Carers Toolkit to ensure that all young carers are able to exercise their rights. This work was driven by Young Carers themselves.

Promoting Rights at Clinterty Traveller Site Community Learning and Development's Adult Learning service continues to implement its wholefamily project at Clinterty Traveller site. The project aims to improve the literacy and numeracy of traveller families and has been well received by the traveller community. Parents are engaging in their children's learning and being supported to enrol their children in school. A homework group supports both parents and children to complete assignments and the local primary school has noted improvements in attainment. Young people not in formal education are being supported by Community Learning and Development staff to achieve SQA qualifications in literacy, numeracy, core skills and ICT. Children and young people from the community were involved in a project in partnership with Aberdeenshire Council, Aberdeen University, Aberdeen's Community Learning and Development service and non-traveller children on the theme of what it means to be a young traveller today. The project aimed to challenge stereotypes and culminated in a performance at Aberdeen University during Mayfest.

The expansion of Early Learning and Childcare will see the universal roll out of PEEP to all families and this will enable us to share information about children's rights with families from the earliest opportunity. Five Excellence and Equity Practitioners have been employed to support closing the poverty related attainment gap and improve outcomes for children and families in priority areas.

A range of stakeholders highlighted that it was important to recognise that there are key actions required around meeting disability needs, in particular accessibility, the need to consider all disabilities, not just physical but sensory as well and reducing the number of exclusions. Bullying continues to be a high priority for learners, parents and carers, as does the impact of poverty.

The message from our children and young people is clear, we are making progress but there is still work to be done and, through close collaboration with our city's children and young people, we will continue to work to uphold children's rights and ensure we are meeting the needs of our learners and staff with protected characteristics.

Education Equality Outcomes

1- Increase access to information by ensuring communication barriers are removed for children, young people and families who are disabled				
<p>Issues:</p> <ul style="list-style-type: none"> Information is not available or in a format that is accessible to learners and parents. Curriculum exclusion (closure of schools due to COVID19) Digital access due to poverty The use of accessible technology such as Texthelp and Google tools is recognised as a strength. These enable disabled learners to personalise their support and access the curriculum as independently as possible. This resource should continue to be promoted alongside lower tech solutions so that individual needs are taken account of <p>Consultation findings:</p> <ul style="list-style-type: none"> Most staff take positive and proactive steps to reduce communication barriers to the curriculum. 81% of our children and young people advised that information was easy to understand. Work is required to ensure that the 19% who reported that it wasn't easily understood are effectively catered for including the availability of information in alternative formats and supporting any necessary communication aids/technology provided to enable disabled learners to communicate effectively Parents of children with a disability ask that provision of high quality professional learning is made. 				
Example of actions to support achievement of Education Outcome 1				
Action	Output	Measures	Responsible	Time frame
a) Disabled learners use digital technology to increase access to the curriculum by increasing the provision of	Devices and dongles allocated to need Accessibility software training package	Increase in the provision of technology Quality Improvement Visits	Raising Attainment Workstream Senior Leadership Teams	December 2022

technology and use of accessible tools.				
b) Staff have an appropriate understanding of additional support needs of disabled pupils and an understanding of diversity through a suite of professional learning opportunities at different levels	Suite of Professional Learning materials and training developed at different levels	Attendance at professional learning and feedback Reduction in the number of associated complaints Reduction in the number of ASN Tribunal references Reduction in levels of exclusion of disabled pupils	Supporting Learners Programme Building Capacity Workstream Equality Working Group	December 2022
c) Establishment of Digital Hub as a one stop shop for all information for all stakeholders	Digital hub created and shared	Digital hub materials developed	Raising Attainment Workstream	June 2022
d) Information regarding additional support need and disability is meaningful, relevant and readily available in variety of formats or language	Consideration to accessible versions of key documents Sharing accessibility software and its usage Clear language used, translation available as required	Parents and carers/children and young people and staff report improvement in the quality of information being shared	Senior Leadership Teams Children and Family Services Child Friendly City Project group	December 2023

2. Increase the feeling of trust and belonging to schools and communities by reducing bullying of those with protected characteristics, race, disability, LGBT.

Issues

- Bullying incidents not recorded consistently across schools
- No effective city wide monitoring arrangements in place
- Review of antibullying policy required to respond to change in need
- In a Northern Alliance survey 34% of pupils felt they may have been treated differently because of their age, disability, gender, race, religion or gender reassignment.
- Only 22% of pupils felt they got help or support when they have been treated unfairly.

Workshop and consultation findings:

- In our children and young people survey in 2020, 9% of our children and young people identified bullying as a concern in 31% of our schools. Of the bullying recorded: 29% referenced bullying against those with a disability or additional support need, 10% racist bullying.
- Parents identified the need to review the antibullying policy to reflect diversity and identify actions to be taken
- Imagineers identified the need for signage to be at learner appropriate height and to recognise diversity.
- Staff working group identified understanding of diversity to shared with schools across city to raise awareness
- Staff identified good practice as having a relationships policy that included learners and staff working in schools
- When we asked pupils how being treated unfairly affected them, a common theme was that they would miss school and it would affect their performance in classes. Many also answered that it affected their mood making them feel sad or angry with many not wanting to socialise as a result.
- In the Northern Alliance survey, A fifth of staff felt they had experienced discrimination in school. 12% of staff would be unsure where to go for support if a pupil reached out and said they had experienced discrimination. 17% of staff would be unsure of where to go for support if they experienced discrimination.

[Online in Lockdown TIE Report 2020:](#)

- 24% of young people reported experiencing online bullying during lockdown, of the respondents, 57% of them said that the online bullying they had seen or experienced during lockdown had been happening more than usual.
- 59% of young people reported that they had witnessed an increase in prejudice-based posts, comments, and/or attitudes online.
- 45% of young people had reported witnessing racism online during the lockdown period, while 36% had seen homophobia. Negative comments and/or posts related to someone's body image or physical appearance were also commonly seen by young people online, as were transphobia, sexism, and misogyny
- In all cases, LGBT+ respondents experienced higher rates of bullying generally; experienced more online bullying and noticed more online prejudice during lockdown, and LGBT+ respondents registered poorer emotional wellbeing both before and during lockdown than heterosexual respondents.

Example of actions to support achievement of Education Outcome 2				
Action	Outputs	Measures	Responsible	Time frame
a) Celebrate diversity by sharing main events as per the equality calendar	Develop equity calendar Materials developed to be shared in schools and digital hub.	Calendar in place Materials shared	Equality Working Group	June 2021
b) Improve experience of prejudice hate crime reporting mechanism to increase the reporting and improve supports for victims of prejudice incidents	School antibullying/ positive relationships policy updated	Increase awareness of 3 rd party reporting centres Increase awareness of staff	Equality Working Group	June 2021
c) Augmentative and alternative signage at learner appropriate height, toilets signposted as accessible	Appropriate signage identified and installed	Signage in buildings compliant	School Support Managers Senior Leadership Teams Corporate Landlord	June 2023

3. Reduce number of exclusions for children and young people with disabilities

Issues:

- Exclusion rates are falling but some groups continued to have much higher rates including those with a disability or additional support need. As of December 2020, **3%** of pupils excluded during the current school year have a disability, **67%** of pupils excluded during the current school year have an additional support need.
- Understanding of impact of disability on behaviour or actions variable across school teams

- Meeting requirements of the Equality Act 2010
- No formal exclusion monitoring process
- References to the ASN Tribunal and complaints relating to meeting needs.

Is Scotland fairer report 2018:

- Pupils assessed or declared as being disabled had a higher exclusion rate than pupils who were not disabled (47.9 per 1,000 compared with 25.6 per 1,000).
- In 2018, several legal cases found local authorities discriminated against disabled children by failing to support their return to school or to put in place reasonable adjustments which led to the child's exclusion.
- For looked after children, short-term exclusion can lead to the need to move to a new placement if appropriate care and supervision cannot be provided in their current placement. In the longer term, ongoing instability in a child's life is very likely to lead to lifelong challenges and disadvantage
- Children with additional support needs and those from deprived backgrounds also experienced poorer levels of attainment and higher levels of exclusion.
- Recommendation to reduce the high exclusion rates for children with certain protected characteristics

Consultation findings:

- Parents, learners and partners representing parents acknowledged that more work needed done in schools to understand needs, ensure appropriate curriculum is in place and that schools understood the impact of excluding learners, in particular disabled learners.
- Learners identified alternative supports should be explored and consideration given to planning with child and parent

Example of actions to support achievement of Education Outcome 3

Action	Outputs	Measures	Responsible	Time frame
Improve our professional learning programme to include provision to school leaders and staff on legislation, disability and inclusion to ensure they are embedded, supported and implemented.	Suite of Professional Learning materials and training developed at different levels	Attendance at professional learning and feedback Reduction in the number of associated complaints Reduction in the number of ASN Tribunal references	Supporting Learners Programme Building Capacity Workstream Virtual School	December 2022

		Reduction in levels of exclusion of disabled pupils		
Continually assess and improve our procedures and guidance to minimise exclusion to ensure it is used efficiently and systematically to inform any decisions	Minimising exclusion procedures and guidance regularly reviewed and updated	Reduction in the number of associated complaints Reduction in the number of ASN Tribunal references Reduction in levels of exclusion of disabled pupils	Supporting Learners Programme Quality Improvement Team	June 2023
Curriculum personalised to meet the needs of individual disabled learners including the provision of Locality Hubs with a particular focus on: <ul style="list-style-type: none"> • Those with a disability • Those impacted adversely by COVID19 with a disability 	Appropriate pathway planning identified Transition plans in place Agile, equitable allocation of resources responding to need, based on data	Reduction in exclusion of learners with a disability Increase in attainment Increase in the overall time learners access education	Senior Leadership Teams Supporting Learners Workstream Educational Psychology	June 2023

Appendix 4

Equality Outcomes and Mainstreaming Report 2017-2021

Introduction – The Legal Requirement

Equality outcomes are strategic and are what the Local Authority and Licensing Board, often in partnership, will try to achieve to improve local people's lives. In "Equality Outcomes and the Public Sector Equality Duty: A Guide for Public Authorities in Scotland" 2016, the Equality and Human Rights Commission (EHRC) has provided a guide on preparing and publishing equality outcomes. It states that outcomes should be relevant and realistic.

A key legal requirement under the Equality Act 2010 is for local authorities to publicise and deliver equality outcomes. An equality outcome must further one or more of the aims of the public sector general equality duty:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010;
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not;
- Foster good relations between people who share a protected characteristic and those who do not.

The public sector equality duty covers all of the protected characteristics, which are: **Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex, Sexual Orientation.**

The Licensing Board must publish a fresh set of equality outcomes within four years of publishing its previous set. In preparing a set of equality outcomes, the Licensing Board must take reasonable steps to involve people who share a relevant protected characteristic and anyone who appears to the Licensing Board to represent the interests on those people.

The Licensing Board must also consider relevant evidence relating to people who share a relevant protected characteristic. If a Licensing Boards set of outcomes does not further the needs of the general equality duty in relation to every relevant protected characteristic, it must publish the reasons for this.

The Aberdeen City Licensing Board

Aberdeen City Licensing Board is a relevant public body under the 2010 Act. Therefore Aberdeen City Licensing Board is required to prepare and monitor the progress towards achieving Equality Outcomes in terms of Regulation 4 of the Equality Act 2010 (Specific Duties)(Scotland) Regulations 2012. The Board published their Equality outcomes in April 2017. In April 2015 the Board published a report, in accordance with its legal duties, on the progress towards achieving those outcomes.

In terms of the required reporting cycle the Board requires to publish a further report on its Equality outcomes in 2021.

In terms of the Licensing (Scotland) Act 2005, Section 5, there is to be a Licensing Board for the area of each Council under Section 46(1) of the Local Government (Scotland) 1994. The members of the Licensing Board are to be elected by the relevant Council from among their members. The Licensing Board although comprised of Councillors is a separate legal body from the Council. The Council must, at its first meeting after each ordinary election of the Council, hold an election of members to the Licensing Board for their area.

The Aberdeen City Licensing Board published their new Statement of Licensing Policy in November 2018 which will included a statement as to their duties under the Equality Act 2010 as well as their Equality Outcomes.

Equality Outcomes 2017-2021 Progress Report

Equality Outcome 1. Members of the Licensing Board and the staff of the Licensing Team to improve their understanding and awareness of equality issues in carrying out their statutory roles with Licence holders, trade organisations, partners and the communities of Aberdeen City.

Output	Actions/Activities	Indicators	Sources	Updates	Responsible Officer	Further Comment
Members of the Licensing Board and the staff of the Licensing Team to improve their understanding and awareness of equality issues in carrying out their statutory roles with Licence holders, trade organisations, partners and the communities of Aberdeen City.	To achieve this, Members, LSO's and staff will participate in equality and diversity training.	It was considered that participating in this training will highlight the need for awareness and consideration of needs for protected characteristics	Governance – Legal Services	Most members and staff have now attended training, Virtual training will be delivered to new staff and Board Members.	Jennifer Lawson/Lynn May	This action is ongoing. A training session will be scheduled within the next quarter

Equality Outcome 2. The Licensing Board will seek to promote equal opportunity of access for all to Licensed Premises in the City and promote good practice.

Output	Actions/Activities	Indicators	Sources	Updates	Responsible Officer	Further Comment
The Licensing Board will seek to promote equal opportunity of access for all to Licensed Premises in the City and promote good practice.	To achieve this The Board will raise awareness of disabled access to Licensed premises and other awareness campaigns (e.g. work with Guide Dogs for the Blind, work with Building Standards to ensure and highlight the requirements for Disabled toilet provision in licensed premises, ensure the provision of baby changing facilities in licences premises which are accessible to all genders, Promote other equality campaigns led by the Council to the licensed trade through the Board Meetings, the Local Licensing Forum and the Licensing Board	The Board’s licence application forms now include a Disability Facilities Statement which must be completed by the applicant. This has to highlight provisions in place to meet the needs of people with protected characteristics	Governance – Governance (both legal and Committee)	The responsible officers shall ensure that the Corporate Accessible Guidelines and other equalities monitoring processes can be further implemented Officers have discussed the matter with the Licensing Board to increase practical awareness of their equality outcomes and their significance in Board practice From April 2021 Mainstreaming of the Equality Duty is to be placed as an item on the agenda of each	Jennifer Lawson/ Lynn May	Action is ongoing, consideration is given to disabled access within all new licensed premises. The Board’s licence applications now include a Disability Facilities Statement which must be completed by the applicant. This has to highlight provisions in place to meet the needs of people with protected characteristics

	pages on the City Council Website.			Licensing Board meeting.		
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Equality Outcome 3 All applicants and members of the public are able to access the Licensing Boards services easily and confidently and make sure the Board’s information is available to all.

Output	Actions/Activities	Indicators	Sources	Updates	Responsible Officer	Further Comment
All applicants and members of the public are able to access the Licensing Boards services easily and confidently and make sure the Board’s information is available to all.	<p>To achieve this The Board will utilise social media, the press and the Council Website to advertise meetings and consultations.</p> <p>Recording and streaming Licensing Board Meetings on the website for greater access and participation.</p>	<p>The Board’s documentation better adheres to the Corporate Accessible Guidelines</p> <p>The Board’s documentation is all available in an electronic form which allows for magnification</p>	Governance – Legal Services	The responsible officers shall ensure that the all documentation is up to date and easily accessible	Jennifer Wilson/Lynn May	Officers will monitor current practice and seek to improve service accessibility in relation to the Board’s website, documents and correspondence. This action is ongoing.

Equality Outcome 4. Greater participation and involvement of the public and licence holders with protected characteristics in meetings, consultations and other statutory processes of the Board.

Output	Actions/Activities	Indicators	Sources	Updates	Responsible Officer	Further Comment
<p>Greater participation and involvement of the public and licence holders with protected characteristics in meetings, consultations and other statutory processes of the Board.</p>	<p>To achieve this The Board will utilise social media, the press and the Council Website to advertise meetings and consultations.</p> <p>Recording and streaming Licensing Board Meetings on the website for greater access and participation.</p>	<p>The Board’s documentation better adheres to the Corporate Accessible Guidelines.</p> <p>The Board’s documentation is all available in an electronic form which allows for magnification</p>	<p>Governance – Governance</p>	<p>The responsible officers shall ensure that the all documentation is up to date and easily accessible</p> <p>From April 2021 Mainstreaming of the Equality Duty is to be placed as an item on the agenda of each Licensing Board meeting.</p>	<p>Jennifer Wilson/Lynn May</p>	<p>Officers will monitor current practice and seek to improve service accessibility in relation to the Board’s documents, meetings and correspondence. This action is ongoing.</p>

Mainstreaming Equality by Aberdeen City Licensing Board

The Licensing Board has taken steps to ensure the mainstreaming of the general equality duty as an integral part of the exercise of its functions. The Board's statutory Statement of Licensing Policy sets out the policies that assist in the exercise of its functions under the Licensing (Scotland) Act 2005. During the formulation of this document an Equalities and Human Rights Impact Assessment was carried out. The Board considered the EHRIA and the licensing policy document before its introduction in November 2018.

Prior to the Specific Scottish Equalities Duties coming into force the Board made the general equality duty part of its procedures by following best practice to use impact assessments in the exercise of its functions. In a report in June 2011 the Board also emphasised its commitment to ensure it had due regard to the general equality duty during the intervening period between the expiry of the earlier equality (disability, gender, and race) duties and the introduction of the specific duties.

The Board's current Statement of Licensing Policy was published in November 2018 and was considered by the Board with a full Equalities and Human Rights Impact Assessment before implementation. Equality impact assessment has been made integral to the development and consideration of the Board's policies and reports. The practical functions of the Board, for example accessibility of publications and meetings, will be monitored and promoted through actions linked to the equality outcomes.

1. Various actions have been taken to ensure that the Board makes the equality duty integral to the exercise of its functions so as to better perform that duty.

The Licensing Board’s equality outcomes have assisted the Board Members in mainstreaming equality issues. For example, it is noted that the Board’s communication now more fully adheres to (Aberdeen City Council) Corporate Accessible guidelines. This is to assist persons with difficult reading, and those with visual impairment. The Board’s meetings have been moved to rooms which are accessible to wheelchair users and persons with restricted mobility as there is a lift located close to the entrance to the building, which itself has wheelchair accessibility outside. These rooms also have a hearing loop facility for persons with hearing impairment who use hearing aid devices. Hybrid Licensing Board meetings now means that the applicant does not have to physically attend the Board Meeting.

Officers have also agreed to place mainstreaming of the equality duty as an item on the agenda of Licensing Board meetings and have led and facilitated discussion of the Public Sector Equality Duty amongst the Board Members. They have explained its relevance to Licensing Board practice and how it should be made integral to all Licensing Board processes.

Similarly, at team meetings with the relevant officers who dealing with Licensing Board matters mainstreaming of the Public Sector Equality duty has also been explained and discussed, to ensure that all relevant officers are aware of the responsibility and are enacting mainstreaming in practice. Through the introduction of the Equalities and Human Rights Monitoring Questionnaires with all Licensing Board applications, and its availability online, the Board’s officers have started to gather helpful equalities monitoring information, which assists them to make progress on mainstreaming the duty. They have noted however that the number of forms which have been returned have been limited and do not fully reflect the diversity of applicants to the Licensing Board. Officers will now require to further publicise and encourage the completion of these forms. Officers will then use the information from these

forms with the existing data from applications to understand better the profile of licence holders and applicants in relation to the protected characteristics. This should also help provide relevant data that can be used to positively mainstream the duty by making appropriate amendments to Board procedure, and improve accessibility to under-represented groups.

It is the intention to place mainstreaming equality duty agenda items on Licensing Board meetings, Licensing Board officers' team meetings, and on the annual meeting between the Board and the Local Licensing Forum. This is with the aim of maintaining and improving awareness of how to make the Public Sector Equality Duty integral to the Board's practice.

The Licensing Board's officers have all been made aware that if there are persons who cannot access Licensing Board services in the same manner as persons without a protected characteristic then they must seek to adapt practice, and facilitate such access.

The Licensing Board's Statement of Licensing Policy was reviewed and the new version was published on 30 November 2018. which includes a statement as to their duties under the Equality Act 2010 as well as their Equality Outcomes.

As noted above the Board's statutory Statement of Licensing Policy sets out the policies that assist in the exercise of its functions under the Licensing (Scotland) Act 2005. During the formulation of this document an Equalities and Human Rights Impact Assessment was carried out. The Board considered the EHRIA and the licensing policy document before its introduction in November 2013. Paragraphs 2.4 – 2.6 thereof refer. It was clear from preparation of the new Statement of Licensing Policy that

there was greater awareness of mainstreaming of the Public Sector Equality duty in the consciousness of officers dealing with the policy review.

The Licensing Board also maintains good practice by utilising Equality and Human Rights Impact Assessment forms (EHRIA) when considering reports

Proposed New Equality Outcomes 2021-2025

The proposed outcomes for the protected characteristics set out below take account of key issues which are still ongoing and those which have arisen since the last report in 2017.

Outcome 1

Developing the Licensing process to ensure fair access for all, including the development of electronic applications and payments and the implementation of hybrid Licensing Board meetings

- In addition to promote the Councils translation services in terms of our documentation, forms, policy documents and interpretation services for assisting customers with queries and representation at meetings if required.
- This will benefit all Protected Characteristics.
- Public Sector Equality Duty:- Eliminate unlawful discrimination; Advance equality of opportunity; Foster good relations.
- Applicable authority – Aberdeen City Council, Corporate Governance and Aberdeen City Licensing Board

Outcome 2

Licensing Board works in partnership with a range of stakeholders to ensure the most effective decisions are made to meet the aims of the Board and also works with license holders and other Council services to support positive behaviour on and around license premises

- To seek the views of the public and a range of stakeholders all members of the public in the determination of applications and encourage to participation in consultations on policy matters raised by advertising on various platforms. This will enhance the Licensing Board's commitment to equality of persons with protected characteristics and the Public Sector Equality Duty.
- This will benefit all Protected Characteristics.
- Public Sector Equality Duty:- Eliminate unlawful discrimination; Advance equality of opportunity; Foster good relations.
- Applicable authority – Aberdeen City Council, Corporate Governance and Aberdeen City Licensing Board

Appendix 5

2020 Equalities

Surveys

Preliminary Report

Demographics

Between 10 August and 15 September 2020, 167* people took part in an online survey through Google Forms, and an additional seven took part in survey conducted with Aberdeen’s Gypsy/Traveller community. The results of the latter are covered at the end of this report.

In the main survey, there was a good demographic balance reflected: 65% (109) of participants were women, 43% (73) were from ethnic minority backgrounds,[†] 30% (50) were disabled, 22% (36) were from minority religious communities,[‡] 20% (34) were LGBT+,[§] and 16% (27) were aged 60+. More than half of participants (91) had two or more protected characteristics, for example ethnic minority women, or disabled religious minorities.

For context, in the 2019 population estimate for Aberdeen City,¹ women comprised 50.2% of the population, and 16% of the population were aged 65+. 2018 data² showed that 20% of Aberdeen residents were born outside the UK, including 12% from Europe and 4% each from Asia and the rest of the world. 2017 data³ estimated that 2% of the UK population are lesbian, gay or bisexual (LGB), and estimated that 0.6% of Scotland’s population are transgender.⁴

* 15 additional responses did not engage with the questions, so have been omitted from the report. Details in Appendix E.

† Ethnic minorities included non-European ethnicity, non-Scottish/British nationality, or a Gypsy/Traveller background.

The most recent data for other characteristics comes from the 2011 Census,⁵ according to which 8% of Aberdeen residents are from a non-European ethnic minority, and 16% have a disability that limits day-to-day activities. The Census data also shows that nearly half of Aberdeen’s population (48%) are non-religious, 25% belong to the Church of Scotland, and 16% belong to other Christian denominations, including Catholicism.

It is worth noting that nearly half of survey participants (48%) left the religion question blank, or answered atheist, agnostic, ‘none,’ or ‘N/A.’ 5% belonged to the Church of Scotland.

Life in Aberdeen

The first section examined how participants felt about living in Aberdeen. Overall, most responses were positive, with two-thirds agreeing that Aberdeen is a welcoming place (66%), that they feel comfortable walking alone at night in their neighbourhoods (69%), and that there are enough spaces to socialise safely (64%). 59% felt included and part of their local communities, and 62% felt part of a community with shared interests, like a religious community or the LGBT+ community.

Across the five questions, ethnic minority, trans/non-binary, and male participants had an average or higher rate of positive answers, while disabled participants had lower rates. For example, 71% of ethnic minority participants felt that Aberdeen was welcoming and 59% felt included in their local communities, compared with 38% and 48% of disabled participants.

The pattern was mixed for other groups. A higher proportion of older participants felt included in both their local communities and

‡ Including Catholic, Christian Orthodox, Mormon, Seventh Day Adventist, Muslim, Hindu, Buddhist, Jewish and Pagan.

§ 8 participants were transgender or non-binary.

communities of interest (67%), and felt comfortable walking alone at night (74%). However, only 56% felt that Aberdeen is welcoming, and 59% felt there are adequate spaces to socialise safely. Similarly, 54% of LGB+ participants felt there is adequate social spaces, and only 46% felt included in their local communities, and 50% in communities of interest.

Overall, 53% of all participants (89) answered negatively to at least one question in this section. This included 66% (33) of disabled participants, 57% (62) of women, 46% (25) of men, 48% (13) aged 60+, 53% (39) of ethnic minorities, 65% (17) of LGB+, and 57% (4) of trans/non-binary participants.

When prompted for details, less than a third (26) felt excluded because of to specific characteristics: ethnicity (14), age (8), disability (5), religion/belief (4), sex/gender (3), sexual orientation (2) and transgender identity (1).

Indicative examples of comments:
(total comments: 25)

Employers do not understand or accommodate social or generalised anxiety disorder.

There are only few places I can attend to socialise without having to pay.

Not many safe spaces for LGBT+ people [...] not anywhere I can gather with likeminded people in a down to earth setting. And as AFAB [assigned female at birth], there are very few gender neutral bathrooms within Aberdeen.

Feel aware that people look at me differently because of the colour of my skin. Subtle racism as in not sitting next to me on the bus.

I feel is unwelcoming that I had to register with the police when I first came here and that I have to do it every time a change addresses. There aren't many socializing places beyond the pub and it can be

sometimes very exclusive if you are not a local. Not enough events/places for racialized people. Although I study, work and pay taxes here, I don't have the same rights as others and that makes me feel unwelcome.

Harassment at street, shops, schools, work, and even by government institutions. We are not believed or undermined when complaining about racism. Our kids picked on by schools and neighbours just because they are different.

Aberdeen is cursed with a large number of ignorant and small minded people who actively harass anyone not born in the city

(possibly add some material from other research on people's opinions of living in Aberdeen)

Equality Outcomes

The next section quoted Aberdeen City Council's first Equality Outcome for 2017-2020:

We have engaged and committed leaders, with the Council and partners working together to reduce inequality, remove barriers and promote a culture of respect and positive relations.

8% (13) of participants felt that ACC had 'definitely' achieved this goal, and 34% (57) felt that it had 'somewhat' achieved it. 26% (43) felt that the goal had 'not really' been achieved, 11% (19) 'not at all,' and 19% (32) were unsure. In most demographic groups, less than half of participants answered positively, from a low of 29% (2) and 32% (16) of trans/non-binary and disabled participants, to a high of 44% (24) of male participants. Just over half (52%) of ethnic minority participants (38) answered positively. Still, around a quarter (24%) of those who answered negatively in the first section felt that ACC had 'somewhat' or 'definitely' achieved the quoted Equality Outcome.

Following the multiple choice question here, there was a text box: *Can you please explain your answer? Do you have any examples of how the Council has (or has not) been meeting the goal above?* 93 participants commented, and unsurprisingly, the content broadly aligned with participants' responses to the previous question.

More than half of the comments (52) were negative, 20% (19) were positive, and 14% (13) had both positive and negative elements, or were non-committal. The rest (9) were either irrelevant (e.g. 'no idea') or unclear ('You can't change folks' way of thinking'). Other indicative examples below.

Just under half of the comments (41) comments noted specific characteristics in their examples of how the Council has (or has not) met its Equality Outcomes. 21 mentioned race/ethnicity (15 negative, 4 positive, 2 mixed); 12 mentioned disability (10 negative, 2 positive); 5 mentioned religion (2 negative, 2 mixed, 1 positive); 2 mentioned sexual orientation (1 negative, 1 positive) and one mentioned age (negative).

There was also an interesting ratio within different types of comments. The majority of negative commenters (71%) provided specific examples to illustrate their views, 22% made vague statements without examples, and 8% were not directly relevant to the question. For positive and mixed comments, 40% contained specific examples, a third were vague, and a quarter were not relevant to the question.

This may indicate that for some participants, a positive view of the Council comes from a general impression of its work as 'not-bad,' while a negative view may arise from negative personal experience. One participant noted that they were unaware of the concept of Equality Outcomes, and felt that it should be more publicised.

Positive Comments

Positive themes included a general sense that Aberdeen is an inclusive city, personal experience of inclusion, and lack of awareness of inequality. The Council was praised for its work with refugees, its efforts to bring equality into decision making, and specific initiatives like employability workshops and anti-bullying work in schools. Participants also highlighted the Council's relationship with the Mosque and with the Disability Equity Partnership.

Events like Grampian Pride were attributed to the Council, along with the rainbow stairs in St Nicholas Square, the Scottish Government's hate crime awareness campaign, and GREC's equality work. A number of comments also focused on initiatives not directly linked to equality outcomes, like development of sports clubs and green spaces in regeneration areas, which are also likely to benefit people in marginalised communities.

Indicative examples of positive comments:

Our rights are protected.

I think Council doing very good job trying to reach out to as many ethnic minorities as possible and providing opportunities to be engaged. I think sometimes the lack of information, or not enough advertisement on the events and activities can get unnoticed and people miss out on news and possibilities available. But overall if I look hard enough I almost always can find someone to help me.

Aberdeen and Scotland as a whole is a place where you are judged by the nature of your character and people don't care much about religion, sexual preferences or ethnic identity. We should be proud of who we are.

Mixed Comments

Mixed comments highlighted progress the Council has made, for example in supporting interfaith and public engagement activities, but with caveats: certain groups excluded from this progress, or certain parts of society where less progress has been made. In many mixed

comments, there was a somewhat resigned sense that inequality ‘will always be with us.’

Indicative examples of mixed comments:

Public engagement events by ACC were good idea. Providing materials translated in different languages also helped. Still lots of work can be done to reduce inequality.

The council has removed barriers but they still exist in areas in Aberdeen. Especially in nightlife.

Aberdeen is a city of two halves. Some lovely areas and some undesirable areas. Will always be difficult to reduce inequalities.

Negative Comments

With an undercurrent of anger and frustration, negative themes included a focus on ‘tick box’ exercises, consultation efforts not leading to meaningful action, lack of representation in managerial and leadership positions within the Council, lack of consideration in planning decisions, staff lack of awareness or capacity to deal with diverse needs, cuts and long delays to services and funding, and poor communication from the Council and/or Councillors.

Participants shared stories of being mistreated at a housing office, difficulties in accessing English classes, rejections for ACC jobs with no reasons given, thwarted attempts to get involved with the local community, and being refused support until ‘everything falls apart.’

And as some participants above were not aware of inequalities in Aberdeen, others noted that they did not see any evidence of the Council’s efforts to promote equality. Participants also complained about racism and disability in the private sector and broader society, highlighting that residents often hold local authorities responsible for issues outwith their control. In these comments, the subtext seems to be that if the Council took equality issues seriously, they should provide stronger leadership on them.

Similarly, there was criticism of the Council’s Covid-19 response, its closure of crèche facilities, its drugs policies, the failings of specific departments, (alleged) corruption, and (alleged) preferential treatment of certain companies. While these comments did not relate directly to Equality Outcomes, it is telling that these are the issues people think of when they consider whether and how the Council promotes equality.

Indicative examples of negative comments:

To this day people with disabilities are looked down on and treated like we are just in the way.

You tell us how [the Council] think they have [achieved their Equality Outcomes] and we will respond. Question is designed to make council look good as people are not aware of what they claim to have done.

Development of civic space that ignored the needs of several vulnerable/disabled groups despite the failures in design being advised in advance of project start.

Aberdeen City Council itself a racist institution in way they handle our job applications and school complains and more.

Lot of words, tick box exercises but not much action. Council should actively engage with minorities, bring them to forefront and take actions not words.

Suggestions

Nine participants made suggestions for how ACC can improve its delivery of equality goals. Alongside vague tips like ‘more connections with communities’ and ‘more engagement with ethnic minorities,’ these included several specific ideas:

Ads on the buses about tackling homophobia and racism were great, something that could be implemented more broadly around the city similar to other cities who have big adverts about inclusivity, respect etc on poster boards.

Promote and engage with Disability Equity Partnership.

It'd be really nice if the schools with Muslim students mention when it's the Holy month of Ramadan and the Eid. This is as important as Christmas or Easter. You can cooperate with the mosque and organise a youth programme, lots of activities, make them feel included and an important part of the community.

I don't really know my Councillors where I live. I only hear about them when it is time for elections. I think there should be flyers in people's houses to inform us of our Councillors and how we can get in touch with them. I also don't think that the Councillors in Aberdeen are reflective of the cosmopolitan nature of the city itself. [...] I would prefer to know what my Councillors are doing in my local area and what they have achieved in terms of equality.

Delivering positive all year round messaging across the city would help educate and dispel anti-trans untruths which are becoming more and more prevalent in the media.

Employment

Nearly two-thirds of all participants were employed: 37% (61) full-time, 19% (32) part-time, 5% (8) self-employed, and 2.5% (4) furloughed due to Covid-19. Additionally, 15% (25) were retired, 11% (18) were students, 4% (7) were carers or homemakers, 10% (16) were unemployed, and 3% (5) were unable to work due to disability.**

Among working-age participants, the employment rate was 71%, including 79% of men, 67% of women, 68% of ethnic minorities, 77% of LGBT+, and 54% of disabled.

** Several fell into two categories, including 8 students who worked part-time and a carer who worked full-time.

Participants were employed at a slightly lower rate than Aberdeen's population as a whole. According to 2018-19 labour force statistics,⁶ 78% of Aberdeen's working-age residents were employed, 4% were unemployed, 4% were students, 5% were looking after family or home, 5% were long-term sick, and 2% had retired early.

The same statistics show that Aberdeen's employment rate for men was 81% and 76% for women. It was 79% for 'white' residents, born in the UK or elsewhere, 69%, for ethnic minority residents, and 54% for disabled residents.

Experiences in the Workplace

Nearly two-thirds of participants (103) felt that their protected characteristics restricted their access to the kinds of employment they wanted, including more than half of disabled (26) and ethnic minority (38) participants, and more than two-thirds of trans/non-binary participants (5). Age was a concern for participants from all age groups, but especially women in their 50s (18) and men in their 60s (7).

Just over a third of participants (63) felt that they had been treated differently or unfairly in the workplace, or their needs were not met, because of specific characteristics. As above, the highest proportion was among ethnic minority (41%)^{††} and disabled (34%) participants, along with 19% of LGBT+ participants.

17 participants felt they had been treated differently because of their age, including women under 30 (4) and over 60 (3), and a mix of men and women in their 30s (2), 40s (3) and 50s (5). 12 participants felt they had been treated differently because of their gender, including eight women and four men.

^{††} 35 participants indicated they had been treated differently in the workplace due to their ethnicity, of whom 30 were ethnic minorities.

Many of these patterns echo existing research.
Add more here about existing research.

Comments

84 comments were submitted in this section, most of which were negative (60). Eight comments were positive, six were mixed, and ten were ambiguous or unclear.

Negative Comments

Among negative comments, key themes included institutional hierarchies, subtle and overt forms of racism, sexism and disablism, malicious workplace gossip, ‘invisible’ disabilities affecting interview performance, and overseas qualifications and experience being devalued. Participants discussed the stereotypes used to judge their work, and the frustration and loss of confidence from frequent rejections and setbacks. They also mentioned the informal networks

Some participants gave examples of being overlooked for jobs, excluded from informal networks, or given less favourable hours because of their characteristics. Others described broader patterns of discrimination. For example:

A woman with scarf [is] looked at as a woman without a brain. Our men suffer too. The jobs are for Scots with minimal education requirement and us failing with high qualification and more experience. The system pushes the Muslims to a small corner where [it is] too difficult to survive unless going for self-employment, to work in a takeaway or taxi driver and forget your education. We are here as servants.

If I had been a British citizen I would be working by now based on my qualifications as a medical doctor. But [the] home office has been slow with visa processing, [making] me waste years of experience and training.

Employers look at 2 CV's, one from a disabled person and the other from someone without a disability. Both have the same qualifications but they will always look more favourably on the person without a disability.

Often as a young female I am spoken down to or condescended to by other staff members who feel they have more authority.

As non-European, it requires double the effort to achieve the same objective due to institutional barriers.

I have been subject to subtle different treatment due to being a woman and I currently feel a bit anxious about finding a new job in my 50s.

Positive and Mixed Comments

Eleven participants indicated that they had not experienced discrimination at work, at least in their current jobs, including participants who were disabled, ethnic minorities, or LGBT+.

Many of these comments were mixed, showing awareness of the problem for others. For example:

I work in the public sector and that's fine, I don't feel confident the private sector would be as welcoming to a trans woman.

[In my field] it feels like the usual factors for discrimination don't quite apply. [...] And if I were in any other field of employment, I very much feel that my age and my sex would be factors, as they have been in the past.

Eight participants (all European Scottish or British) stated or implied that workplace discrimination does not exist, or described a kind of ‘reverse discrimination’ (see Appendix D for more on this type of response). For example:

My chances of finding another job are based on my abilities and nothing else.

As a public sector worker there is positive discrimination towards having a certain percentage of females in promoted posts. In my opinion this has sometimes seen a position being filled by the person who is not the strongest. This limits promotion opportunities for males.

As more and more companies are looking to show they are being diverse, I feel that a non white Scot would be employed before a white Scot regardless of who's better for the job.

Something here about research showing the extent of workplace discrimination, and that 'reverse discrimination' is not a major issue.

Future Prospects

Among participants, no demographic group was positive about their prospects for employment, should they need to find a new job. Less than half were confident that they could get a new job if they wanted to, including less than a quarter of disabled participants and less than a third of ethnic minority participants.

While the current mood of economic uncertainty surely does not help, an awareness of discrimination likely plays a key role. For example:

Because jobs and opportunities are scarce preference will not be given to someone of my profile. [*female, ethnic minority*] It is harder to compete in the job market.

At present, even people who have no health problems are finding it difficult to find alternative employment if they become redundant [...] Anyone who isn't cheap to take on or who employers feel might be less reliable because of health concerns is at a disadvantage.

When it comes to looking for another job, there is the lingering fear that my interviewer may hold the same prejudices [as former colleagues] against ethnic minorities.

^{##} There were two participants who felt excluded because they belonged to majority groups. One was a heterosexual Christian who felt uncomfortable with LGBT+ events. The other, who had a developmental disability but otherwise majority

Cultural Activities

Almost all participants (160) had taken part in at least one of the listed cultural activities. The most popular was the cinema, with 78% of all participants and at least three-quarters of each demographic group, followed by museums or galleries (75%), live performances (69%) and open-air events (61%).

The least popular activity was attending a sporting event as a spectator, where only a third of participants had taken part, including around a quarter of disabled, older, ethnic minority and LGB+ participants. Unsurprisingly, the main difference was along gender lines: among participants as a whole, 61% of men had attended a sporting event, versus 32% of women. The figure was 41% vs. 21% for ethnic minorities, while for white British/Scottish participants, it was 41% for both genders. For disabled participants, the proportion was slightly larger for women (32%) than men (26%).

At least two-thirds of most groups had attended live performance events (e.g. theatre, music, dance, comedy, circus, etc), with the exception of ethnic minority participants, where the figure was just under half. Similarly, a slightly lower proportion of ethnic minority participants had attended open-air events like parades, local galas, Nuart or Spectra (53% vs. 61% overall).

Sense of Exclusion

Around a quarter of participants (23%) felt they had been excluded from cultural activities because of protected characteristics,^{##} and they were generally part of minority groups. Among those who felt they had been excluded because of ethnicity (15), six were African, Caribbean or Black, and this represented half of participants from this background. Two

characteristics, had ticked all the boxes except disability and transgender identity. In a comment, they explained that they disliked activities relating to 'categories.'

others were Asian, two were Eastern European, one was Latin American and one had a mixed background. Two felt excluded because they were from England.

Among those who felt excluded because of disabilities (13), ten had physical disabilities, four had mental health issues, and three had developmental disabilities (this includes four people with combinations). For religion (5), two were Muslim and one was a Jew. For gender identity (2) and sexual orientation (4), three were LGB+, two were trans and one was non-binary. For those who felt excluded because of age, three were over 60; the others in their 20s, 40s and 50s.

Other Reasons for Not Taking Part

Apart from not being interested (20%), the main other reasons for not taking part were lack of time (21%), the activities' expense (19%), discomfort with going alone (16%), and inconvenient location or lack of transport (16%). Significantly, around half of disabled participants noted expense and transport as key issues.

These themes were continued in the comments, specifically noting unreliable or frequently-changing bus timetables; expensive buses, taxis, parking and event tickets; venues being a long distance from transport links or car parks; and a lack of seating or wheelchair-friendly areas within venues. Lack of subtitles for films was also mentioned, along with generally poor levels of advertising events ('there is a lot going on but you've got to know where to look').

Alongside practical issues, several participants felt uncomfortable in certain venues, especially at night, or at cultural activities in general. For example:

I do not always feel safe as a woman at live music events and would never attend these alone. Some venues are very male dominated and sexual assault happens far too frequently. Bouncers usually don't care very much.

Not feel welcome, not good vibes especially during Brexit climate.

Cultural expectations can be a barrier, as well. Two ethnic minority participants discussed problems with 'family-friendly,' entertainment, complaining about elements that many white Scottish families would take for granted (daytime alcohol consumption, pantomime humour with sexual innuendo, etc).

More broadly, both LGBT+ and ethnic minority participants noted a lack of appealing or inclusive cultural activities. At the same time, three white Scottish participants felt they could not participate in activities 'targeted towards' minority groups, or that were 'not aimed at me.' Others preferred to frame the issue in terms of choice:

I don't feel excluded from anything – I choose whether to go or not based on my own abilities, preferences and finances.

All events I attended were open to all.

If I'm excluded, it would be because I didn't wish to take part.

Negative Experiences

Most groups felt they had largely positive experiences with the cultural activities they did take part in (81% overall), though more than a quarter of disabled and trans or non-binary participants felt there were issues. Indicative comments from those reporting issues or negative experiences:

A lot of art activities are 99% white, think I was only at one that had one other POC. Would like to not be the only one in the room sometimes.

Clearly racism is increasing. There is no other reason [for a negative experience] except my appearance that shows my religion.

I wasn't actively excluded, I just felt concerned for my safety. In the past few years I've been spat at a couple of times so I was a little bit nervous.

Sport and Fitness

Around two-thirds of participants reported taking part in collective sport or fitness activity, including at least half of each demographic group. Overall, the most popular activity was exercising at a gym, sports centre or swimming pool, which 48% of all participants reported doing (including only a quarter of older participants). It was the most popular activity for ethnic minority (47%) and trans/non-binary participants (57%).

Almost a third of participants (31%) reported attending fitness classes (yoga, dance, chair-based exercise, etc), and this was the most popular category among disabled participants (44%).

Finally, a quarter of participants had taken part in a group activity like football, running/walking club, golf or walking football. This was the least popular category among disabled participants (20%) but the most popular among older (44%) participants and both men (52%) and women (55%).

Sense of Exclusion

Just over a fifth (21%) of participants felt they were excluded from sport and fitness activities^{§§} because of protected characteristics,^{***} including more than a third (36%) of disabled participants, all but two of whom had physical disabilities, and half of trans/non-binary participants. Among the ten

^{§§} 35 in total, including 8 who felt excluded from both cultural and sport/fitness activities.

^{***} Two participants complained that social class or income were not included on the list of characteristics. One wrote, 'financial disadvantage can be greater amongst BAME people and these structural inequalities may be deeper than the more obvious answers listed.'

^{†††} One participant was keen to avoid the sense of grievance implied by the word 'excluded' here. In comments, they clarified that they did not feel 'excluded by others,' but were unable to take part in certain activities because of a health condition. Three other participants wrote similar comments in

participants who felt excluded because of their age, four were over 60, four were in their 50s, and one each were in their 30s and 40s (no further details provided in comments).

Additionally, five participants felt excluded because of their ethnicity (all ethnic minorities), four because of their religion (all Muslim), two because of gender (both female) and one because of sexual orientation. Indicative comments:^{†††}

The swimming facility for women once per month was after 6pm. This is second class treatment as the water and pool is dirty by that time, thus I never go there.

Unable to lip read in classes where instructors turn the lights down.

Tried to find an accessible local swimming pool. Ended up having to go to Bucksburn pool. But the disabled changing room was diabolical which put us off going back.

There is very little information [...] to reassure a trans person who wishes to use sporting facilities, especially when it comes to changing areas.^{†††} Having to email or ask is embarrassing and also means you have to continually 'out' yourself in order to ask some basic questions.

Being a wheelchair user makes sport difficult.

this section, but had not ticked any boxes for exclusion.

^{†††} This can be a difficult area, as policies can have differing effects on different groups. For example, some women and religious minorities may feel uncomfortable in a mixed changing room, while this would be the best option for trans and non-binary people. One solution might be following the example of Aberdeen Sports Village Aquatic Centre: it provides a large mixed changing area comprising private cubicles for individuals and families, private shower cubicles, gender-specific toilets, and private areas for people with complex disabilities and their carers.

Other Reasons for Not Taking Part

Around a third of participants (35%) were not interested in sport, or preferred to exercise alone. Expense (26%), lack of time (17%), and discomfort with going alone (21%) were the other main reasons.

Some groups were more uncomfortable than others going alone to sport and fitness activities, including 71% of trans participants, 38% of LGB+ participants, and 30% of disabled participants. In comments, they explained differing reasons for their discomfort:

Felt silly as physically less able than the younger attendees.

Uncomfortable wearing scarf and going to gym indoor with men.

It's kind of odd when you know you are not welcome or don't fit in based on race or nationality.

More practical considerations included the timing and availability of classes, location of facilities, consistency of timetables, content of classes, and lack of advertising. For example:

Sometimes activities clash with school time or with other kids activities, kids are not always welcome to the activities I would like to attend.

I would like more older age focused and appropriate classes – but not patronising chair based exercises!

There are not the activities I would like to participate in at convenient times. [...] If they do exist how do you find out?

The class I enjoyed became permanently full during term time and so I could no longer participate.

There is only one swimming class in Aberdeen where the instructor knows sign language and there is an age limit that excludes me.

Negative Experiences

Participants' experience with sport and fitness was mostly positive (77%). Four participants indicated they had negative experiences, and 19 had positive experiences, with some issues. Of these 23, 17 were female, nine were ethnic minorities, nine were disabled, six were religious minorities, five were LGB+, four were trans/non-binary, and two were aged 60+. Indicative comments:

Could not keep up with the younger age bracket at the class.

Casually transphobic attitudes.

[Sessions at] the swimming pool at ASV seemed to change regularly [sometimes] set up for swimming breadths which I can manage, but other times it was 50m length lane swimming, and that was beyond my ability. The programme on the website did not seem to be clear to me.

Some racist comments at the gym, have not kept me away.

Civic Participation

The vast majority of participants (85%) had taken part in some form of civic activity, most commonly voting in an election (76%). Alongside voting, almost two-thirds (65%) had engaged in another civic activity: half had signed a petition or taken part in a consultation, 38% had written or spoken to elected representatives, 17% had been involved with a trade union, political party, or campaign group, and 10% had been involved in their local Community Council.

Older (60+), LGB+ and disabled participants had the highest levels of voting (93%, 85% and 80%, respectively), and these groups took part in other civic activities at average or higher rates. Ethnic minority participants had lower rates of both voting (60%) and other forms of civic activity (53%).

Sense of Exclusion

19% of participants felt they had been excluded from civic activities because of protected characteristics.^{§§§}

Of the 17 participants who felt excluded because of their ethnicity or nationality, seven were from central or eastern Europe, three were Latin American, two were Asian, and one each were Arab and African, Caribbean or Black. Additionally, two felt excluded because they were from England, and another from the USA.^{****}

Among the eight participants who felt excluded because of their age, four were aged 60+, two were in their 20s, and one each in their 40s and 50s. Additionally, eight participants felt excluded because of a disability (of whom seven were disabled), and three female participants felt excluded because of their gender. Of the three who felt excluded because of religion, two were Muslim, and one was Christian. The latter wrote, 'Faith is important to me and often I hear God's name and that of Jesus used for evil purposes.'

Notably, none of the LGBT+ participants felt excluded because of their sexual orientation or gender identity.

In comments, some participants explained that they did not feel excluded as such, but rather ignored because of specific characteristics. For example:

People hear my accent [...] and dismiss because of that.

I wrote to my previous MP [...] and was completely brushed off. I feel that if I was

older and a man he would have taken me more seriously.

I've been to talk with [my local MP] and it was just a waste of time [...] He ignored everything [I said], because I am black I am ignorant. For this reason I try to avoid all of them.

Probably if I were a young lady with curves the MPs can [help] very quick, but because I am an older foreign lady they treat me like I am rude.

In a very practical example of exclusion, eight participants mentioned that they were not allowed to vote,⁺⁺⁺⁺ and this discouraged several from getting involved in other forms of civic activity. Language issues were also mentioned. Additionally, two participants were hesitant to get involved because of insecurity around their status:

It's hard to join a trades union if you don't even have full worker's rights and sometimes it can be scary to be active politically when you feel your right to be here is somehow fragile.

Don't have the right to vote or claim benefits. I'm afraid my status here is in danger if I get politically involved.

At the same time, a more general sense of futility presented a subtler barrier. As one participant wrote, 'what is the point?' Others wrote:

Didn't feel I was treated differently for any of the above. More that I, and everybody else who took part, were ignored.

^{§§§} 32 in total, including 15 who felt excluded from both cultural and civic activities, 11 from sport/fitness and civic activities, and 8 who felt excluded from all three.

^{****} One participant had ticked all the boxes except 'transgender identity' here, with the comment: 'Not aimed at me. A white, middle aged british born, christian, able bodied, straight male.' This person put the same comment throughout the survey, but

this was the only section where they indicated they felt excluded because of specific characteristics. In other sections, they ticked 'none of these.'

⁺⁺⁺⁺ Six additional participants did not have British, EU or Commonwealth nationality, so would be unable to vote in any elections. 38 participants would have been unable to vote in the last General Election.

Answers are given but nothing changes and representatives are more interested in their own concerns rather than representing the voters.

MSPs do not listen, instead fobbing people off with platitudes.

Other Reasons for Not Taking Part

Beyond a sense of exclusion (explicit or implicit), the top reason for not engaging with (more) civic activities was lack of knowledge. 20% of participants said they did not know how to get involved, including a third of ethnic minority participants and almost a quarter (23%) of female participants. This was followed up in comments:

I think that most civic participation is for people over 30 and there is not enough information for young people to understand how to take part.

The political system is not easy to understand for a foreigner.

I would love to be more engaged however I simply did not know how [...] I think this is something that should be explained to people as they stay in the city.

17% of participants were simply not interested in further civic activities, 14% did not have time, and 7% felt uncomfortable going to events alone. These figures were higher for disabled participants (40%, 26% and 16%, respectively), and comments highlighted the kinds of access issues covered in other sections.

Negative Experiences

The majority of participants (68%) had positive experiences with civic activity, and this was also reflected in comments. 22% had mostly positive experiences with some issues, and 10% had negative experiences. In the latter two groups, 70% were female, 40% were ethnic minorities, and 37% were disabled.

The kinds of negative experiences described in comments were mostly general and similar to those above, with some also giving specific examples:

Fanatical Aberdeen Football supporters aggression towards me because I did not wish the new stadium to be built.

When I put myself forward to be a candidate in a local election my trans identity was discussed by the selection committee. I can't get anyone to let me know what was said but something was.

I've had an unknown person ask me about "where I'm really from" and upon finding out Eastern Europe patting his pockets 'as a joke' (checking for his wallet and phone as if he was worried I'd stolen them).

I think some of the discourse around Scottish independence is toxic. [...] I might have lost friends because of this.

Digital Participation

Nearly all participants (91%) had accessed one or more of Aberdeen City Council's online services. Three-quarters had checked the Council website for information, and 60% had used ACC online services to pay Council Tax, rent, parking fines, etc. A third used online library services; 28% used the Council website to report problems; 19% to access help with advice or benefits; and 13% to sign a child up for school.

LGBT+ participants had the highest level of digital participation across all activities except school registration, which was used by 22% of ethnic minority participants. Library services were more popular among women (39%) than men (26%), while the reverse was the case for reporting problems (24% and 37%, respectively). Ethnic minority participants had the lowest rate of reporting problems online (14%) but an average level of accessing help (19%).

The group least likely to use digital services was participants over age 60 – though 85% still used at least one online service, and the figure was 80% for participants over age 70. Across both groups, two thirds checked information online, for example, half made online payments, and a third used online library services and a quarter used the website to report problems). However, as the survey was online, this is unlikely to be a representative sample.

Exclusion and Negative Experiences

Only five participants felt they were excluded from digital services: one each for age (70+) and ethnicity (the person’s main language was not English), and three for developmental disabilities. One commented, ‘difficult to get my needs understood over internet.’

Most participants who used ACC digital services had a positive experience (71%). For 18%, there were some issues, and 11% reported negative experiences. However, almost two-thirds^{****} of comments were complaints. Many participants struggled to find relevant information on the ACC website, and described it as ‘clunky,’ ‘poorly designed,’ and ‘a nightmare.’ One wrote, ‘the payment system looks like it’s a scam website.’ Several also expressed concerns about the accessibility of online services for those without internet access or IT skills.

Beyond general comments like these, many gave specific examples like receiving no response to a complaint, a payment not working, or waiting ‘ages’ for repairs to be carried out. Other examples included:

I keep requesting a new password for rent payment account, but am never sent one. So I cannot view my online account. Website is

not laid out well and often lacks the information I am seeking.

The search facility is worse than useless as it throws up all sorts of minutes of meetings when all you wanted to do was apply for the garden waste to be collected.

It is not always easy to find the information I require, and if it CAN be found, it does not always explain how to go about doing things (for example, finding support).

I fully support pedestrianisation in the city centre, but recently it has been difficult to find out which roads are accessible to cars and which aren't. Planning a route through town using information on the website has been hard.

You have to sign in and I can't remember details I entered.

The website requires you to sign up to a third party organisation to use parts of it. I have no idea who they are.

The online service is limited and I can't find the information I am looking for. I signed up to a waiting list for an allotment and could not sign up again to try to change my preferences. Also we had issues with bin collection and I could not find out what was the matter.

Other Reasons for Not Using Digital Services

Despite the comments above, only 10% of participants indicated that confusion or frustration with the ACC website had prevented them accessing online services. A much larger proportion (30%) said they did not need to use the Council’s online services, and this figure was broadly similar across all demographic groups. 13% of participants preferred to speak to someone (in person or

wrote, ‘Libraries are a dream. All my family are very happy with this service. Also with school breakfast club.’

^{****} Out of 31 comments in this section, six were positive, 19 were negative and eight were neutral (for example, ‘I use online services when I need them’). Praise included calling the online services ‘excellent’ and ‘very helpful.’ One participant

by telephone), including 22% of participants age 60+.

As noted above, participation in this survey indicates a reasonable level of IT and English language skill, along with internet access. While we have not claimed to provide a representative sample on any of the issues discussed here, this is perhaps even more relevant to highlight in relation to digital participation.

Discussion?

Prejudice and Hate Crime

Between 2017-2020, 43% of participants (71) had experienced prejudice or hate crime, and 8% (14) were unsure if they had. More than half the incidents (45) were related to ethnicity, with 13-19% related to disability (16), gender (15), religion (13), sexual orientation (11) or age (11).^{§§§§} Overall, this reflects broader trends in prejudice and hate crime across Scotland.⁷

Notably, five of the six trans participants had experienced prejudice or hate crime relating to their gender identity, along with half (51%) of ethnic minority participants,^{****} 38% of LGB+ participants, 36% of religious minorities, 26% of disabled participants, and 13% of women.⁺⁺⁺⁺

Incident Types

In line with research on prejudice and hate crime,⁸ two-thirds of incidents involved verbal abuse, and half involved inappropriate 'jokes.' 15 participants were subjected to threats or

^{§§§§} Of the 11 participants who experienced age-related incidents, six were in their 50s, three in their 60s, one in their 30s, and one was over 70.

^{****} Of the 45 participants who experienced ethnicity-related incidents, 37 were ethnic minorities, one was European from an Anglophone country (targeted because of their foreign accent), and seven were European/British. Of the latter group, two indicated that they were targeted because of their English accents, and

threatening behaviour, ten were targeted online or on social media, eight were refused a service, two were targets of graffiti or vandalism, and five were physically assaulted. Thirteen participants added other types of incidents, including being spat at, robbed, intimidated, ignored, accused of lying, and being subjected to subtle forms of prejudice. For example:

Glares for daring to exist while trans. People refusing to sit near me. Just minor shit that adds up to make you feel bad.

As well as outright 'you don't belong' comments, you should factor in microaggressions. Small, frequent interactions that other you.

Reporting

Also in line with wider trends,⁹ only around a quarter (26%) of incidents were reported (22 in total). Around a third of these (8 incidents) were reported to police, with the rest being reported to charities or Council staff (5 each), employers (4), medical workers (3), or management at the site where the incident took place (3).

Three participants were satisfied with the response they received when reporting incidents, with one commenting 'police were excellent.' These seemed to be the exception, however. The rest of the comments (7) described responses including being 'undermined' and discouraged, or cases being taken on but not solved. For example:

three said they were the target of 'reverse discrimination' (see Appendix D).

⁺⁺⁺⁺ Of the 16 participants who experienced disability-related incidents, 13 were disabled. Of the 15 who experienced gender-related incidents, 14 were women. Of the 13 who experienced religion-related incidents, nine belonged to religious minorities. Of the 11 who experienced sexual orientation-related incidents, ten were LGB+. Of the six who experienced transgender-related incidents, five were trans.

One robbery incident reported to police [several years ago]. Nothing happened so far. Police couldn't find the robbers.

Upon going to the police we were told it is unlikely the [perpetrators] would be found.

I am not satisfied about the result, we keep reporting and mentioning what we are facing and for some time the problem may stop but it is like painkiller and not sorted from the roots. Later we face another problem and so on

Reasons for Not Reporting

The responses above highlight why so many prejudice incidents and hate crimes go unreported. In addition to the 61 participants above who did not report any incidents, another 13 did not report all the incidents they went through – totalling 88% of those who had experienced prejudice or hate crime.

Overall, reasons were similar across all demographic groups. For more than half (54%), the incident 'didn't seem worth reporting,' and around 40% (each) felt they would not be taken seriously, or did not want to 'make a fuss.' These three reasons covered 83% of responses.

20% of participants did not know how to report an incident, around a quarter were afraid of retribution, and 9% were uncomfortable speaking to police. For some, reporting was too complicated or difficult (17%), they did not have time (10%), or there were language issues (5%).

The main theme in the comments here (10) was that reporting multiple incidents would be impractical or demoralising – even if they were taken seriously. For example:

My experience of other 3 previously reported incidents was not good so thought no point of reporting it.

When small things happen so frequently you just accept it. Plus, racial gaslighting where

white people tell you you're too sensitive, it's not racism, if you don't like it leave etc.

Kids are stressed seeing us facing all these discriminations. It's not fair for them to see police always in our house as we face nearly daily issues.

Several participants also noted issues of power, where the perpetrator was in a more senior position in the organisation, or institutional culture frowned upon 'troublemakers.' Research shows that in this kind of situation, there is enormous pressure to 'keep your head down' and accept prejudice or bullying, rather than risking a fragile social position.¹⁰

Comments in other parts of the survey – and indeed, many items on the news – indicate that mistreatment from people in powerful positions is an ongoing issue.

Improving Reporting Rates

18 participants made suggestions of things that would have helped them report incidents – or explained why reporting still would not be useful. Practical suggestions included guidance on how to report incidents and what should be reported, better support from managers to report incidents, 'simpler and quicker' procedures, and the possibility of reporting incidents anonymously. Some basic suggestions, like ensuring the 101 non-emergency number is always answered, or that police officers receive additional training, show that small changes would make a big difference.

Other changes might take more effort – like convincing people that 'something will be done about' prejudice incidents and hate crimes, or demonstrating impartiality in handling incidents.

Research shows that even when incidents are reported, only around 20%^{****} are referred to the courts, with even fewer being convicted.¹¹

Accountability was key theme, and several participants suggested that data on complaints and responses should be made publicly available, along with what an organisation is doing to proactively combat discrimination. Similarly, two participants suggested expanding the channels for reporting incidents, to avoid conflicts of interest if the problem comes from the person or organisation handling complaints.

Futility

Among some participants, there was a strong sense that prejudice is so entrenched that reporting can seem pointless. For example:

“A man on the stairs glared at me.” “A woman refused to sit at the table next to me.” Like, yeah, it’s definitely trans-related, but none of their behaviour was illegal or actionable, it’s just low-level microaggressions grinding away at you all the time.

Police do not take claims of sexual harassment seriously, verbal or physical, so I don’t think there is anything to gain by reporting incidents.

I feel nothing could have helped because it’s more of protocol British first before any foreigners even when your needs are more important and necessary.

Backlash

One participant highlighted a pattern that often plays out when someone in a target group tries to discuss prejudice with someone in a non-target group. The hostility they describe is expressed writ large in backlash movements like ‘All Lives Matter,’ ‘Straight

Pride,’ etc, and affect even those in a position to help victims of prejudice.¹²

What would help? A better societal attitude and if white people were willing to actually listen, instead of getting defensive (especially if you’re commenting on a situation that doesn’t directly affect them – they’ll act like it’s a personal attack and make you feel like you’re the wrong one for experiencing racism).

Support After Incidents

Regardless of whether they reported incidents, most participants spoke with family or friends afterwards (59%), or dealt with the experience on their own (64%). A few also received support from a community group (5%), an online community (5%), a charity (3%) or a professional like a GP, counsellor or social worker (9%). Two participants (in separate incidents) were so affected that they felt forced to move away.

When asked whether they felt the support they received was successful, or whether there was anything else that might have helped, 40 participants wrote comments, of which 13 were broadly positive.

The Limits of Emotional Support

In other comments, there was a clear distinction between emotional support to deal with the impact of an incident, and practical or institutional support that would solve the underlying issue (which would also contribute to the healing process). Participants were often critical about the limits of emotional support. For example:

It was good to talk to friends about it, sharing the experience did help but that would have no impact on stopping it from happening again.

^{****} This figure is for England, Wales and Northern Ireland, because Scotland does not release figures on the proportion of reported hate crimes referred to the courts. According to the Procurator Fiscal,

between 80-85% of charges in Scotland result in court proceedings; of these, 83% of perpetrators in these cases admit wrongdoing or are found guilty by a judge.

Speaking with my family and friends was just a coping mechanism, but the people at work remain the same, for the most part.

I have discussed my problem with some of my friends and relatives and they tried to help me and make me calm but it is limited. We need extra support with an organisation that looks after our problem and considers our situation and [gives the] right advice.

Along these lines, some participants seemed resigned to the prejudice they faced. For example:

I have to just carry on with the consequences.

The low level abuse I get is mostly because I am slow and get in the way. There has never been anything serious so there is little point in making a song and dance about it.

We all have to go through it and it fucking sucks.

Culture Change

On the other hand, some participants highlighted that their personal experiences were part of wider cultural attitudes, which would need to be addressed in order to deal with the causes of prejudice. For example:

There is still a general hostility and lack of understanding [...] towards people with long term illness or disability. They are seen as lazy or scroungers. Need a cultural change.

An effort is needed to educate people, specifically men, on the effects of their words and actions towards women.

My community faces the same and just tells you to ignore racism and move on in your life. But how if your neighbours, your street, kids school... all racist?

Society needs to change to avoid incidents in the future.

Poverty

The section called 'home life' focused on markers of poverty, similar to questions used by the Joseph Rowntree Foundation and the Child Poverty Action Group.¹³ 44% of participants (74) had at least one of the indicators of poverty or overcrowding, or were unsure; more than half of these (39) had two or more indicators.

All but three participants with poverty indicators were either female (47), ethnic minorities (40), disabled (23), LGBT+ (14), or aged 60+ (8). Three-quarters (56) had two or more protected characteristics (e.g. LGBT+ women or disabled ethnic minorities), and half (38) were in work: 21 full-time, 15 part-time, and 2 self-employed.

Unsurprisingly for an online survey, nearly all participants (96%) could access the internet at home. Among the four who could not, three were ethnic minorities and two were disabled.

Most participants (91% each) also felt that there was enough space for all members of their households, and felt safe at home.

Among the 13 participants who felt their homes were overcrowded, or were unsure, eight were female, six were disabled, six were ethnic minorities, three were aged over 60, and two were LGBT+. Among the 13 who did not feel safe in their homes, or were unsure, all were either female (10), disabled (8), ethnic minorities (7), LGBT+ (3), or aged 60+ (2).

Note about how these measures compare with existing research.

Housing Issues

For 14% of participants, a household member had suffered a health problem because of housing-related issues (14), or were unsure (9). This included 18% of disabled (9), LGBT+ (6) and ethnic minority (13) participants, and 15% of female participants (16).

23% of participants felt their homes were sometimes too damp or too cold (36), or were unsure (3). This included 35% LGBT+ participants (12), 29% of ethnic minority participants (13), 22% of disabled participants (11), 19% of female participants (21), and 15% of participants aged 60+ (4). 80% of participants in this group (29) had two or more protected characteristics.

Research on housing issues among marginalised groups.

Poverty and Food Poverty

Nearly a third of participants (29%) said that they sometimes struggled to pay their bills (39), or were unsure (10). This included 40% of ethnic minority participants (29), 32% of LGBT+ participants (11), 31% of female participants (34) and 26% of disabled participants (13).

13% of participants said they sometimes ate less than they should because there was not enough money for food (17), or were unsure (5). This included 21% of LGBT+ participants (7), 17% of ethnic minority participants (13), 13% of female participants (14), and 12% of disabled participants (6).

More than two-thirds of participants who indicated food poverty (15), and almost two-thirds of those who indicated financial pressures (32) had two or more protected characteristics (e.g. disabled women or older ethnic minorities). Of the 51 participants with one or both indicators, more than half were in employment: 15 full-time, and 12 part-time.

Research on poverty and food poverty among marginalised groups.

Support

Of the participants with at least one of the indicators of poverty or overcrowding, only 15 had sought support, mostly from family or friends (11). Six participants sought support from medical professionals, four each from charities, religious groups or community groups, and three from Aberdeen City Council services. Eight participants wrote comments about the support they received. One

discussed still being afraid to sleep at night, but the other seven were positive. For example:

Inability to work due to [visa delay] caused a lot of problems for me and my husband not being able to support [our] children. We were evicted from the damp home [where] we were living. But thanks to Aberdeen children's social service for coming to our rescue with getting temporary accommodation and charities like Home Start who helped with food and toiletries.

Most Important Issues

There was broad consensus among participants that the key issues were employment (56%), poverty (48%), prejudice/discrimination (39%), community safety (36%), and housing (35%), and of course these issues are deeply intertwined.

Demographic groups differed slightly in the relative weight they gave to each issue. 71% of ethnic minority participants highlighted employment, which was the highest proportion of any group for a single issue, and also the top issue for both women (54%), men (57%), and older participants (59%). For disabled and LGB+ participants, the top issue was poverty (52% and 58%, respectively), and for trans/non-binary participants, it was prejudice/discrimination (57%).

Access to cultural activities, sport and fitness, and civic participation were all considered less important, ranked in the top three by 11-12% of participants. Other issues mentioned in comments included disabled parking (especially in the city centre), disabled and other forms of access, social isolation, education, climate change, making information accessible for people with limited English, and a 'general clean of the city.'

Ideas for Improvement

61 participants commented with ideas for how to improve things in Aberdeen (with an additional 11 responses like ‘no,’ ‘maybe,’ and ‘too many to list here’), and 31 of these wrote additional text for the ‘any other comments’ question. Rather than making suggestions, some participants elaborated on their reasons for choosing their top three issues. For example:

Employment. With jobs people can rent a flat or house and avoid poverty.

Proper civic participation would increase positive responses to all issues.

Tackle the poverty gap and other areas will improve.

Improved housing and a feeling of security reduces demands on health and social care.

And while a few participants took this as an opportunity to complain about the Council or make political points, most made genuine suggestions.

General Comments

Several participants highlighted the importance of community engagement, but there were few ideas about how best to improve this. However, practical suggestions for other issues included:

More diverse staff in hierarchical structures.

Plain English for information and even translated leaflets for the essential matters.

There should be more funding for overcoming language barriers and diverse inclusion.

English courses must be provided as an obligation for everyone [to access].

Some participants focused on Councillors and Council staff more broadly, highlighting the need for better communication,

responsiveness and accountability. For example:

City Council and elected members [should] be more accessible to the public, more approachable, with listening ears.

Elected representatives should actively seek to know the issues bothering their constituents.

Better, more specific responses to queries and more timeous responses.

Employment

The clearest theme on employment was the need to fund training, job placement and paid internship schemes, especially for people from marginalised groups, and to encourage or incentivise employers to hire people from those groups. Participants also wanted to see better support for people experiencing problems at work, including discrimination, occupational health issues, etc.

Another key theme was the importance of helping ethnic minorities find suitable employment. And while unemployment is likely to continue to rise due Covid-19 and other issues, a few participants made suggestions for job creation:

Employ more people to repair existing council residential properties (and do them properly!).

Support people with business ideas.

Revive industry, make it and transportation run on alternative energy for when the petrol runs out. Revive agriculture.

Poverty

As with community engagement above, many comments were very general here. For example:

Increase employment opportunities to help with poverty and related issues. Aberdeen is

an oil/energy capital - this should be evident in there being less poverty overall.

However, some participants made practical suggestions for reducing poverty:

Universal basic income, or at least better benefits. My benefits only cover rent.

Get more community growing groups to take over pieces of land that are overgrown/unused. By growing fruit and veg this would help overcome some food poverty, help with wellbeing, bring communities together and teach children how to grow and cook.

Minimum wage should increase in Aberdeen as it is a very expensive city and to buy a house very difficult. A lot of young people stuck in renting properties and cannot save on to deposit. Rent expenses are very high too.

Prejudice and Discrimination

Education was a key theme, both in schools and more widely, and several participants suggested campaigns to educate the public. For example:

Consistent campaigns and messaging, education and engage with LGBT+ communities and support groups to bring the LGBT+ conversation into everyday places.

Lots of positive information about how diversity helps our communities. Sharing of personal stories to help people understand why people are in poverty/homeless/how discrimination harms them etc.

Posters, billboards that are integrated into daily life to help challenge peoples subconscious perceptions.

Promote the value of older people as still having skills and value. Life and work need not stop at 60.

Offer training to tackle casual/everyday racism which is too accepted everywhere or not even acknowledged.

Integration and Support

Beyond education, several participants suggested a more proactive approach to integration:

Create more spaces of socialization for people with diverse background, not only charities.

Get keen older folk into schools and workplaces.

Differing groups in communities need to be brought together.

Communicate with local citizens how they can be involved as part of community councils - it would be good to see young folk engaged in this, and people from different ethnic backgrounds.

Please engage [with] individuals from minorities to make plans and actions, let them feel part of the solution.

Participants also highlighted ways to support specific groups. The need for more disable parking in the city centre was mentioned several times, along with the need for better language support. Other comments included:

I would like to see more support from the council for LGBT+ groups that really make a difference and not just a coffee corner. I would like to see an LGBT+ choir, mixed social dance classes, a council social page or magazine promoting LGBT+ activities, groups and centres.

The combined knowledge and experience of [DEP] members is not always put to best use by ACC. We often give advice and suggestions for improvement, but sadly, it's not always listened to or put into practice.

Many minority community activities depend too much on volunteers who are themselves struggling. Community groups need support

to bring Council services to the attention of their communities.

Structural Issues

And as with comments on prejudice and hate crime above, several participants pointed out that social problems cannot be addressed without dealing with underlying structural and institutional issues. For example:

If you are really interested in fighting racism, you must find ways to counter or change systemic racist laws, specially related to visas, police register, etc.

I think the recent publicity from the ‘Black Lives Matter’ Campaign has been really useful in helping me understand the nature of privilege and how we can address that more radically. I would like to see the council engage with the ‘Black Lives Matter’ campaign and use some of their ideas and publicity to more strongly challenge discrimination in our society.

Community Safety

Several participants advocated more patrols and a greater emphasis on local policing to improve community safety. Others suggested alternative approaches:

When mental health is being taken care of through people having access to basic care and support this will curb crime and community will be more safe as well.

More activities for children and teenagers to get them off the streets

Police [should have] better community relationships with young people.

Police lack BAME staff and thus they don’t understand what we go through. Maybe particular police hiring program from BAME not the normal route as difficult for BAME to satisfy 100% requirement due to English as second language. Police and Judicial system must include advisers from BAME to help

with understanding our culture. Not just say you are here and must obey by the law and culture here. This will not solve the problem. You need to listen to us and discuss with us then we come to common ground.

Housing

Several comments mentioned the need for more council housing, accessible housing, and ‘genuinely affordable housing.’ However, one participant wrote:

The city council has houses available but too much bureaucracy to get one, instead [they] prefer [flats] to be empty.

Others were more concerned about maintenance or management issues:

Council too slow from reporting leaks to fixing and clerk works doesn’t show sometimes.

Checking the quality of houses (protect from damp).

Takes too long for improvements between areas, some had windows ten years ago.

I wish the council would be more responsible with our houses.

Please update the ACC housing portal, especially the housing application forms, they are really shockingly bad.

Other Areas

In addition to the topics covered above, several participants wrote comments or made suggestions worth mentioning here:

There is no early intervention work across the city. Services are stretched to breaking and ‘we’ are dealing with crisis management only - the threshold for intervention is too high to be effective as an early intervention.

It would be nice to see more actions from the council during the pandemic. Literally all the help to individuals you are promoting on your website are 3rd sector projects and actions. It’s amazing that so many people in Aberdeen are willing to volunteer and help

their community, but it would be even nicer to see our local government taking action instead of focusing all their effort to save some businesses.

Please improve the training of nursing and care staff to be able to recognise illness in residents in care homes and empower them to take appropriate action. Improve the medical supervision of residents in care homes.

Gypsy/Traveller Community Survey

National Information

The Scottish Government has acknowledged that more action must be taken to improve outcomes for Gypsy/Traveller groups.¹⁴ In reviewing progress against its 2013 report into Gypsy/Traveller accommodation, the Convener of the Equalities and Human Rights Committee voiced concerns that little or no progress had been made either in site provision or quality of facilities.¹⁵

Questions Discussed with Housing Officers

Status of upgrading facilities at Clinterty:
Clinterty is to be upgraded to meet Scottish Government site standards. Refurbishment to commence October 2020.

Plans for other site provision in the City:

See full text at 7.1.6 of the LHS – Only through the Local Development Plan.

The Local Development Plan 2017 has identified sites as part of the 25% affordable housing contribution offering opportunities to the north, west and south of the city. Grandhome, Newhills, and Loirston are considered most appropriate for on-site provision of smaller transit sites with a net area of approximately 0.5 hectares providing six pitches on each site. Provision at the remaining locations will take the form of a commuted sum (equivalent to 15 affordable units) as set out in the Local Development Plan Supplementary Guidance. There is a full

process of consultation undertaken prior to publication.

£1.3 million has been set aside, the option being considered is to demolish the existing chalets and to extend the site so that the plots are larger to meet fire regulations, a new playpark will be built along with improved drainage and a car parking area. Plans are currently being revised and may need to be adapted due to costs.

Questions Discussed with G/T Community Members

(total participants: 7)

Upgrading

- 1) *Are you aware of ACC plans for **upgrades** in services within the current site? Yes (7)*
- 2) *Have you seen any **progress** in services in current site? No (7)*
- 3) *What more do you think that ACC needs to do to ensure **quality standards** are met?*

Work was supposed to start last year and feel that it is taking too long but will make a difference when done.

New Provisions

- 1) *Are you aware of ACC plans for **new site provision**? Yes (2) No (5)*
- 2) *Have you seen any **progress** in new site provision? No (7) Advised that they were not aware of any new sites.*
- 3) *What more do you think ACC needs to do to ensure provision of new site is adequate and satisfactory? Site is ok but needs upgraded and facilities for kids.*

Education (4 families with children)

*Do you think that you and your family's **education needs** are currently being met? Yes (4)*

Can you give us examples of what you appreciated most? Local school is good with dealing with Traveller children. Prior to COVID there were groups in the community centre

that helped with kids' homework and helped them with different activities.

What more can the Council do to support you?

Feel that we have good support on the site from the different people that come to the centre and we call Amanda if she is not on site and we need help with anything.

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Aberdeen City Council Equality Outcomes

Summary of focus groups

Report prepared by GREC

The following is a summary of each of the focus groups (and phone interviews with older people) that were held during October and November. These were organised through a combination of existing groups, meetings and partnerships, as well as more general sessions that were publicised through email lists and social media. Given the challenges of delivering community engagement during lockdown, an extensive range of groups and communities have been involved in the process. Although each conversation was different, some of the common themes were: calls for the council to communicate better the work it's doing on equalities, including the equality outcomes (and the activities that go along with actions); greater visibility and inclusion (the council actively reaching out to groups and communities); and increased work around education and equality, particularly in schools.

There were 15 participants in the focus group with the **African community**, which was organised in partnership with the African Council. In terms of the community's experience of COVID-19 and lockdown, participants felt that many Africans had been disproportionately impacted given the closure of places of worship during much of the period, and the strong connection that many Africans in Aberdeen have with churches and mosques. Several participants spoke about how people's weeks are often strongly tied with events at the church, and one compared it to the role of the pub in the life of a typical Scottish person. The feedback from the group was that they were impressed with the NHS response to the pandemic, but in comparison they had heard very little from the City Council, e.g. no letters through the door with advice. Several participants also felt that the Council should have been more proactive during the lockdown, e.g. by reaching out to religious leaders with messages of support and sign-posting to support services that could have been circulated.

In terms of the existing equality outcome that was most relevant to the community (Aberdeen as a city of sanctuary...) the consensus of the group was that there was very little knowledge within the community of the existing equality outcomes, and so it was not possible to comment on whether progress had been made. In relation to the 2021-25 outcomes it was suggested that more effort goes into communicating these priorities, being clear about what work is going to be done alongside them, and regularly returning to the community with updates. A theme which featured highly in relation to the Equality Outcomes but also more broadly was a desire to see a shift in the relationship with the City Council, to have more frequent and more meaningful engagement from the council, and for there to be opportunities to hold the Council to account (e.g. on the new Equality Outcomes).

A further key issue raised through the African community focus group was the lack of representation of Africans in senior positions, including in the council leadership. One participant seemed to capture the sentiment well: they spoke of being held up as a positive example because they're African and an employee of X, but that this isn't enough, people need to be able to progress within organisations and reach the top. The issue of ACC/GREC Equalities Survey, Preliminary Report

representation in other settings was also raised, e.g. in the context of developing new strategies and plans. The point was strongly made that one size does not fit all, and without African people involved in decision making bodies, much of what is designed will not meet the needs of Africans. Several participants touched on the example of mental health in this context: they noted that this was a significant issue in the community (particularly given the isolation caused by COVID-19) and that many people would struggle to speak about it openly or seek help. There were differing perspectives of Black Lives Matter and the discussions it had prompted about institutional and systemic racism. There was agreement that there was on-going discrimination in relation to employment, but not agreement on whether this discrimination was personal, institutional or systemic.

The focus group with the **Muslim community** was organised in partnership with the Spital Mosque and Islamic Centre, who in turn invited representatives of other Aberdeen mosques. There were 7 participants during the session, including 2 imams and representatives of groups such as Aberdeen Muslim Women’s Association. Participants spoke positively about the supportive nature of the local communities that they were living in during the COVID-19 pandemic. Although there wasn’t a strong sense of the community being disproportionately impacted by COVID-19 and lockdown, multiple participants touched on the closure of mosques and the various ways that this had impacted on the community. Now that there are more opportunities to attend the mosque there remain additional barriers, usually for women, as childcare options have significantly diminished. Another negative impact on Muslim women has been the closure of women-only swimming sessions at the Beach Leisure Centre, which was a well-used facility.

In terms of the relevant existing equality outcomes (Aberdeen as a city of sanctuary), one participant spoke about the specific City of Sanctuary initiative (rather than the broader outcome) but said that he wasn’t aware of recent activity on this. The consensus in the group was that at an individual level Aberdeen is a very welcoming and friendly place to live. In this regard, several participants compared Aberdeen favourably to other towns and cities they’d previously lived in. However, when prompted to reflect on Islamophobia as an issue in Aberdeen, the consensus was that it was a significant problem, with the distinction being that although Muslims at an individual level tend to be treated with respect in the City, Muslims as a group are viewed negatively, aligned with stereotypes portrayed in the media, often relating to terrorism. In terms of addressing this issue and the focus of future equalities work/outcomes, the group emphasised the importance of education and engagement in schools. Several participants felt that other religions (other than Christianity) should be given more recognition within schools. Although sometimes other religions are briefly taught, Christianity is usually embedded via weekly assemblies and the marking of regular festivities. It was suggested that Muslim festivals like Eid could be given more attention across City schools.

Another issue relating to schools was also seen as important by most of the group. Many Muslim children end up eating cold and/or vegetarian food at schools because there is no provision of halal meat. It was noted that had been raised previously without resolution. ACC/GREC Equalities Survey, Preliminary Report

There were 6 participants at the **EU Nationals** focus group, with Polish, Czech, Spanish and Italian nationalities represented. In terms of the impact of COVID-19 participants felt that EU nationals had been disproportionately impacted, given that most had come to Aberdeen for work, and many were now struggling in terms of employment and finances. The lack of face to face support available was also felt to be a factor, as those without good English proficiency were less likely to access the support on the phone. There was also feedback that there was less awareness or understanding of the support available, e.g. Universal Credit, and it was also felt that some communities may feel support from a food bank is not socially acceptable. Examples were shared of people who are now taking more risk due to being taken off furlough and then being given fewer hours. In relation to support provided by the council, responses were generally negative, with feedback including that more information should be translated, particularly where there are high numbers of other nationalities, and others said it was very difficult to make contact with anyone at the council during the pandemic.

In terms of the relevant Equality Outcome (Aberdeen as a city of sanctuary), participants felt there had been no or little progress in this area in the past 4 years. Feedback included a sense that promoting integration needed to be given a higher priority, and another participant felt that council services are not friendly or welcoming. In terms of moving forward with this priority it was felt important that more innovative and creative approaches were tried, and that there should be space for the collective voice of minorities to be heard.

Brexit was clearly a significant concern for participants, though one participant felt it had been largely overshadowed by COVID-19. Participants mentioned uncertainty about what the future holds, and several participants mentioned challenges or concerns about the process of achieving UK citizenship. There were also concerns raised that the whole process was leading to more animosity towards EU nationals, including increased levels of prejudice and discrimination. There were mixed responses about how safe and welcome people feel in Aberdeen, with some positive responses, and some detailing various document checks and others challenges accessing health services. In terms of moving forward participants suggested an increased focus on bringing people of different community & cultures together, increased understanding of diversity with a view to promoting positive community relations.

The focus group with members of the **Trans community** included 11 participants, and was organised in partnership with 4 Pillars. The feedback relating to unequal impact of COVID-19 tended to focus on health services, however participants suggested the council could have done more in terms of keeping libraries open for internet access (to tackle digital exclusion and prevent further inequality for unemployed people).

In terms of the Council's existing, relevant equality outcomes (Aberdeen as city of sanctuary and LGBT+ friendly) participants felt that the council hadn't done enough, and that although ACC/GREC Equalities Survey, Preliminary Report

there had been positive changes in society over the period, it wasn't down to the council. Two examples were prominent throughout the discussions: the council should be more supportive of Pride (e.g. by not charging the community for it) including a Trans Pride event, and that the council should support the development of gender-neutral toilets (in council spaces and more broadly), rather than making it harder. On the former point, participants expressed that Pride was an excellent initiative in terms of breaking down barriers between communities, and therefore the Council should be more supportive.

In relation to the more general questions of inclusion and safety within the City, there was a mixed picture. Although there were a few positive responses, most participants highlighted where they had negative experiences. Examples included facing prejudice or hostility in gyms, changing rooms and public parks, as well as difficulties with form filling when there is no appropriate box to tick. The distinction between those who can "pass" and those who were frequently identified as Trans was made by several participants, which leads to a difference in experiences. There were particular challenges faced by those facing multiple, inter-sectional barriers, with the example of being disabled and Trans mentioned.

In terms of other suggestions moving forward, participants highlighted the need for more visibility of LGBT+ people within Council materials, and also more of a voice of LGBT+ people in relevant Council spaces. In relation to hate crime, there was a suggestion to make the highlighting of this more centre-stage, and this should include promotion of Third Party Reporting sites. In addition, there were many relevant points made in relation to health services, and these will be shared with relevant partners at NHS Grampian and Aberdeen City Health & Social Care Partnership.

There were 12 participants at the **LGBT+** focus group. In terms of COVID-19 there was a sense that community support and engagement had become much harder, therefore having a negative impact on mental health. In terms of what more the council could have done, there was mention of increased communication and transparency, including on particular issues like bike lanes and changes to traffic systems.

Several participants noted the development of gender neutral toilets as being important and something that has not been good enough in the City so far. This was felt to be an important next step in terms of inclusion. Participants noted that COVID-19 and lockdown had had a negative impact in this regard, with more hatred and prejudice online.

Opinions were mixed on how welcoming and safe Aberdeen is as a city for LGBT+ people. Pride was noted as having had a positive impact in terms of the City feeling more inclusive.

In terms of progress against the relevant equality outcomes (Aberdeen as city of sanctuary and LGBT+ friendly) there was a feeling that the Council is not visible enough in terms of delivering this work. A range of participants also noted the lack of investment in LGBT+ charities, notably 4 Pillars, and this was therefore seen by some as a lack of support for LGBT+ communities. As in the Trans focus group, it was suggested that Aberdeen City Council should offer financial support for Pride, or waive the fees.

There were 5 participants at the **Jewish community** focus group, which took place before a committee meeting of the Aberdeen Synagogue and Jewish Community Centre. Participants felt that COVID-19 had a particular impact on the community in that communal worship is a particularly important part of Judaism. Attendees also spoke about the small size of the Jewish community, which is spread out across the North East of Scotland, and one participant noted that it has been difficult to maintain a sense of community. This has meant it's been hard for the community to support one another, e.g. in terms of food parcels or preventing loneliness; they have been reliant on online platforms.

In general participants felt that Aberdeen had been a welcoming and safe space for Jewish people. However, most participants' views had to varying degrees been negatively impacted by a political campaign which had targeted a business run by an Israeli-Jewish businessman in Aberdeen. This continues to have an impact for some of the community, and has altered perceptions around whether the authorities in the area understand anti-Semitism and are willing to tackle it.

Participants didn't say a lot about progress with the Council's most relevant current outcome (Aberdeen as a city of sanctuary) though one participant noted that Aberdeen is not a city of sanctuary or, if it is, it is only for those people who are not Israeli. Several individuals commented on the importance of education in schools for promoting inclusion and a society that understands and respects diversity.

In terms of priorities for the council moving forward, those in attendance touched on trying to make Aberdeen a more inclusive and welcoming city, for example in terms of having good schools, good jobs and pedestrianized city centre areas, with COVID-19 having shown that change over a short period of time can happen. There was also a suggestion to learn from more or similarly diverse cities, like Leicester, to see the approach to integration and inclusion that is taken there. A further specific suggestion was for the council to do more to bring diverse groups together outdoors to enjoy and learn about nature.

Due to challenges with setting up a focus group, 5 **older people (over 60)** from Aberdeen Voice of Experience were phoned individually and asked the focus group questions. Generally, the response was that COVID-19 has not had a disproportionate impact on people over 60 as all communities regardless of age have been negatively affected in some way. However, the lack of socialising through face-to-face methods was noted, with some feelings of isolation. With the additional social distancing measures introduced on Union Street, some older people felt this has made Aberdeen city centre very inaccessible. Mostly, those asked agreed the council have done an adequate job in responding to the COVID-19 crisis. However, some participants mentioned they feel there has not been enough discipline and caution in pubs throughout the city.

The majority of those interviewed felt very welcome and included in Aberdeen, stating they have connections with many community groups and churches. Most mentioned having ACC/GREC Equalities Survey, Preliminary Report

connections with people in their area and that Aberdeen is generally a welcoming city. The participants all appeared to feel safe in and around Aberdeen, with only one participant mentioning she feels less safe at night due to there being no street lights where she lives.

In terms of the most relevant existing outcome for 2017-21 (older people have their voices heard) there were very mixed responses with some participants feeling they, along with other community members, have their voices and opinions heard by the council. However, others felt they are not listened to. Nevertheless, it was felt this should remain as a priority as residents and communities should be listened to more, with a particular emphasis on supporting older people.

Some participants feel there needs to be more support for homeless people, with foodbanks being more accessible. There was also a general feeling that Aberdeen City Centre, specifically Union Street, needs to be more accessible. Additionally, points were made around money being spent on unnecessary projects instead of issues that matter such as housing, employment and poverty.

The focus group with **young people** was delivered as part of a meeting of Aberdeen City Council; there were 8 participants. Participants noted some of the specific ways that young people had been impacted by COVID-19, including the closure of many school clubs which are an important part of many pupils' school life. Others noted the educational attainment gap and how that has been negatively impacted by lockdowns and the lack of access, particularly for those living in more deprived areas and more likely to have poorer internet. Participants noted the detrimental mental health impact of COVID-19, with many young people feeling anxious and/or isolated. One participant noted the particular challenges experienced by young disabled people. Several participants spoke in positive terms about the council's response.

In terms of the most relevant of the current Equality Outcomes (young people have their voices heard), participants were positive about how they have been included, both in the context of COVID-19 and previously. Participants, perhaps unsurprisingly, felt that the Youth Council was a good platform for engaging with young people, and that it could be a conduit for wider engagement. People spoke about challenges in engaging via schools, and how it can be difficult to attract involvement without people seeing something tangible that they will get out of that involvement.

The focus group with **women** was run with 4 members of the lead group of Aberdeen Women's Alliance. As well as speaking about the negative impacts COVID-19 had on everyone, some particular impacts on women were noted: an increase in domestic abuse; increased financial pressures, e.g. to work more hours, due to partners losing jobs; increasingly vulnerable due to being less likely to be able to work from home, and more likely to be carers for others, including outside their own home. In terms of the council's response, the work around domestic abuse and awareness was highlighted as positive, as well as the psychological support available. On the other hand participants felt that communications and leadership from the council hadn't been strong enough. The messaging to communities has not been clear enough, and the long-term animosity between the City Council and the ACC/GREC Equalities Survey, Preliminary Report

Scottish Government led to a feeling of distrust about what was being said or delivered. Participants suggested that an improvement would be putting out communications to the whole City, for example a short newsletter with relevant updates and information on how to access support. There were also suggestions about making more use of online platforms like Zoom, to allow access to customer services as well as councillors.

Those in attendance felt that the Black Lives Matter had been generally positive in shining a light on racism and discrimination, starting conversations, and hopefully getting beyond a point where it's possible to say "racism isn't an issue here". All participants shared first or second hand examples of experiences of racism in the city, including attitudes widely held within workplaces, as well as seeing explicitly racist graffiti at a bus stop during lockdown. In terms of safety, some participants noted that Aberdeen doesn't always feel like a safe space, with some areas being poorly lit, and therefore not ones that people would use after 6pm.

There were mixed opinions relating to the Council's current, most relevant equality outcome ("a culture in which women's lives, opportunities and confidence are improved"), with most of the examples around service provision and change relating to NHS Grampian. Individuals noted that although there has been some progress on addressing the gender pay gap, more work is still required, and concerns that COVID-19 will make things worse. Participants felt that this priority should remain a priority.

The equality issues that participants felt should be prioritised over the coming years included: better access to training and education; a zero tolerance approach to discrimination and making equality explicit across the council's functions; more safe spaces for women and families to socialise, where alcohol isn't served; safety improvements in terms of fixing street lights and improving grit provision. Those present felt that council needed to do more to be perceived as fair throughout everything it does, not one rule for some etc. This included mention of a lack of political leadership, and also the perceptions around licensing and bars during the COVID-19 crisis.

A group discussion with four members of the **Disability Equity Partnership (DEP)** took place on the 23rd of December 2020 and the following issues were identified:

- 1- People would like more (face to face) communication from Aberdeen City Council to make sure they understand the plans and strategies to make more meaningful consultation.
- 2- While some people stated that accessing ACC services became difficult due to digitalisation of services, other view was that they felt more included, since digitalisation permitted access to services from the comfort of their own homes.
- 3- One of the main impacts of COVID-19 on people is mental health issues due to increased loneliness and isolation
- 4- Some members were concerned that consultation and engagement with DEP during COVID-19 was reduced due to change in ways of communication and lockdown measures.
- 5- Other issue covered are: physical access, safety due to street lighting, barriers created by street furniture, and lack of accessible toilet in the City.

Another discussion with **BSL users** in December 2020 included the following issues:

- 1- Impact of COVID-19 on deaf community include, 'feelings of anxiety, confusion and isolation' . Members linked that to lack of information in BSL language and many times there are a lot of false information in English and BSL . The older generation is greatly affected as they do not have access to internet and they do not see their usual friend as often. they do not see their usual friend as often creating isolation for them. The only access they have is just the Daily Briefing on BBC Scotland channel with a signing language interpreter, also BDA do provide summarised information through Facebook on a weekly basis (a few months ago they used to do this on weekdays)
- 2- Members also expressed difficulty accessing information in the ACC website. People suggested: "would recommend to have clear identify BSL logo on the home page so it can be easily clicked to access to BSL page. There is "Select language" dropdown box on top of the page but "BSL" is not there. Also can you put BSL videos on Facebook to put on the council's website so the videos can be viewed again at a later date when a deaf person wants to see the video again."
1. Another one suggested: "It would be needed to have BSL videos about council's services especially through COVID-19 times like applying for "Self-Isolating grant" (which I think is council's responsible?) and also applying for Emergency Funding, etc."
- 3- Members reiterated the importance of a more efficient engagement with D/deaf people especially during COVID-19 period decision and on themes like: alcohol licensing, trading licensing, change of road layouts, changes on Union Street, the Rosemount and the cycle lanes at the beach . "many cyclists ride very fast. On Union Street the cyclists cycle everywhere and fast. I myself had many near-misses." said one participant.

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