

Policy and Sustainability Committee

10am, Tuesday, 20 April 2021

Equality, Diversity and Rights Framework 2017-21 Final Progress Report

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 To note that the report responds to requirements of the Equality Act 2010 'Specific Duties (Scotland) Regulations 2012'.
- 1.2 To note the progress made by the Council against the priorities set out in our Equality, Diversity and Rights Framework covering the period 2017-21.

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Equality, Diversity and Rights Framework 2017-21 Final Progress Report

2. Executive Summary

- 2.1 This report provides a final progress report on the Council's equality, diversity and rights framework for the period 2017-21, in response to the requirements of the Public Sector Equality Duty. Progress is reported based on updates provided from services that cover the duration of the framework.
- 2.2 The new framework which will cover the next four-year period 2021-25 will be reported separately.

3. Background

- 3.1 Corporate Policy and Strategy Committee approved the Council's Equality, Diversity and Rights Framework 2017-21 at its 8 August 2017 meeting.
- 3.2 The framework includes a set of five service improvement outcomes, which were developed through engagement with members of the Edinburgh Equality and Rights Network (EaRN), community planning partners, senior managers and chief officers of the Council. The outcomes were informed by community and service area intelligence drawn from a range of engagement processes, including the development of the Edinburgh City Vision, along with insights from needs assessments and performance information.
- 3.3 The framework is a part of the Council's response to the 'Public Sector Equality Duty', which forms part of the Equality Act 2010. This duty has four components:
 - 3.3.1 Eliminate unlawful discrimination, harassment, and victimisation.
 - 3.3.2 Advance equality of opportunity between people who share a protected characteristic.
 - 3.3.3 Foster good relations between people who share a protected characteristic and those who do not. These duties are placed on a range of listed public authorities, which includes all Scottish local authorities.
 - 3.3.4 The Fairer Scotland Duty introduced in April 2018.
- 3.4 In addition to the 'Public Sector Equality Duty', the Equality Act 2010 'Specific Duties (Scotland) Regulations 2012' came into force on 27 May 2012, and require listed public authorities in Scotland to:
 - 3.4.1 report on progress on action to mainstream equality;

- 3.4.2 publish equality outcomes and report progress;
 - 3.4.3 assess and review policies and practices (impact assessment);
 - 3.4.4 gather and use employee information;
 - 3.4.5 publish gender pay gap information and an equal payment statement;
 - 3.4.6 consider award criteria and conditions in relation to public procurement; and
 - 3.4.7 publish all of this in an accessible manner every two years.
- 3.5 This report meets the requirements listed above under 3.4 by providing a progress report attached to this paper (Appendix 1).

4. Main report

- 4.1 The overarching vision is for Edinburgh to be a fair, inspired, thriving and connected city. Central to the Council's Equality, Diversity and Rights Framework is the ambition to improve services and outcomes for citizens, communities and employees who share the protected characteristics (i.e. disability, race, sex, gender re-assignment, sexual orientation, marriage and civil partnership, age, faith / belief, maternity and pregnancy).
- 4.2 To demonstrate focus and commitment towards achieving the vision the Council has an established Elected Member working group on equalities.
- 4.3 The Equality, Diversity and Rights Framework is integral to the wider strategic framework of the Council. It reflects the embedding of a 'rights-based approach' across the organisation as part of the development of policies, strategies and service design and by underpinning the development of its equality outcomes.
- 4.4 The Public Sector Equality Duty covers both inward and outward-facing activities: inward-facing relating to procurement and to staff recruitment, pay, training and support whilst external elements relate to the outcomes sought for the citizens of Edinburgh through policies, strategies and operational delivery.
- 4.5 The progress report illustrates the breadth and scale of the actions taken during the timeframe of the framework by providing an overview of key achievements for each of the five outcomes, both inward and outward facing, along with examples of equality related initiatives and projects.

5. Next Steps

- 5.1 The Council's legal duties under the Equality Act 2010 are met.
- 5.2 Key stakeholders acknowledge that the activities undertaken to make progress towards the five outcomes have been effective, as determined through consultation and engagement.

6. Financial impact

- 6.1 There are no direct financial costs arising from this report.

7. Stakeholder/Community Impact

- 7.1 As noted above (3.2), the Equality, Diversity and Rights Framework includes a set of five service improvement outcomes which were developed through engagement with members of the EaRN, community planning partners, senior managers and chief officers in the Council.
- 7.2 The outcomes were further informed by community intelligence drawn from a range of engagement processes, including the development of the Edinburgh City Vision.

8. Background reading/external references

- 8.1 City of Edinburgh Council Equality, Diversity and Rights Framework: Interim Progress Report, covering 2019 to 2021.
- 8.2 [Equality, Diversity and Rights Framework 2017-21](#)

9. Appendices

- 9.1 Appendix 1 – Final Progress Report

APPENDIX 1

The City of Edinburgh Council

Equality, Diversity and Rights Framework 2017-21 Final Progress Report

Overview of progress

1. Mainstreaming the general equality duty

Mainstreaming equality means integrating equality into the day-to-day working of the Council, in other words, equality is considered as part of everything the Council does. The Council's approach to mainstreaming over the life of the framework has been to:

- Embed equality throughout the strategic framework.
- Incorporate the findings of Integrated Impact Assessments into all reports for the Council's committees, to ensure that Elected Members are able to consider equalities, human rights and sustainability in all of the decisions they take, and to ensure that strategies and plans are developed in a way that maximises opportunities to advance equalities as well as mitigate any negative impacts identified.
- Deliver the actions to make progress towards the Council's five equality outcomes to improve outcomes for citizens.
- Develop and deliver employment policies and practice which place equality, diversity, and rights as central to the culture of the Council, and providing learning materials including the online

Equality and Diversity Awareness course, introduced in 2018; development of a Diversity and Inclusion Strategy which was published in 2019.

- Embedding equalities within engagement practice at a localities level and within community planning processes by taking a joint approach to integrated impact assessments in respect of partnership plans (e.g. Locality Improvement Plans).

2. Equality and rights outcomes

The framework describes five service-improvement outcomes to be delivered during 2017-21, developed and agreed through consultation and engagement. Each outcome relates to the protected characteristics (including - race, sex, gender reassignment, sexual orientation, marriage and civil partnership, age, religion or belief, disability, pregnancy, and maternity), as described in the Equality Act 2010, and is underpinned by human rights.

- Outcome 1: improved accessibility of council services, housing, and buildings
- Outcome 2: improved community safety, justice, and cohesion services
- Outcome 3: improved education and employability services
- Outcome 4: improved transport services
- Outcome 5: improved social security and household income maximisation services.

Over the four years of the framework with notably the final year being affected by Covid-19, the Council undertook a wide range of actions

and initiatives to progress towards these outcomes. Actions span infrastructure, facilitating participation, learning and employment, staff training, improving the effectiveness of support to people, and engagement and awareness raising.

3. Assessments of new or revised policies and practices

The Council has introduced Integrated Impact Assessment (IIA) to assess the impact of proposed changes in policy, services and budgets on equality, human rights, sustainability, the environment and the economy. This ensures that due regard is taken of such assessments when making major decisions at Council committees, and by chief officers. Supporting activities which have been undertaken include:

- The delivery of regular training sessions to assist staff in undertaking integrated impact assessments as well as comprehensive guidance published on the Council's internal website
- Quarterly quality assurance meetings with colleagues from partner agencies (NHS Lothian, other Lothian local authorities and Health and Social Care Partnerships), where a sample of completed assessments is considered, and recommendations made.
- The introduction of Equality, Diversity and Rights Advisors across service areas who use knowledge of their service area together with learning from IIA training to assist all those in their service area who need support to complete their IIA.

- Carrying out a cumulative integrated impact assessment on budget proposals yearly, to inform the decisions of the full Council.
- Reviewing the IIA with our partner agencies (NHS Lothian, other Lothian local authorities and Health and Social Care Partnerships) to strengthen the environmental and sustainability element of the toolkit.

During the last year of the framework whilst the city was impacted by the global pandemic additional activity was undertaken to further support the IIA process:

- Introduction of an abbreviated IIA template for emergency decisions.
- Cumulative integrated impact assessments of decisions taken by the Council Incident Management Team (CIMT) were carried out.
- IIA training sessions were delivered remotely for staff, who were advised to work from home wherever possible.

4. Gathering, using and publishing employee information

The framework contains commitments to enable the delivery of equal pay, tackle unlawful discrimination, harassment, and victimisation, and promote a culture of equality, diversity and inclusion.

This includes a Council-wide commitment to develop a workforce which is inclusive and reflects the diversity of the city. To do this the focus is on delivering employment policies and practice which place equality, diversity and rights as central to the culture of the Council.

The Council regularly publishes on its website details of the composition of the current workforce by gender, ethnicity, disability, religion, marital status, sexual orientation and age. Notably, there are consistently high levels of non-disclosure of information in key areas such as religion and belief, and sexual orientation.

A Diversity and Inclusion Strategy and associated Action Plans (2019-2020 and 2020-2021) have been developed and published. The campaign to support this work is called '#inclusivedinburgh' – which centres on developing respect and equality in the workplace.

This work was developed in collaboration with elected members, trade union colleagues, representatives of colleague networks and officers from Communications and HR teams. This group was led by the Executive Sponsor for Equalities and Diversity and it continues to meet regularly to provide a steer in relation to priorities and actions across the strategic themes.

There are three strategic themes under which all of the associated actions are aligned:

- Developing Our Understanding
- Building and Inclusive Culture
- Attracting and Retaining a Diverse Workforce

Developing Our Understanding – progress

In 2019 the Employers Network for Equalities and Inclusion devised a benchmarking exercise and an evaluation took place against 8 key areas:

- Your workforce
- Strategy and plan

- Leadership and accountability
- Attraction and recruitment
- Training and development
- Other employment practices
- Communications and engagement
- Procurement

The results of the evaluation provides a baseline from which to build improvements and this will be used to evaluate progress from 2021 onwards.

A council-wide campaign was also undertaken to encourage colleagues to update their equalities data. The campaign focused on the importance of collecting this data to help towards becoming a more inclusive organisation, whilst emphasising safeguards in place around confidentiality and data security.

This initiative was supported by an extensive communications campaign and by working collaboratively with established colleague networks.

Following research of best practice and prior to the campaign launch the equalities data question was altered to mirror the Scottish Government approach in the next Census, enabling easier benchmarking at a national level. Agreement was reached with CoSLA to make the same changes to the national Talentlink recruitment system which will allow meaningful comparisons to be drawn on equalities-related recruitment activity across local authorities when it is in place from early 2021. Internal systems have been updated in preparation for data collection and there has been targeting of

colleagues with no access to on-line HR systems so that they can also update their data.

Building an Inclusive Culture – progress

Strong productive working relationships have been built with existing colleague networks and extensive support has been provided to enable new colleague networks which are now up and running:

- #NEWS (women’s network)
- STRIDE (LGBT+ network)
- X2 BME Networks - one corporate and one specifically for Health & Social Care (H&SC) colleagues
- Carer’s Network
- SPARC (disability and long-term health conditions network)
- Armed Forces Family Network

A key focus of work with colleague networks was to educate and raise awareness, in a variety of different ways. Internal communications channels such as Newsbeat, Manager’s News and senior manager vlogs promote the work of the networks (such as information events, network meetings and stalls). Personal profile stories are regularly run focusing on the lived experience of individuals as a way of raising awareness, promoting understanding and encouraging the development of a more inclusive culture. There has been promotion and support of highly visible symbols of solidarity such as flying the rainbow flag on key dates of significance for the LGBT+ community.

An annual Diversity and Inclusion Annual Planner which is used to promote dates of interest across the year including Black History

Month, Carer’s Week, International Day of Persons with Disabilities, International Women’s Day, Pride month and key religious events such as Ramadan and Diwali, to name but a few.

Regular articles run on our internal news channels to highlight supportive people-friendly policies, advertise the activity of colleague networks and signpost related events across Edinburgh.

There is also an established a Diversity and Inclusion web page including pages for each of the colleague networks. These pages provide further information about current campaigns, the Diversity and Inclusion Strategy and associated action plans. For colleagues who do not have access to our intranet, there is an external webpage so they can also access relevant information.

Work was undertaken closely with trade union colleagues and others to develop and implement a new process for recording and reporting of prejudice-based incidents. The new process enables an understanding of the nature, frequency and location of incidents to help target efforts to support colleagues and send clear messages about what is and isn’t acceptable behaviour.

Attracting and Retaining a Diverse Workforce – progress

Policies and guidance are regularly reviewed to ensure they reflect best practice for managers and colleagues. The Recruitment and Selection Policy has been updated to include more focus on inclusive recruitment practice and guidance documents have been produced for managers to help them support transgender colleagues in the workplace and colleagues experiencing symptoms of the menopause.

The Domestic Abuse Policy has been updated to bring it in line with recent legislative changes and a review was carried out of current

provision surrounding maternity, paternity and shared parental leave from an equalities perspective.

The Council continues to work with external partners to support the employability skills of underrepresented groups and is currently working in partnership with the Council of Ethnic Minority Voluntary organisations (CEMVO) to develop an approach to the recruitment and retention of ethnic minority colleagues.

Participation in a 'shadow programme' run by Close The Gap to observe a pilot group of local authorities implementing the Scottish Government Equally Safe At Work programme has contributed to discussions around how the learning from the pilot could be taken on board for the launch of the full programme in 2021.

There is continued monitoring of pay gaps relating to gender, disability and race, occupational segregation and the availability of part-time and flexible working arrangement as well as undertaking analysis on gender segregation across key roles in the Council. This includes working in partnership with trade unions to ensure pay is monitored regularly and colleagues have confidence in processes to ensure there is no bias.

Work continues on developing the employer brand to make it more visibly inclusive by looking at ways to target under-represented groups in order to attract a more diverse range of candidates. There is engagement with colleague networks to gather insight around potential obstacles and barriers to inclusivity allowing for continual review and improvements in practices.

5. Publishing gender pay gap information

The gender pay gap is the difference in the average hourly wage of all men and women across the workforce. The latest pay gap data available shows it has reduced from 5% in March 2018 to 4.1% in

March 2020. This reflects the commitment to flexible working options and family friendly policies which encourage and encourage a more flexible, diverse workforce. It also reflects the enhanced focus on diversity and inclusion training and the revised Recruitment and Selection Policy which places strong emphasis on inclusive recruitment practice. The aim is to continue to reduce the gap. See the full published report on the Council website - [Gender Pay Gap](#)

6. Publication of an equal pay statement

Policy Statement set out the approach to ensuring that pay systems in the Council continue to be fair and equitable so that employees have confidence in systems and processes for eliminating bias.

7. Award criteria and contract conditions in relation to public procurement

The Council's Procurement and Commercial Strategy (December 2016 – March 2020) aimed to maximise the benefits of procurement and make a positive impact on customers and service users whilst supporting the Council's strategic aims to work collaboratively and with fairness and integrity in all aspects of its commercial activity.

The Council's new Sustainable Procurement and Commercial Strategy 2020 -2025 aims to maximise the benefits of procurement and supports the Council's strategic aims puts sustainability at the heart of the procurement programme.

Over the period of this framework the following actions were taken:

- For procurement exercises with a total value of over £50k, service areas were required to undertake an Integrated Impact Assessment during early planning stages.

- The terms and conditions of contracts required service providers and any sub-contractors to deliver services in a non-discriminatory way that ensured fairness and equality to all users of the services; as well as to comply with the Council's policies on equality and all relevant laws. The terms and conditions provide for information on protected characteristics in relation to employment and service users are required to be provided on request.
- Grant conditions require organisations to commit to mainstreaming equality and rights in accordance with the [Equality Act 2010](#), in employing staff and volunteers and in providing services; when requested, organisations are required to show how they are meeting the Public Sector Equality Duty.
- The Council's approach to community benefits to ensure those with protected characteristics benefit from these clauses has been further developed. Development of the 'Cenefits' system was completed in 2019 which now provides for enhanced monitoring of community benefits with reference to promoting protected characteristics or to other priority groups such as those living in poverty, for example the long term unemployed.

8. Fairer Scotland Duty

The Fairer Scotland Duty came into force on a three-year implementation basis in April 2018 and places a legal responsibility on public bodies in Scotland, including local authorities, to actively consider how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions.

Directly in line with this duty, the Council has:

- Established and supported the work of the independent Edinburgh Poverty Commission, which published its final report – A Just Capital: Actions to End Poverty in Edinburgh – in September 2020. In response to this report, and the commissions 7 calls to action, City of Edinburgh Council and Edinburgh Partnership in December 2020 both approved delivery plans outlining their actions and commitments in working towards the goal of eradicating poverty in Edinburgh by 2030.
- Revised the Integrated Impact Assessment Guidance and supporting information documents with partner agencies (NHS Lothian, other Lothian local authorities and Health and Social Care Partnerships) to ensure that the coverage of the relevant socio-economic factors (e.g. social status, housing and living conditions, income and employment) is sufficient.
- Carried out a cumulative assessment of the impact of budget proposals each year, to inform the decisions of the full Council.

Equality, diversity and rights framework (2017 -2021) – action plan update

Outcome 1 – Improved accessibility of council services, housing and buildings				
What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress
High quality, modern school facilities within localities, to match the ambitions for attainment, positive destinations, and improvements to community access.	Deliver the Schools of the Future Project including 1 new secondary school and six primary schools.	<p>Progress reports on school building programme.</p> <p>Data on community access to schools.</p> <p>Attainment and positive destination data by protected characteristic.</p>	Communities and Families / Property and Facilities Management Service / Lifelong Learning Service	<p>Facilities in schools have been further developed to provide effective learning support to suit a range of needs e.g. a sensory room and breakout room in a new primary school. The approach to replacing schools will be to consider options for multi-service community hubs, allowing easy access to a range of services.</p> <p>Communities and Families Strategic Asset team are currently working closely with Head Teacher Inclusion Support and Quality Improvement Manager Special Schools on the inclusion element of design for the new Currie Community High School and continuing engagement as part of Wave 4 school developments.</p> <p>Opportunities presented by new learning campuses continue to be explored to deliver integrated hubs for local services – including the provision of an integrated building for a primary school and GP surgery at</p>

Outcome 1 – Improved accessibility of council services, housing and buildings				
What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress
				Maybury and multiple lifelong learning services at Ratho.
Children and young people with a disability or with additional support needs can access and participate in mainstream school services and extracurricular activity.	<p>Produce and deliver an Accessibility Strategy which sets out how the Council improves physical access to schools, accessible communication with parents and carers, and access to the curriculum.</p> <p>Deliver actions in the Edinburgh Children’s Services Plan 2017 – 2020 which relate to children with a disability or additional support need.</p> <p>ASL Policy ‘In on the Act’ Dec 201</p>	<p>Data from pupil surveys in secondary and primary schools provided by children with disabilities and additional support needs.</p> <p>Data from the ‘Child Planning – Edinburgh Wellbeing’ Index provided by pupils with disabilities.</p> <p>Feedback from parents, families, and carers of children with disabilities.</p>	Communities and Families	<p>The focus on encouraging participation has been to encourage girls and children with disabilities to take part in sports, because their involvement had been low. Examples include Active School’s second “Girls Day Out” Conference and providing special equipment to let young people with additional needs take part in outdoor residential trips.</p> <p>In 2020, existing plans were cancelled due to COVID-19 outbreak, but accessible virtual programmes were provided. Girls and pupils with additional support needs continue to be a focus.</p> <p>The Council’s Benmore and Lagganlia residential centres continue to hire specialist equipment to support residential excursions, this includes specialist harnesses and all-terrain wheelchairs.</p>

Outcome 1 – Improved accessibility of council services, housing and buildings

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress
				Communities and Families Accessibility Strategy has been updated.
Extended use of photo-symbols across service areas, and public buildings, to improve access.	Improve signage in schools, libraries, leisure, and community centres.	Feedback from EaRN members. Feedback from the Access Panel.	Communications Service / Lifelong Learning Service / Property and Facilities Management	Facilities Management proactively replaced and repaired existing Health & Safety signage.
Improved access to the city's cultural, sporting and physical activity services.	Deliver the Museums Galleries Edinburgh Access Policy Statement 2017. Deliver the Edinburgh Museums and Galleries Service Plan 2013/18. Deliver the 'Engaging with our communities: Museums Galleries Edinburgh: Outreach Strategy 2017-2020'. Increase the number of autism / dementia /	Feedback from EaRN members. Feedback from the Access Panel.	Culture / Edinburgh Leisure / Lifelong Learning Service	Edinburgh Leisure manages and develops sport and leisure services on behalf of the Council. The Active Communities team deliver projects to people who face the greatest barriers and tend to be much less active: women and girls, people with disabilities, older adults, minority ethnic groups and those with low incomes. Capital Theatres, part-funded by the Council, put on a range of accessible performances, including (in 2017-18) 25 relaxed performances for people with learning disabilities, 25 dementia-friendly, 27 British Sign Language

Outcome 1 – Improved accessibility of council services, housing and buildings

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress
	<p>genders + transgender specific sessions or showings at leisure centres, and theatres.</p> <p>Ensure the new sports and physical activity strategy takes account of the needs of communities who share protected characteristics.</p>			<p>(BSL) interpreted performances and 32 audio-described.</p> <p>In 2019-20, 144 shows were programmed of which 87 were accessible (BSL, Audio Described, Captioned, Relaxed and Dementia Friendly).</p> <p>There is now an accessibility guide on the Museums and galleries website for all venues.</p> <p>Funding has been introduced to support for cultural engagement in localities through the Local Events Fund.</p>
High quality library and information services using both physical and digital modes of access.	Improve access to and provide information about library services, taking account of the needs of people who share protected characteristics.	Satisfaction with Lifelong Learning Services.	Lifelong Learning	<p>Work continues with a wide range of partners including, Dyslexia Scotland, LGBT Youth, Autism Scotland, Deaf action and others to develop services that consider the needs of people with protected characteristics.</p> <p>Awareness raising events and sessions representing particular groups are jointly planned. The Sensory cinema experience continues</p>

Outcome 1 – Improved accessibility of council services, housing and buildings

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress
				<p>to be developed. During the pandemic the housebound delivery service has been increased to meet demand.</p> <p>Libraries provide digital skills support sessions to support citizens in finding information online and using digital services and technology independently. This support is provided one to one with volunteer support; during the pandemic this has moved to telephone and online provision.</p> <p>Loan periods and item limits have been increased to support access to information and reading for pleasure during COVID-19. Increased investment in e-material to reflect increased usage during lockdown.</p> <p>E-services have been further developed and digital resources have been gathered in collections to help signpost customers to information required to support education, mental wellbeing, combat poverty and</p>

Outcome 1 – Improved accessibility of council services, housing and buildings

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress
				<p>encourage outdoor activity during lockdown.</p> <p>The Libraries Digital Lead worked in partnership with Scottish Community Voluntary Organisation (SCVO) to deliver the Scottish Government 'Connecting Scotland' programme – encouraging community organisations to apply for digital equipment and connectivity for individuals and working with them to put in place support through a network of Digital Champions. The team worked directly with a number of protected characteristic groups including poverty, digital exclusion, social exclusion etc.</p>
The Council's first BSL plan is co-produced, approved and delivered in partnership with BSL users in Edinburgh	Review the British Sign Language (BSL) Draft National Plan. This will inform the development of the Local Plan.	Production of the Council's first BSL Plan in 2018.	Strategy & Insight Service (in partnership with the Edinburgh Health and Social Care Partnership)	<p>The British Sign Language Plan for Edinburgh 2018-24 was produced to improve services for BSL users.</p> <p>Service areas have continued to implement actions in the plan, and the Council and Health and Social Care Partnership jointly contributed to the British Deaf Association Scotland's</p>

Outcome 1 – Improved accessibility of council services, housing and buildings

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress
				review of progress within local authorities for the Scottish Government (October 2020).
Improved access to, and customer satisfaction with, Council customer services, including Interpretation and Translation Services (ITS) for people who share protected characteristics.	<p>Improve the Interpretation and Translation Services.</p> <p>Continue to roll out the “Happy to translate” service on council leaflets.</p> <p>Ensure delivery of ITS contracts with funded third parties.</p> <p>Deliver the Change Strategy – Council of the Future – Digital Workstream.</p> <p>Deliver ITS procurement contracts.</p>	Data from customer services on access and satisfaction.	Customer	<p>Improvements and achievements over the period of the framework include:</p> <ul style="list-style-type: none"> • Launching a range of ways to improve access including web-chat pilot and web forms to free up capacity for phone and face to face contacts • Ongoing development of online services, supported by more traditional service access routes • Support for critical face to face services during COVID-19 • Simplified call messaging – reduced options to avoid confusion • The launch of web bots to support website search capabilities, making it easier to find service information and request/report a service • Supporting services with ongoing Council-wide translation/ interpretation services

Outcome 1 – Improved accessibility of council services, housing and buildings

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress
	<p>Increase the number of Council documents published in plain English and easy read.</p> <p>Deliver the new Customer Strategy.</p>			<ul style="list-style-type: none"> 24/7 social media presence SMS functionality to support key services e.g. Council Tax Removal of the compulsory sign on for many online services Introduction of pay point facilities for revenue/benefit services to support cash transactions
Improved access to pavements, parks, road crossings and the public realm for people who share protected characteristics.	<p>Deliver the City Centre Locality Improvement Plan priorities on improving street access.</p> <p>Deliver the Council's Public Realm Protocols.</p> <p>Ensure more co production work takes place with communities of interest to design the public realm.</p>	<p>Data from accessibility surveys completed at key locations.</p> <p>Edinburgh Access Panel feedback.</p> <p>Equalities and human rights Network (EaRN) feedback.</p>	Roads and Transport Service / Parks Service	The 2020-21 grounds maintenance programme has focussed on enhancing access to and across parks and green spaces to accommodate socially distanced exercise. This included the cutting back of overhanging vegetation, the widening of footpaths and the regular cutting of grass.

Outcome 1 – Improved accessibility of council services, housing and buildings

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress
	Improve access to and around the City's parks and open spaces.			
Many new affordable homes are accessible for people who share protected characteristics.	<p>Secure City Deal investment in the Affordable House Building Programme.</p> <p>Deliver the Affordable House Building Programme and increase the supply of homes for larger families, older people and disabled people.</p>	<p>Number of new affordable homes built with 4/5 bedrooms and with good disability access.</p> <p>Data from EdIndex on citizens who apply for Registered Social Landlord (RSL) housing by protected characteristic.</p>	Housing / Planning Service / Edinburgh Affordable Housing Partnership	<p>In 2019/20, 1,930 affordable homes were approved for start site and 1,443 were completed. Of those completed 813 were grant funded and all grant funded were built to the Housing for Varying Need (HFVN) standard.</p> <p>In 2017/18, a record 1,500 homes were approved for social rent, mid-market rent and low-cost ownership, and around 20% were designed for older people and those with complex needs.</p> <p>Current policy is that 10% of new build City of Edinburgh Council (CEC) homes should be fully wheelchair accessible and that all homes are built to the Housing for Varying Needs (HFVN) standard making ground floor properties accessible for wheelchair users including doorways that are wide enough to accommodate a wheel chair, level entry access, space</p>

Outcome 1 – Improved accessibility of council services, housing and buildings

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress
				<p>for a wheelchair turning manoeuvre in both the kitchen and at least one bathroom and a wheel chair accessible path through property.</p> <p>The Housing Service has commissioned a study on particular needs housing, which will inform the Housing Need and Demand Assessment and Health and Social Care priorities.</p>

Outcome 2 – Improved community safety, justice and cohesion services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
Interventions are early and effective, preventing domestic abuse, and maximising the safety and wellbeing of citizens, children, and young people affected by domestic abuse.	<p>Deliver the Edinburgh Children’s Services Plan 17/20 actions on child protection.</p> <p>Deliver the Domestic Abuse Strategy and Improvement Action Plan 2017.</p> <p>Deliver the Community Justice Outcomes Improvement Plan 2017/18,</p>	<p>Reporting rates of domestic abuse</p> <p>Satisfaction rates with domestic abuse services.</p>	Safer and Stronger Communities	<p>The Child Protection Improvement Plan (2019-20) included key priorities such as domestic abuse and neglect.</p> <p>Domestic Abuse training is being offered on a fortnightly basis to colleagues, with specialist input via ‘Safe and Together’ for those working directly with victims and perpetrators.</p> <p>Early intervention in domestic abuse is being taken forward with key stakeholders, with a citywide approach expected to be in place for 2021.</p> <p>A Domestic Abuse Policy was approved by the Policy and Sustainability Committee, 14 May 2020. The policy seeks to ensure a sensitive and supportive response to victims, working collaboratively with them to access a range of housing options advice, information and support.</p> <p>Within community justice services, all workers in the Domestic Abuse Service have been trained in the Safe and</p>

Outcome 2 – Improved community safety, justice and cohesion services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
				<p>Together Approach, with three awarded accreditation as a Safe and Together Champion.</p> <p>The 'Respekt' Service which mirrors the Caledonian System to address domestic abuse has been established and provides a first language voluntary and court mandated service to Polish men.</p> <p>It also provides a voluntary service to Polish women partners of these men when they are the victim/survivor of the abusive behaviour, and feedback obtained from family members helped by Respekt has been positive.</p>
Improved services for those affected by hate crime and hate incidents in the City. Improved preventative work to reduce hate crime	<p>Deliver the Tackling Sectarianism 2017/18 Action Plan.</p> <p>Deliver the Edinburgh Community Safety Partnership Hate Crime Action Plan.</p>	<p>Reporting rates of hate crime.</p> <p>Satisfaction rates with hate crime services.</p>	Safer and Stronger Communities	<p>Due to the pandemic most of the training for public protection, where possible, has shifted from face to face delivery to virtual/screen-based participation.</p> <p>A Restorative Justice service has been developed and can be offered to adults on statutory supervision who have been</p>

Outcome 2 – Improved community safety, justice and cohesion services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
	Deliver the Edinburgh Transport Charter. Improve work in schools, youth clubs and other children and young people's services to prevent hate incidents and crimes.			<p>convicted of a hate crime, and the victim of that offence (or a representative).</p> <p>In community justice services, there has been a large scale roll out of Anti-Discriminatory Awareness Practice Training (ADAPT) for staff.</p> <p>A Transport Charter was developed for Edinburgh to encourage hate crime reporting with the Council writing to local transport providers to enlist their support in tackling hate crime robustly.</p>
Syrian refugees are successfully relocated and have a good quality of life.	Deliver the Syrian Refugee relocation and integration action plan.	<p>Feedback from Syrian refugees on the relocation and integration programme.</p> <p>Number of Syrian refugees in training or employment with 6 months of arrival.</p> <p>Achievement and attainment of</p>	Safer and Stronger Communities / Schools and Lifelong Learning	<p>At the two-year plus mark (of the period of this framework), 47% of households have moved on from initial private sector leased housing into mainstream Council/Housing Association tenancies.</p> <p>The Covid-19 pandemic has had a significant negative impact on resettled refugees' employment status and as restrictions have eased, some have re-gained employment or found other jobs.</p> <p>At the latest point of data collection (early 2021), 18% of those we have</p>

Outcome 2 – Improved community safety, justice and cohesion services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
		children at early years or schools.		resettled who are of working age are in employment, volunteering or studying. For those in employment, the majority are in part-time roles.
Improved services for those affected Female Genital Mutilation (FGM).	National Strategy – Equally Safe: Scotland’s Strategy for preventing and eradicating violence against women and girls.	Reporting rates of FGM. Satisfaction rates with FGM services.	Safer and Stronger Communities	Services have been commissioned from Saheliya and Shakti Women’s Aid for Black, Asian and minority ethnic women, which may include women affected by female genital mutilation (FGM) and honour-based violence. The Equally Safe Edinburgh Committee has clear objectives in its improvement plan linked to increasing its connections and co-production with citizens who are from Black, Asian and minority ethnic groups.
Improved services for those affected by human trafficking and exploitation.	Deliver National Strategy: Scotland’s Trafficking and Exploitation Strategy.	Reporting rates of trafficking and exploitation. Satisfaction rates with trafficking and exploitation services.	Safer and Stronger Communities	Training was delivered to key Council staff to provide awareness of potential signs of human trafficking, reporting mechanisms, and on how to support individuals who may need to access support services. In 2019, the Council were hosts of the Scottish Government Pilot in partnership with Border Force. An online portal

Outcome 2 – Improved community safety, justice and cohesion services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
				<p>'Duty to Notify' was designed to allow collation of non-specific intelligence related to 'soft' reports of suspected Human Trafficking, modern slavery, forced labour, and domestic servitude.</p> <p>Commercial & Procurement Services (CPS), supported the Councils Modern Slavery Commitments which included the continued raising of awareness within CPS and its suppliers.</p>
Improved services for those affected by honour-based violence.	Deliver the National Strategy – Equally Safe: Scotland's Strategy for preventing and eradicating violence against women and girls.	<p>Reporting rates of honour-based violence.</p> <p>Satisfaction rates with honour-based violence services</p>	Safer and Stronger Communities	In addition to the commissioning of Saheliya and Shakti Women's Aid the Equally Safe Edinburgh Committee now has clear objectives linked to increasing its connections and co-production with citizens who are from Black, Asian and minority ethnic groups.
Community engagement, empowerment, and cohesion work across the City is strong and effective.	Develop EaRN and ensure improved engagement with the network by elected members and council senior officers.	EaRN member's feedback	Strategy & Insight - Communities	<p>The Council continues to jointly fund the Equality and Rights Network (EaRN) with NHS Lothian.</p> <p>EaRN has supported the community planning process in the city through representation on a variety of structures such as Local Outcomes Improvement</p>

Outcome 2 – Improved community safety, justice and cohesion services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
	<p>Improve the engagement work of Locality Committees through the Locality Improvement Plans with communities of interest.</p> <p>Improve engagement with migrant community groups and respond to concerns.</p> <p>Improve Pupil and Parent Council engagement with communities of interest.</p> <p>Improve engagement work through Registered Tenants Organisations, Community Councils, and other community sector organisations about community cohesion.</p>			<p>Plan Delivery Group and Edinburgh Partnership Board (EPB). This provides a valuable role in ensuring equalities shapes and informs partnership strategic policy, planning and service delivery.</p> <p>Despite some challenges in delivering its full programme due to the pandemic some highlights of EaRN's most recent achievements in 2019-20 include:</p> <ul style="list-style-type: none"> • Supporting the recruitment of over 500 Community Taskforce Volunteers to provide help to vulnerable members of the community and helping to distribute vital information via social media platforms. • Providing support with administration and facilitation Supporting Vulnerable Communities Network steering group. • Supporting the wider Edinburgh Third Sector Interface (TSI) with equalities work through participation in the Children,

Outcome 2 – Improved community safety, justice and cohesion services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
	<p>Improve engagement work with Third Sector groups representing groups of people who share protected characteristics.</p> <p>Adhere to the National Community Engagement Standards when engaging with communities of interest.</p>			<p>Young People and Families Network and internal TSI staff workshops on Equalities.</p> <ul style="list-style-type: none"> • Further increasing their member numbers to 189. • Providing input and representation from member’s perspectives towards the development of the Equalities Outcomes Improvement Framework 2021-2025.

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
Improved outcomes for learners with additional support needs and those sharing protected characteristics.	Deliver the Communities and Families Service Development Plan.	Positive destinations, exclusions, attendance, and achievement data by protected characteristic / additional support needs.	Communities and Families	<p>Support/challenge meetings have been introduced with Headteachers as part of the Edinburgh Learns Framework, with termly meetings to discuss the progress of learners with equity or additional support needs.</p> <p>Quality Improvement Officers continue to support and challenge data with senior leaders. Attainment Reports per school were not available this year due to the pause on gathering summary assessments. The Attendance procedures have been revised and a working group has been convened looking at the implementation.</p> <p>Head Teacher Inclusion Supports is leading the Attendance Strategy with the focus on learners with protected characteristics and additional support needs; work to date includes:</p> <ul style="list-style-type: none"> • Citywide Attendance monitoring system now in place • Attendance short life working group now in place for secondary

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
				The collection of exclusions, attendance, and achievement data by protected characteristic/additional support needs which was interrupted by Covid-19; i.e. the data for 2020-21, will now be collected by June 2021 as part of the annual service review.
Reduce the number of children with additional support needs (ASN) who experience school exclusions.	<p>Measure the number of children with ASN who experience exclusions and compare this to those who do not have ASN.</p> <p>Continue to rollout whole school training on ASD</p> <p>Build on our Support For Learning (SfL) teaching staff skillset in our schools through training and networking events.</p> <p>Empower education establishments to</p>	Reduce the rate of exclusion gap between the children who have ASN and those who do not.	Children’s Services	<p>Whole-school Autism Spectrum Disorder (ASD) training continues as rolling programme with schools receiving mandatory update in three-year cycles.</p> <p>The Autism Strategy is currently being reviewed and updated.</p> <p>Support for Learning (SfL) Leader/ Teacher Network Meetings have moved online due to lockdown with an increase in engagement via virtual meetings due to ease of access; training for SfL staff is a key strand within the English Language Learners (ELL) Inclusion Framework.</p> <p>Social Communication, Emotional Regulation, and Transactional Support</p>

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
	<p>meet needs through following Included Engaged and Involved policy and related procedures</p> <p>Continue to train staff to use the primary and secondary 'Circle' based learning tools and Early Years 'Up Up and Away' Tool.</p> <p>Continue to train ASL and specialist provision staff in the use of SCERTS and continue to implement SCERTS.</p> <p>Inclusive practice training for all new staff will be mandatory.</p> <p>Continue to deliver a range of evidence-based training for</p>			<p>(SCERTS) training is being offered to all Specialist Provision staff and supporting partners.</p> <p>Inclusive Practice training framework has been developed as part of implementation of Enhanced Support Bases/Wellbeing Hubs in mainstream schools with a phased programme of delivery incorporating a range of evidence-based training.</p> <p>In November 2019 there was a review of flexible and alternative timetables and recommendations from this have informed the strategic plan for attendance workstream.</p> <p>Impact will be measured by the decrease in the percentage of pupils with low attendance and an increase in the number of school leavers progressing into positive destinations.</p> <p>The Additional Support for Learning (ASL) Service has increased the range of pathways available to learners requiring a flexible curriculum with</p>

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
	<p>education staff and partners to meet needs of pupils with a range of additional support needs.</p> <p>Work collaboratively with partners to enhance our flexible pathways for children who benefit from a more adaptive/bespoke curriculum.</p> <p>Work with facilities management colleagues to consider inclusive education environments in future school builds.</p>			currently 220 learners across all sectors engaging in these initiatives delivered by the service.
Improved engagement of parent and pupil councils with parents and pupils who share protected characteristics.	Deliver the Communities and Families Service Development Plan	Feedback from pupil and parent Council's about engagement and representation by pupils and parents who share protected characteristics.	Communities and Families	Equalities Groups have been set up in schools to work with coordinators in implementing the revised policy and procedures to help prevent and respond to reports of bullying and harassment incidents.

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
	Deliver the pupil and parent engagement plan.			<p>Locality Parent Council meetings have included debates on equalities. The Equalities Steering Group now has a parent representative and its own reference group established.</p> <p>An award in the name of Saroj Lal is planned to be launched for all school pupils to compete to win. The development of all equalities practices will be celebrated, and submissions shared across all schools.</p>
Prejudiced and bullying incidents in schools will be recorded and addressed appropriately so that children feel safe in their school.	Deliver the Communities and Families Service Development Plan.	<p>Number of recorded bullying incidents in schools.</p> <p>Feedback from pupils on bullying behaviour as part of the pupil primary and secondary surveys.</p>	Schools and Lifelong Learning Service	<p>Two-yearly surveys of school pupils now include questions about the extent of bullying and how it has been handled with respondents asked about age, gender, disability and race/ethnicity (for secondary pupils);</p> <p>Schools record bullying and prejudice-based incidents including nature (race, gender, homophobia, sectarianism/faith, disability and transgender) and results are shared widely with managers centrally and within schools. Findings from this data</p>

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
				<p>is used to inform the development of strategy.</p> <p>Following extensive consultation, the policy has been further developed and updated for schools to implement with coordinators - both pupil and staff taking this forward in Session 20/21.</p>
Improvement in employability skills and positive destinations for pupils who share protected characteristics.	<p>Deliver the Economic Strategy.</p> <p>Deliver the Communities and Families Service Development Plan.</p>	<p>Number of jobs, apprenticeships or training opportunities identified.</p> <p>Number of young people matched into these opportunities</p> <p>Number of employers contributing to success</p> <p>Skills Development Scotland Participation measure rate</p>	Business Growth and Inclusion / Schools and Lifelong Learning Service	<p>A range of programmes have been delivered to support young people to gain employment, including Project SEARCH, the corporate parenting action plan; the Council's Modern Apprenticeship Programme and the Edinburgh Guarantee.</p> <p>The programmes have been delivered in partnership with 'Developing the Young Workforce' to create placements for school pupils.</p> <p>'Activity Agreements' have been delivered within schools responding to the Scottish Government 'No One Left Behind' initiative.</p>

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
				Employer recruitment incentive funding has been provided to support employers to recruit people with barriers to employment.
Pupil Equity Fund (PEF) investment leads to improved achievement and attainment, and health and wellbeing, for pupils who share protected characteristics.	Deliver the Edinburgh Children’s Services Plan 2017/20.	Outcomes recorded as part of PEF investment.	Schools and Lifelong Learning Service	<p>Pupil Equity Funding to schools has been allocated to help close the poverty related attainment gap, enabling headteachers to focus on activities that lead to improvements in literacy, numeracy and health and wellbeing.</p> <p>In the 2020-21 session a request was made for the fund be used to provide (where possible) digital learning devices for targeted pupils.</p>
Children and young people have improved mental health, emotional wellbeing and resilience in schools, and other settings.	<p>Deliver the Edinburgh Children’s Services Plan 2017/20 and recommendations from Child and Mental Health Services (CAMHS) and wellbeing review.</p> <p>Ensure schools meet the Guide to</p>	<p>Primary and Secondary School pupil surveys.</p> <p>Feedback from users of CAMHS.</p> <p>Compliance with guidance and codes of practice.</p>	Schools and Lifelong Learning Service	<p>Primary and Secondary School pupil surveys now include special schools to ensure views of children and young people with a disability are captured.</p> <p>The Scottish Government-funded School Counsellor posts currently being recruited to as at March 2021 - there were 25 posts filled of which some were part-time, with the future aim of</p>

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
	<p>supporting transgender young people in school - LGBT Youth Scotland/Scottish Transgender Alliance</p> <p>Ensure Communities and Families achieve the Silver Award in LGBT Youth Scotland Charter Mark.</p>	<p>School inspection reports.</p>		<p>achieving and sustaining a target of between 21 to 23 full time equivalents.</p> <p>There is currently an allocation of additional mental-health funding focused at looked after and care experienced children, including young people and families experiencing particular distress as a result of Covid-19.</p> <p>The 'Building Resilience Resource' has been rolled out to all primary schools and training for mental health and wellbeing to staff across all sectors has been delivered.</p> <p>Support for TYLA (Turn Your Life Around) volunteers has been provided and help has been given to those who have faced Adverse Childhood Experiences (ACES) to help them share their stories with pupils in primary and secondary schools.</p> <p>Supported schools and other settings now have the appropriate licence to allow them to use the range of ACES</p>

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
				resilience material to support activities such as discussions and workshops.
The Council's Employability Commissioning Plan has delivered a more inclusive labour market.	<p>Deliver the Communities and Families Service Development Plan.</p> <p>Deliver the Economic Strategy.</p>	<p>Progress Updates</p> <p>Progress reports to the Housing and Economy Committee</p>	Business Growth & Inclusion	<p>As previously covered above via the 'No One Left Behind' initiative employer recruitment incentive funding is now supporting employers to recruit people with recognised barriers to employment.</p> <p>The Edinburgh Guarantee is being re-imagined to be available to all age groups, with a renewed focus on those with barriers to employment rather than focusing on young people only.</p> <p>Funded employability programmes have recorded 1729 engagements supporting people with a disability to prepare for employment since 2017.</p> <p><i>(21% of all engagements recorded – however individuals may have more than one engagement).</i></p>
More young people who share protected characteristics take up apprenticeship	Secure City Deal investment in employability services.	Data from apprenticeship providers on take up and completed	Business Growth & Inclusion	Edinburgh Guarantee has worked with employers to advertise opportunities.

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
opportunities in the construction industry.	<p>Implement more housing development and other construction contract community benefit clauses.</p> <p>Deliver the STEM programme in schools.</p>	apprenticeships from young people who share protected characteristics.		Joined up for Jobs (JUFJ) make CEC funded provision and supports clients with protected characteristics, aware of opportunities available throughout the city.
Improved transition services for pupils with disabilities.	Deliver the Edinburgh Children’s Services Plan 2017/20.	Feedback from pupils with disabilities and parents / carers on transition.	Business Growth & Inclusion	<p>Edinburgh Project SEARCH has worked with schools to deliver information about the programme, highlighting employment as a destination to pupils.</p> <p>The programme is currently reviewing the material used to ensure it is current and designed to best deliver in a virtual capacity. The programme is delivered in partnership with Edinburgh College to create a pathway from college into employment.</p>
Children’s rights are enhanced.	<p>Deliver the Edinburgh Children’s Services Plan 2017/20.</p> <p>Deliver the Citywide Restorative Justice</p>	Report on the state of children’s rights in the City every three years, in line with statutory guidance.	Schools and Lifelong Learning Service	The first Children’s Partnership Children’s Rights report makes a series of recommendations about developing children and young people’s rights in Edinburgh and covers the period from 2017-20. This report has been drafted

Outcome 3 – Improved education and employability services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
	<p>Learning and Development Programme.</p> <p>Support the work of the Children’s Rights Team and the Rights Respecting Schools Programme.</p>			<p>by a small group comprising representatives from the voluntary sector, police, NHS and the Council.</p> <p>The Council continues to support the UNICEF ‘Rights Respecting School Award’ with 68 primary, 17 secondary, 10 special schools and one Early Years Centre now participating.</p> <p>8 schools have now achieved Gold Status (Rights Respecting); support is in place to help those schools at Bronze level to progress to Silver.</p> <p>Young people participating in ‘What Kind of Edinburgh’ have met regularly and developed actions and workstreams linked to each of the themes in the Children’s Services Plan.</p> <p>This participation is contributing a range of ideas and suggestions about what actions young people would like to see taken to improve a range of policies and outcomes.</p>

Outcome 4 – Improved transport services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
<p>The City has a road network where all users are safe from the risk of being killed or seriously injured and its citizens have access to healthier and safer travel options.</p>	<p>Deliver the Local Transport Strategy.</p> <p>Deliver the Public and Accessible Transport Action Plan.</p> <p>Deliver the Additional Support Needs and Adult Transport Action Plan</p>	<p>Feedback from passenger surveys from users who share protected characteristics</p>	<p>Transport</p>	<p>City Mobility Plan (approved in February 2020) as the new Local Transport Strategy was consulted on with widespread support for its proposals to enhance the public transport network and active travel networks whilst looking to manage private vehicle use and space it occupies in the city. This includes for the use of digital technology for through ticketing and accessible pricing.</p> <p>Choices for City Plan sets out options for higher density development, a higher level of affordable homes provision and development design with an active travel priority - as the basis for new City Plan policies - to deliver more resilient, sustainable mixed-use neighbourhoods with better local facilities and public transport.</p>
<p>Taxis and Private Hire Cars provide a safe, convenient, and accessible service to those who share</p>	<p>Ensure the licensing service monitors the quality of service provision by taxi</p>	<p>Number of taxi complaints recorded and number of resolutions by people</p>	<p>Licensing</p>	<p>The licensing service monitors complaints closely to identify any pattern or trends which emerge from complaints received. Where a pattern is identified targeted advice or</p>

Outcome 4 – Improved transport services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
protected characteristics.	companies and taxi drivers.	who share protected characteristics.		<p>enforcement activity is undertaken to deal with that issue.</p> <p>Work has been carried out to highlight to the taxi trade the importance of ensuring that customers using wheelchairs are not disadvantaged by drivers declining jobs or not providing proper assistance to these passengers.</p>
Transport options are accessible to all regardless of protected characteristic.	<p>Deliver the Local Transport Strategy.</p> <p>Deliver the recommendations from the review of community accessible transport and transport to and from home to school / HSC centre.</p>	<p>Percentage of the Lothian Bus fleet which is accessible to both buggies and wheelchairs.</p> <p>Numbers of incidences of use of community accessible transport, and satisfaction with those services.</p> <p>Feedback from users of home to and from school / HSC centre</p>	Transport	City Mobility Plan (as the new Local Transport Strategy) was consulted on and there was widespread support for its proposals to enhance the public transport network and active travel networks, whilst looking to manage private vehicle use and the space it occupies in the city. This includes for the use of digital technology for through ticketing and accessible pricing.

Outcome 4 – Improved transport services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
The Transport Charter Action Plan has been delivered and people feel safe on public transport.	<p>Deliver the Transport Charter Action Plan.</p> <p>Deliver the Edinburgh Community Safety Partnership Hate Crime Action Plan.</p>	<p>Feel safe and secure while using public transport is increased.</p> <p>Feel confident reporting a hate crime or any other prohibited conduct on public transport is increased.</p> <p>Report a hate crime on public transport and are satisfied with the service they receive from transport providers is increased.</p>	Safer and Stronger Communities	<p>A Transport Charter was developed for Edinburgh; encouraging transport providers to help ensure that passengers feel safe travelling and that procedures are in place to address hate crime on public transport.</p> <p>The Council liaised with transport providers to raise awareness of the Charter so that passengers are encouraged to report hate crime.</p>
Improved communication and information about transport services and options for people who share protected characteristics.	Deliver the Lothian Buses Passenger Information Strategy.	Feedback from citizens about transport options and services	Transport – Lothian Buses	Lothian Buses have appointed a dedicated Accessibility and Inclusion Officer role and work is progressing towards delivery of an updated Accessibility Review and accordant Action Plan.

Outcome 5 – Improved social security and household income maximisation services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
<p>Citizens who share protected characteristics maximise their potential incomes and mitigate the negative impacts of welfare reform.</p>	<p>Deliver the Welfare Reform Plan and provide regular reports on impacts: Welfare Reform – Update – Quarterly reports to Corporate Policy and Strategy Committee</p>	<p>Data from welfare rights and customer services</p>	<p>Customer</p>	<p>Customer Services have appointed a manager to lead on welfare reform and have trained our own staff.</p> <p>Briefings and detailed training has been provided on welfare reform to a wide range of stakeholders, to enable them to support citizens through the implementation phase (of the Welfare Reform Plan) and beyond.</p> <p>The engagement has included Private Sector Landlords, a key group in terms of addressing risks of becoming homeless.</p> <p>Monitoring will be carried out across the Council to demonstrate how services are responding to welfare reform.</p> <p>In 2020, the Welfare Reform Manager remains in place as a separate role to support this activity. Whilst direct support has not been possible in schools (due to the pandemic) the various Welfare Reform group meetings have continued virtually.</p>

Outcome 5 – Improved social security and household income maximisation services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
				<p>The Council is working with partner agencies to address poverty such as Nourish Scotland, NHS Scotland, Scottish Government, and Poverty Commission, to maximise income and mitigate impact of welfare reform,</p> <p>Working continues between Customer and external advice services funded through the Council/IJB.</p> <p>There is regular reporting to the Council's Policy & Sustainability committee regarding welfare reform with statistics provided on numbers assisted.</p>
Advice services for people who share protected characteristics are accessible and effective.	Deliver the advice services review recommendations.	Data from welfare rights and customer services	Customer	<p>The Council's Customer Division continues to work with Advice Services to share data and support citizens seeking advocacy adopting collaborative approaches on casework.</p> <p>Following a review of Advice Services, funding has been streamlined and there is now a city-</p>

Outcome 5 – Improved social security and household income maximisation services				
What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
				<p>wide approach to grant funding led by Health and Social Care. This is helping identify gaps and duplication to be addressed.</p> <p>The Advice Review continues and the accessibility and effectiveness (at time of reporting) have yet to be measured by user feedback.</p>
Improved services to tackle household debt for citizens who share protected characteristics.	<p>Deliver the advice services review recommendations.</p> <p>Deliver customer debt management services as part of Council Customer Services.</p>	Data from welfare services on access and satisfaction by citizens who share protected characteristics.	Safer and Stronger / Customer	<p>The Advice Service continues to support citizens by identifying entitlements towards maximisation of income by adopting single financial assessments.</p> <p>Other improvements include provision for individuals with no recourse to public funds and actively identifying citizens with entitlements.</p> <p>The service has also made applications easier for citizens by providing additional online access.</p>
People who share protected characteristics have	Deliver the Edible Edinburgh Strategy and	Edible Edinburgh – Annual progress report to Corporate	Property and Facilities Management	The Council's 'Discover' Holiday activity programme has provided an excellent opportunity to not only

Outcome 5 – Improved social security and household income maximisation services

What success looks like	What we will do to achieve success	How we will measure success	Service owner(s)	Progress to date
access to affordable food and energy.	Sustainable Energy Action Plan (SEAP).	Policy and Strategy Committee SEAP – Annual progress report to Corporate Policy and Strategy Committee	Service / Strategy and Insight	<p>provide lunches to those who require it over holidays, but additionally seeks to provide opportunities for learning, play and signposting for parents and carers to access other council services.</p> <p>‘Discover’ also provides support and advice on income maximisation, benefits, home energy efficiency, small grants, housing issues and employability skills have all formed part of its overall offer.</p> <p>Numbers for ‘Discover’ and venues continue to grow year on year as we attempt to capture all those who require these types of services.</p>
The Scottish Government and the Council have effective partnership working to deliver high quality social security services.	Engage regularly with the Scottish Government on the implementation of devolved benefit programmes.	Progress reports	Safer and Stronger	The Council has engaged extensively with the Scottish Government and the Department of Work and Pensions (DWP) to support the introduction of the Scottish Social Security Agency, to influence policy and highlight problems emerging for citizens and councils

Accessibility

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www.edinburgh.gov.uk and in other formats from:
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