



**Equality and Diversity Strategy**

**Equality Outcomes Progress 2013 – 2017**

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<b>Equality Outcome</b> <b>S1 Improved opportunities for people to participate in shaping services.</b>	
<b>National strategic outcome</b>	<b>We have tackled the significant inequalities in Scottish society.</b>  We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
<b>Single Outcome Agreement</b>	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b>  Supporting our Children and Families: <ul style="list-style-type: none"> <li>• Our children and young people in South Ayrshire have the best possible life chances.</li> <li>• Safer and Stronger Communities and Reducing Offending</li> </ul>
<b>Council Plan</b>	<b>Working in partnership to maximise the potential of our communities</b> SO4.1 Communities are supported to become empowered
<b>Protected Characteristics/ SAC Theme</b>	<b>All protected characteristic</b>  <b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b> Empowerment: enabling and empowering communities to work with us to design and deliver local solutions that will ease future demands for services and lead to positive outcomes for individuals and families.
<b>General Equality Duty:</b>	<b>Eliminated Discrimination &amp; Harassment</b>  <b>Advance Equality of Opportunity</b>

<p><b>Service (Service and Improvement Plan actions relating to this equality outcome.)</b></p>	<p><b>Children’s Services:</b></p> <p>Implement the Corporate Parenting Strategy/</p> <ul style="list-style-type: none"> <li>• Develop a framework to secure the views of looked after and accommodated children and young people to inform service planning, delivery and improvement.</li> <li>• Embedding, ‘How Good is Our Council’ across all services.</li> <li>• Review implementation of strategies for self-evaluation and validation; performance monitoring and reporting; planning; consultation and engagement.</li> </ul>
<p><b>Rationale: Why is this Equality Outcome important</b></p>	<p>Children and Families aims to deliver the best possible outcomes for the social, emotional, physical health and wellbeing of children in South Ayrshire. To do this, we provide social work and social care services in partnership with the children and young people who use Council services, their parents and carers, and partner agencies.</p> <p>Children and Families assesses, supports and provides social work services for children and young people and their families who are experiencing difficulties and need assistance. We help ensure the safety and wellbeing of vulnerable children, as well as providing support to children who are unable to live with their parents and are placed in alternative settings appropriate to their needs.</p> <p>The Council’s main priority and focus is on individuals with the highest level of need and those most at risk (i.e. individuals assessed by Children and Families as having “high” or “medium” need). Individuals with lower levels of need (“moderate” or “low”) continue to receive a service where appropriate through partnership arrangements with the third sector or through universal services. This may include the provision of information and advice or access to a range of other support services.</p> <p>In 2013/14, Children and Families’ case load was approximately 1,400 service users, but looked after 343 children under statutory orders and undertook 189 child protection investigations, resulting in 83 new registrations of children considered to be ‘at risk’ to the child protection register; and supported 252 children and young people with a disability. In the same period, Criminal Justice social work managed 500 service users.</p> <p>Children with disabilities continue to come up against social, organisational and physical barriers. In a world that has been created without disabled people in mind, barriers to inclusion are far and wide. This means there are one off costs each time an individual seeks to be included whereas the cost-effective approach is to design in access from the outset. This amplifies the cost of inclusion and so efforts to include more disabled people in mainstream society are met with arguments concerning cost, capacity, feasibility, risk and other people’s perception of what is in disabled people’s best interests. Many disabled people experience discrimination and inequality in relation to other aspects of their identity for example their age, gender, parental status, race, religion or sexuality.</p>

	<p>Equal citizenship rests upon all individuals enjoying the same basic rights and freedoms in their lives. Unless we accept that all disabled people should have full members of society, steps towards equal citizenship will falter. If disabled people are part of planning, equal citizenship will thrive. Crucially, this involves having an equal right to exercise control over one's own life, without the unwelcome interference of others.</p> <p>Children's Services are focussed on delivering the best opportunities and outcomes to the children, young people and adults who are in need of Council services. While self-evaluation activity, such as audit, provides some insight into how successfully outcomes are being met, it is important that people who are involved with services participate in shaping services. Demand is increasing at the same time that resources to support these services is under more and more pressure, and as such the service is constantly seeking new ways to make services more modern and efficient so that people who rely on social work services achieve the best possible outcomes.</p> <p>It is also highly important that children, young people, their parents/carers and adults have a say in any decisions which may affect individual planning for their future.</p> <p>The Children and Families service has identified a key measure to judge if we are making progress in this area (the% of audited child assessments and plans which evidence that the child's views have been taken into account). In 2013/14 Of the 307 children where a child protection assessment was completed, 37% of children actively expressed and had their views recorded. 62% were unable to express a view due to their age or stage of development and in these cases, the child's view is considered through analysis of their presentation and behaviours which are indicators of their wellbeing.</p> <p>South Ayrshire Council's Criminal Justice Social Work Service is a partner member of the South West Scotland Community Justice Authority. All people who use Criminal Justice Social Work Services are offered the opportunity to comment on their experiences by giving feedback through case reviews, by completing questionnaires or by involvement in focus groups. Analysis of this feedback in 2013/14 evidences very high levels of satisfaction with the services provided with all respondents stating that they were listened to and were able to put their views forward; that they were supported to identify their own areas for development and that they were able to contribute to the review of their licence/ order. Almost all respondents reported a reduction in their offending behaviour and that their lives had improved as a result of their involvement with the service.</p>	
	<p><b>National partners contributions to outcomes</b></p> <ul style="list-style-type: none"> <li>• Scottish Government</li> </ul>	<p><b>Local Partners contributions to outcomes</b></p> <ul style="list-style-type: none"> <li>• Community Planning Partnership</li> <li>• South Ayrshire Youth Forum</li> <li>• Corporate Parenting Board</li> <li>• Children with Disabilities Screening Forum</li> <li>• Who Cares? Scotland</li> <li>• Barnardo's</li> </ul>

Outputs	<ul style="list-style-type: none"> <li>• Children and young people and their parents/ carers have a range of options for how their social care is delivered and are empowered to decide how much ongoing control and responsibility they want over their own support arrangements.</li> <li>• Criminal Justice social work service is delivered in line with the new model and legislation agreed by Scottish Government in relation to the community justice system in Scotland.</li> </ul>	<ul style="list-style-type: none"> <li>• Children and young people have the opportunity to inform service planning, delivery and improvement.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Provide advice and guidance on the implementation of the Social Care (Self-Directed Support) (Scotland) Act 2013.</li> </ul>	<ul style="list-style-type: none"> <li>• On-going development and support of South Ayrshire's Youth Forum to encourage young people's engagement with the South Ayrshire Community Planning Partnership and involvement in planning for and delivery of the Community Planning Partnership Board's Annual Conference.</li> <li>• Implementation of the Corporate Parenting Board consisting of Elected Members and Looked After young people.</li> <li>• On-going implementation of Children with Disabilities Screening Forum to ensure placement requirements are subject to a multi-agency screening process and are in line with service eligibility criteria.</li> <li>• Continue to commission advocacy support services to ensure advocacy support is delivered to children and young people in South Ayrshire.</li> <li>• Provide advice and guidance to the Community Planning Partnership on the future community justice arrangements.</li> </ul>
<b>Council Services Contribution to Outcomes (Additional to above)</b>		
Outputs	<ul style="list-style-type: none"> <li>• An increase in the number of children and young people providing feedback on their experience of Children and Families services to inform service planning, delivery and improvement.</li> <li>• An increase in the number of parents/ carers providing feedback on their experience of Children and Families services to inform service planning, delivery and improvement.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Children and young people's views are taken into account during assessment and planning processes.</li> <li>• An increase in the number of Criminal Justice service users providing feedback on their experiences to inform service planning, delivery and improvement.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Implementation and refinement of consultation and engagement strategy.</li> <li>• Ongoing consultation with users of services, their families and/or carers and/or representatives, and adults.</li> <li>• Implementation of the electronic tool, 'Viewpoint', to collate and report on the views of young people, across all Children and Families services.</li> <li>• On-going audit activity in relation to child assessments and plans to ensure that the child's views have been taken into account.</li> <li>• Regular surveys with service users conducted by service providers and the Council.</li> <li>• Implementation of the Corporate Parenting Scheme whereby members of the Council's Corporate Management Team will act as champions for a small group of Looked After children and young people.</li> <li>• On-going implementation of Self-Directed Support.</li> <li>• Continued implementation of Person Centred Planning and the Child's Plan.</li> <li>• Development of advocacy services for children and young people within the context of the health and social care partnership.</li> </ul>

<b>Progress Report</b>		
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>
% of audited child assessments and plans which evidence that the child's views have been taken into account	Actual 12/13: 93% Actual 2013/14: 99%	15.10.14: Of the 307 children where a child protection assessment was completed, 37% of children actively expressed and had their views recorded. 62% were unable to express a view due to their age or stage of development and in these cases, the child's view is considered through analysis of their presentation and behaviours which are indicators of their wellbeing.
<b>Summary of Achievement</b>		
<p>In June 2013, South Ayrshire Council and NHS Ayrshire and Arran approved the establishment of a Health and Social Care Partnership (HSCP) in a Body Corporate model of integration. The premise is that joint management responsibility and authority over NHS and Council resource will allow the HSCP to focus on agreed priorities and outcomes and develop flexible services around the needs of people within South Ayrshire, in consultation with service users and stakeholders. Full integration of the HSCP will commence from April 2015 and it is recognised that while the overarching management arrangements will encompass the totality of services within health and social care, it will take time to integrate the delivery of services.</p>		

The HSCP has specific duties in respect of Strategic Planning and lead responsibility to coordinate and achieve the Health and Wellbeing Outcomes of the Community Planning Partnership (CPP). It also requires to develop and report on a suite of outcome indicators that demonstrate performance and improvement at a local and national level. The Strategic Plan for the partnership will relate directly to the CPP plans, the NHS Local Delivery Plan, Council Plans including Housing Plans and joint strategies with Education for children and young people and also currently the Community Justice and Criminal Justice Partnership Plans.

There will be significant work to undertake in relation to streamlining and developing performance management frameworks and functions for the partnership. Emerging from the Strategic Plan will be a number of joint Commissioning Plans. The integration of health and social care services increases the role of commissioning in forward planning. Consideration of the likely services that will be required, the market's response to Self-Directed Support and the changing demographics will all place pressures on finite health and social care resources. The involvement of and consultation with service users and stakeholder in relation to the development and provision of services will be key to the success of the partnership.

A review of public information currently available and how this is communicated, including the use of electronic media, has been undertaken and will continue in the early months of the Partnership.

An effective working relationship will be encouraged with existing representative groups, such as the Public Partnership Forum – a public stakeholder group – who will have a central role to play within the six Locality Planning Groups being established.

Building capacity within local communities to encourage a relationship based on co-production and prevention will be dependent on successful communication, consultation and engagement. A Communications and Engagement Strategy and Plan will be designed, in part, to support the Community Engagement Officers in this important work.

Service	Communities	
	National partners contributions to outcomes	Local Partners contributions to outcomes
Outputs	<ul style="list-style-type: none"> <li>• Provide national guidance and input in relation to current policy and legislative duties</li> </ul>	<ul style="list-style-type: none"> <li>• Increased involvement and consultation on the development and provision of services</li> <li>• Communities</li> <li>• Community Engagement Team- Council</li> <li>• VASA- Third Sector Interface</li> <li>• Locality Planning Groups- Health &amp; Social Care Partnerships</li> <li>• Neighbourhood Forums e.g. Lochside</li> <li>• Tenants &amp; Residents Associations</li> <li>• South Ayrshire Social Enterprise Network</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Provide national guidance and input in relation to current policy and legislative duties</li> </ul>	<ul style="list-style-type: none"> <li>• Provide opportunities for communities/ voluntary sector organisations to have their voices heard and have influence</li> <li>• Further develop corporate community engagement framework to meet current and future legislative priorities</li> <li>• Implement community engagement framework and Health &amp; Social Care community engagement strategy</li> <li>• Provide community engagement training to staff carrying out consultations and community engagement activity</li> <li>• Provide community capacity building programme “Strengthening Our Communities”.</li> <li>• Develop social enterprise training and project development</li> </ul>

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
CM20.1 Support and develop locality planning groups in 6 locations and put in place support arrangements for local groups and communities to participate		<b>Feb 2017</b> 6 locality planning groups are progressing well and sub groups are now forming to focus on specific themes including social isolation and communications.	
CM20.2 Develop a programme of capacity building for locally based community groups and representative structures- Strengthening Our Communities programme		<b>Feb 2017</b> Strengthening Our Communities programme continues to be delivered South Ayrshire wide. 143 representatives from the voluntary sector were supported with 98% of participants indicating they had gained skills and knowledge relating to topics covered in workshops.	
CM11.2 Deliver “ Decision Days” using Participatory Budgeting in South Ayrshire and seek partnership funding to increase available funding		<b>Feb 2017</b> The first round of 6 local decision days were completed in October 2016 and the second cycle of locality based events started in North Carrick on 3 December. Total number of participants 833.	
CM21.2 Develop localised plans focused on reducing inequalities, in line with the requirements of the Community Empowerment Act 2015		<b>Feb 2017</b> Local Outcome Improvement Plans are in developmental stage. Residents have been encouraged to complete Place Standards Tool at “Decision Day” events as well as at other community events.	

## **Summary of Achievement**

We have progressed well with adopting a strategic approach to community engagement by aligning, preparing and advancing on 7 key strands:-

- Implementation of the Community Empowerment( Scotland) Act 2015
- Grants and participatory Budgeting (Local Decision Days)
- Capacity Building through the Strengthening Our Communities programme
- Place based approaches including charrettes
- Social Enterprise support
- Support to Community Councils
- Locality Planning Groups

All the guidance for the new legislation for Community Empowerment (Scotland) Act 2015 has now been published and the last “near final” guidance was passed into law by the Scottish Parliament on 23, January 2017. Community Engagement events have been undertaken to discuss possible priorities for the Local Outcome Improvement Plan which requires to be in place by October 2017.

Service	Educational Services	
	National partners contributions to outcomes	Local Partners contributions to outcomes
Outputs	<ul style="list-style-type: none"> <li>• UNICEF – Rights Respecting Schools (RRS) Award</li> <li>• 14 primary schools achieved Level 1 Rights Respecting Schools Award</li> <li>• 1 secondary school achieved RRS Award Level 1</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• All SA schools have recorded their Record of Commitment to develop as a Rights Respecting School with UNICEF</li> <li>• North, East and South Ayrshire education departments collaborated with UNICEF to deliver training to school staff involved in the delivery of the programme.</li> <li>• Provost’s Debate (mock council meeting for S3 students all secondary schools)</li> </ul>	<ul style="list-style-type: none"> <li>• Working together to share best practice e.g. VOICE</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Activities	<ul style="list-style-type: none"> <li>• Implementation and refinement of Consultation and Engagement Strategy</li> <li>• Ongoing consultation with users of services, their families and/or carers and/or representatives</li> <li>• Regular surveys with service users conducted by service providers and the Council,</li> </ul>	

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year 2013/14</b>	<b>Progress &amp; Date 2015/16</b>	
Number of schools under training Rights Respecting Schools (RRS) Award ROC	41 primary 8 secondary 2 ASN schools	51 Schools registered with UNICEF and 28 have registered a record of commitment.	
Number of schools achieving RRS Level 1 Award		14 primary 1 secondary	
Number of schools achieving Level 2 Award	<b>(to follow on from Level 1 Award in due course)</b>		
Number of staff trained as UNICEF RRS Assessors	3 as at 05.02.15		
Provost's debate – Mock Council Meeting (May 2014)	32 pupils from all 8 secondary schools		
Feedback from young people: I am asked for my views about how to improve the school	For 2013-14 57.2% of secondary pupils taking part in the Annual Pupil Survey	This is a continuation of the upward trend from 45% in 2009-10	
<b>Summary of Achievement</b>			
<p>Increasing number of schools achieving Rights Respecting Schools Level 1 Award, initial number of staff to attend UNICEF Assessors Training in February 2015. Collaboration with North and East to provide Rights Respecting Schools training to teachers.</p> <p>Initial Provost Debate for S3 students to experience 'real life' council meetings. First event and debate focused on children's rights in Scotland.</p> <p>2016  <a href="#">Educational Services Standards and Quality Report 2015-16</a></p>			

Service	Communities – Housing to 2015-16	
Rationale: Why is this Equality Outcome important	<ul style="list-style-type: none"> <li>• Communities are more likely to know what is required in their area and will have ideas as to how services can be improved.</li> <li>• The Housing (Scotland) Act 2001 provides a statutory duty of landlords to consult tenants on proposed changes to housing service delivery</li> </ul>	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Housing Regulator</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder Groups e.g. Equality &amp; Diversity Forum and Tenants &amp; Residents Forum</li> <li>• Voluntary Organisations</li> <li>• Care Providers</li> <li>• NHS Ayrshire and Arran</li> <li>• East Ayrshire Council</li> <li>• North Ayrshire Council</li> </ul>
Activities		<ul style="list-style-type: none"> <li>• Working together to share best practice e.g. VOICE</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	<ul style="list-style-type: none"> <li>• A tenant participation strategy for South Ayrshire is in place</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• Implementation and refinement of Consultation and Engagement Strategy</li> <li>• Ongoing consultation with users of services, their families and/or carers and/or representatives</li> <li>• Regular surveys with service users conducted by service providers and the Council,</li> <li>• Tenant scrutiny groups in place to monitor and scrutinise performance of the Council as a housing landlord</li> <li>• An annual tenant conference</li> <li>• Joint officer and tenant working groups to improve operational services</li> <li>• Mystery shopping exercises focused on housing activity within the Customer Contact Centres</li> </ul>	

Service	Housing 2016-17	
Rationale: Why is this Equality Outcome important	<p>The Housing Service sees a critical role for tenant participation (and, where appropriate, resident involvement) in making sure the services we provide best meet the needs of the communities we serve. The Scottish Government supports Tenant Participation and satisfaction with opportunities to participate in decision-making and the quality of information provided to tenants are monitored as part of the Scottish Housing Regulator’s Annual Return on the Charter.</p> <p>This outcome is supported by the Local Housing Strategy outcome “People across South Ayrshire have the opportunity to have their say on issues affecting their communities.”</p>	
	National partners contributions to outcomes	Local Partners contributions to outcomes
	<ul style="list-style-type: none"> <li>• Scottish Housing Regulator</li> <li>• Tenant Participation Advisory Service (TPAS)</li> <li>• Chartered Institute of Housing (CIH)</li> </ul>	<p>Involvement in Tenant Participation activities</p> <ul style="list-style-type: none"> <li>• Groups of involved tenants</li> <li>• Tenants’ and Residents Associations</li> <li>• Voluntary Action South Ayrshire</li> </ul> <p>Involvement in Lochside Neighbourhood Group</p> <ul style="list-style-type: none"> <li>• Various local authority departments</li> <li>• ASDA supermarket</li> <li>• Local supermarket</li> </ul> <p>Involvement with Local Housing Strategy</p> <ul style="list-style-type: none"> <li>• Various local and national agencies</li> <li>• Involved tenants</li> <li>• Private sector landlords</li> <li>• Local residents</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• 400 tenants interviewed as part of comprehensive survey in 2015/16.</li> <li>• 10 involved tenants were trained under the “Stepping Up To Scrutiny” programme run locally by the Tenant</li> </ul>	<ul style="list-style-type: none"> <li>• 19 tenants who volunteer their time with the Housing Service won volunteer awards from Voluntary Action South Ayrshire in 2016.</li> <li>• The Tenant Participation Assistant received Young Employee of the Year at South Ayrshire Council’s Outstanding People Awards.</li> <li>• The Tenant Participation Officer received a Bronze Award at</li> </ul>

	<p>Participation Team and using materials provided by the Chartered Institute of Housing.</p> <ul style="list-style-type: none"> <li>• One of the involved tenants won a national award for their Tenant Participation work through TPAS.</li> </ul>	<p>South Ayrshire Council's Outstanding People Awards.</p> <ul style="list-style-type: none"> <li>• More than 300 people participated in the initial consultation on the Local Housing Strategy</li> <li>• 70 individuals, representing 37 local and national groups were directly involved in the development of the Local Housing Strategy</li> <li>• There are currently 14 Registered Tenants' Organisations in South Ayrshire.</li> </ul>
<p>Activities</p>	<p><b>Comprehensive Survey</b></p> <p>During February and March 2017, Housing Services conducted a full comprehensive satisfaction survey involving 500 tenants. This face-to-face survey will be used to gauge tenant satisfaction with services, inform the development of services and provide an indication of the Council's performance to the Housing Regulator. The previous Satisfaction Survey (Feb-March 2015) showed that satisfaction had increased across the whole service over the following indicators:</p> <ul style="list-style-type: none"> <li>• Satisfaction with the service provided by the Council as a landlord</li> <li>• How well were tenants kept informed about Housing services and decisions</li> <li>• Satisfaction with opportunities to participate in the decision-making process</li> </ul> <p>The findings of this survey are reported to tenants through the Performance Edition, as well as being used to inform the Annual Return on the Charter to the Scottish Housing Regulator.</p>	<p><b>Tenant involvement in service delivery</b></p> <p>Tenants have been actively involved in the development and monitoring of a number of Council services, and arrangements are in place for this to continue on an ongoing basis. Examples include;</p> <ul style="list-style-type: none"> <li>• The Scrutiny and Performance Groups (Tenancy Management Group and Housing Options &amp; Support Group) meet four times a year to review the feedback received from service surveys, to suggest areas of improvement and identify areas where processes are working well. These groups involve both tenants and staff, and tenants' perspectives are used to shape services throughout the year.</li> <li>• South Ayrshire Council Housing Service also runs an annual Communities Fun Day. This event is led by the Tenant Participation team, and tenants play an active role in its organisation through the Events Group. This group meets throughout the year, and tenant volunteers are also involved in the running of the event of the day, building up a good rapport with staff and ensuring the service meets tenants various needs.</li> <li>• Over the next year, tenant involvement will increase further through involvement in the review of the Allocations Policy (Allocations Policy Review Group) and the monitoring of spend on the Housing Revenue Account (HRA Group).</li> <li>• A review of the Tenant Participation Strategy will be ongoing during 2017-18, and this will be carried out in partnership with tenants.</li> </ul>

		<p><b>Homeless Service User Forum</b></p> <p>The Homeless Service User Forum meets on an eight-weekly basis and is open to current and former tenants of temporary accommodation in South Ayrshire. Each meeting looks at a different issue relating to the service we provide, and allows service users to work with officers to shape the services we deliver. These meetings strive to be inclusive to all, and as such transport is provided, along with food for all who attend.</p> <p><b>Chips and Chat Sessions</b></p> <p>Annual 'Chips and Chat' events are held with temporary accommodation service users to review performance and tenant service satisfaction. These meetings offer a chance to discuss the services we provide, again with food provided for all who attend.</p> <p>In addition, to assist in promoting interaction, social skills and create a sense of family (and family life), planned excursions are organised for Hostel e.g. to the World of Wings (Cumbernauld) and a Ten Pin Bowling night.</p>
		<p><b>Local Housing Strategy</b></p> <p>Tenants and residents from throughout South Ayrshire have also been involved in the development of the Local Housing Strategy for 2017-2022. Between October 2015 and November 2016 we worked with tenants, residents and service providers to identify key housing issues that matter to them. This involved considerable consultation with the community, including a number of hard-to-reach groups.</p> <p>This included;</p> <ul style="list-style-type: none"> <li>• 11 local discussion sessions, held in Ayr, Prestwick, Troon, Maybole and Girvan.</li> <li>• An online survey distributed throughout South Ayrshire.</li> <li>• 4 discussion sessions with Sheltered Housing tenants in Ayr, Troon and Maybole.</li> <li>• 2 discussion sessions with people in recovery from drug and alcohol addiction in Ayr and Troon.</li> </ul>

		<ul style="list-style-type: none"> <li>• 1 discussion session with people living in temporary accommodation.</li> <li>• A Pop-up Consultation and Information Stall at a number of Community events, including Community Fun Days, the South Ayrshire Youth Conference and Participatory Budgeting Events.</li> </ul> <p>At each of these events, people had a chance to give their views on what the Council and its partners should be doing over the next five years in housing and neighbourhoods, and this fed directly into the setting of outcomes and actions to achieve these.</p>
		<p><b>Lochside Neighbourhood Group</b></p> <p>The Lochside Neighbourhood Group is made up of local groups, individual residents, and partner agencies including Roads, Parks, Employment services, the local primary school and ASDA to address issues in the area and take forward action agreed with the community. Examples of this Group's work includes: influencing the design for the housing scheme and an accessible playzone and work to clean up the area – "Lochside Clean Up".</p>
		<p><b>New permanent site for Gypsy/Travellers</b></p> <p>Over the last year the Housing Service has worked to secure a new permanent site for Gypsy/Traveller families in South Ayrshire. The previous site the authority offered was unfortunately flooded in December 2015, and since that time the Housing Service has been trying to secure a suitable site to meet the needs of this group. A permanent site has now been selected in negotiation with the families.</p> <p>The service has also carried out extensive consultation with the families on the design and facilities of future developments on this site to ensure any new provision fully meets their current and future needs.</p>

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
<b>Scottish Social Housing Charter Indicator 1</b> Percentage of tenants satisfied with the overall service provided by their landlord	<b>2013/14 – 70.8%</b>	<b>2014/15 - 79.8%</b>	<b>2016/17 study is currently ongoing</b>
<b>Scottish Social Housing Charter Indicator 6</b> Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	<b>2013/14 – 52.1%</b>	<b>2014/15 – 72.3%</b>	<b>2016/17 study is currently ongoing.</b>
<b>Scottish Social Housing Charter Indicator 17</b> Percentage of tenants satisfied with the management of the neighbourhood they live in	<b>2013/14 – 67.8%</b>	<b>2014/15 – 86.3%</b>	<b>2016/17 study is currently ongoing.</b>
<b>Scottish Social Housing Charter Indicator 37</b> Percentage of gypsies/travellers satisfied with the landlord's management of the site	<b>2013/14 – 100%</b>	<b>2014/15 – 100%</b> <b>2015/16 – 0%</b>	<b>2016/17 Comprehensive Survey is currently ongoing</b>
<b>Summary of Achievement</b> Recent years have seen expansion in the ways in which we engage with tenants and residents about the issues that matter most to them, and this is reflected in improvement across the three Charter Indicators most relevant to this Equalities Outcome. Direct tenant involvement in services has increased considerably in recent years, with tenants participating in a wide range of decision-making functions, as outlined above.  With regard to the services we provide to gypsies/travellers locally, tenant satisfaction saw a disappointing drop - going from 100% satisfaction in 2013/14 and 2014/15 to 0% in 2015/16. This was a result of flooding of the permanent site at Houdston near Girvan in December 2015. Since that time, South Ayrshire Council has accommodated the families at a temporary site nearby, while working with the families to find a new permanent site which would better meet their needs going forward. Families have been fully consulted on proposals for this site, and we would hope to see increases in satisfaction going forward.			

Service	Revenues and Benefits	
Rationale: Why is this Equality Outcome important	This equality outcome is important for legal reasons e.g. Council Tax, Business Tax, Crisis Grants and Community Council Grants. The service delivers important legislation and statutory requirements and has to be looked at in the context of dealing with some of the most vulnerable people in the South Ayrshire community across all protected characteristics and groups.	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Government</li> <li>• COSLA</li> <li>• Her Majesty's Revenues and Customs</li> <li>• Audit Scotland</li> </ul>	<ul style="list-style-type: none"> <li>• NHS Ayrshire and Arran</li> <li>• East Ayrshire Council</li> <li>• North Ayrshire Council</li> <li>• Ayr Housing Aid</li> <li>• Seascope</li> <li>• Housing Associations</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Tax Collection</li> <li>• Fairness – having to assess individual's ability to pay.</li> <li>• Working collaboratively to ensure that tax is levied fairly.</li> <li>• Feedback from IT training of the public is built into better service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Tax Collection</li> <li>• Share good practice on making use of feedback and information gathered on the issues people face in completing forms to make improvements e.g. Visibility training.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• One to One help</li> <li>• IT training is provided in Council buildings to members of the public to help them access services.</li> </ul>	<ul style="list-style-type: none"> <li>• Assistance for vulnerable people to fill in forms etc. to access benefits</li> </ul>

**Council Services Contribution to Outcomes (Additional to above)**

Outputs	<ul style="list-style-type: none"> <li>• If people can pay tax the service ensures that they do. If they cannot and need support then the service will help them to access that assistance These people are usually the most vulnerable and have multiple cross cutting protected characteristics e.g. older people with disabilities</li> <li>• Visibility training was cascaded throughout the service and raised awareness of the issues faced by visually impaired people in completing forms. Although a lot of the processes and forms are nationally produced, any suggested improvements can be fed back into national forums to support better design in forms and application processes.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• We help and assist people with budgeting</li> <li>• provide help in Housing services offices to members of the public to improve their IT skills to ensure that they can access all the benefits that they are entitled to</li> <li>• The goal is to provide a more holistic approach to supporting the residents of South Ayrshire.</li> <li>• Small business rates relief scheme has been introduced and applied to all relevant businesses.</li> </ul>

**Progress Report**

Indicators	Baseline and Year	Progress & Date	
Demand for Benefits including the bedroom tax and discretionary housing payments.	Impact of Welfare reform is reported monthly to Council. Reports commenced in April 2013.	Monthly reports to Council are made available on the Council Website as part of the Leadership Panel reports.	
Reports on speed of access to benefits.	Reporting has been ongoing for 20 years, but has increased to monthly reports to the Department of Work and Pensions (DWP).	Monthly reports	
Report on the collection of Taxes to Scottish Government e.g. Scottish Welfare Fund.	Started April 2013.	Monthly reports	
Number of Crisis Grants and Crisis Loans and emergency benefits.	Monthly reports to Scottish Government .	Monthly Reports	Statistics do not show any particular trends as these are individual considerations/circumstances.

## Summary of Achievement

Revenue and Benefits Service do not consult publically, but might need to consider ways to engage further with the public. Overall the service is trying to increase the use of self- service which will improve direct communication with the public. However, support for individual services will continue to be provided as required.

## What we have learnt

Replacement of disability payment could cause issues. The Scottish Government under the Smith Commission might introduce disability benefit rather than Disability Living Allowance. This could be a major change/challenge to Equalities Act challenges, Further engagement with the public would be better if they were not so reluctant to engage with tax matters.

**2015-16** At present Local Authorities do not know the detailed plans for Disability Benefits and the extent to which they will be involved in their administration. It will be for the Scottish Government to collate feedback / consult on this matter, and when changes are introduced, the Council will take an active approach to disseminating relevant information, and promoting awareness of benefit changes.

It is Council policy for Discretionary Housing Payments to be looked at to try and ensure that changes brought about at national level do not impact negatively on vulnerable groups. The top-ups and one off discretionary payments available under DHP can make a big difference to such groups and the Council is working to protect recipients from potential reductions in this area.

Service	Licensing Board		
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>	
	<ul style="list-style-type: none"> <li>Society of Local Authority Lawyers and Administrators in Scotland (SOLAR).</li> </ul>	<ul style="list-style-type: none"> <li>Police Service</li> <li>Ayrshire and Arran NHS Board</li> <li>Alcohol and Drug Partnership (ADP)</li> </ul>	
Outputs	<ul style="list-style-type: none"> <li>Improved practice</li> </ul>	<ul style="list-style-type: none"> <li>Policy better reflects the communities' concerns</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>Regular correspondence and meetings with the above noted organisations</li> <li>Working collaboratively to share best practise</li> </ul>	<ul style="list-style-type: none"> <li>Involvement with the SafeAyr initiative to shape Licensing Policy</li> </ul>	
	<b>Council Services Contribution to Outcomes (Additional to above)</b>		
Outputs	A new Licensing Policy Statement was published in January 2014		
Activities	<ul style="list-style-type: none"> <li>During 2013/14 there was a consultation on Licensing Policy which was open to all members of the public to contribute.</li> <li>Regular (quarterly) meetings of the Local Licensing Forum will continue to consider the Board's implementation of its policy and Forum members have an opportunity to provide suggestions and raise any issues of concern.</li> </ul>		
<b>Progress Report</b>			
Indicators	Baseline and Year	Progress & Date	Comments
Number of meetings of the Local Licensing Forum	Meetings are held quarterly and since 2013 there have been 9 meetings	Officers are constantly seeking to widen membership of the Forum across all protected characteristics e.g. in the last year the Forum has had a named representative from the Ayrshire Ethnic Minority Community Association.	This will be monitored on an on-going basis.

		<p><b>2015-16</b> Licensing Standards Officers are actively trying to engage with Community Councils in relation to commenting on licensing applications. The licensing applications are sent out to relevant Community Councils as a matter of course, and Licensing Standards Officers have been working to bolster confidence amongst Community Councils, to increase their input in the process.</p> <p>The Licensing Board will be hosting 2 half-day sessions for local license holders on Good Practice.</p>	
Licensing Policy Published	The Licensing Policy was reviewed in 2013/14	The Licensing Policy was equality impact assessed as part of the review process and it will be reviewed again in 2016.	
Attendance at SOLAR meetings	2013 – a Licensing Services representative has attended the quarterly meetings.	Work is undertaken within SOLAR on an ongoing basis to improve and share good practice including stakeholder and user engagement and consultation. Attendance at SOLAR meetings ensures that practices are kept up-to-date.	
<p><b>Summary of Achievement:</b> The Licensing Board is continuing to improve the working relationship between the local authority and the Licensed Trade.</p>			
<p><b>Lessons we have learnt:</b> Even when the Licensing Forum has been initiated and made more open, it is still difficult to get businesses to attend to participate in shaping Licensing Service.</p>			

Service	Planning	
<b>Rationale: Why is this Equality Outcome important</b>	<b>In order for people within South Ayrshire to be able to influence their communities through engagement in the Local Development Plan and planning policy</b>	
	National partners contributions to outcomes	Local Partners contributions to outcomes
	<ul style="list-style-type: none"> <li>• Historic Environment Scotland</li> <li>• Scottish Government – Planning Division and Transport Scotland</li> <li>• Scottish Water</li> <li>• Transport Scotland</li> <li>• SEPA</li> <li>• SNH</li> <li>• SPT</li> </ul>	<ul style="list-style-type: none"> <li>• Historic groups e.g. Kyle and Carrick Civic Society</li> <li>• Ayrshire Roads Alliance</li> <li>• Education Service</li> <li>• Housing Service</li> <li>• Estates Service</li> <li>• Legal Services</li> <li>• Community Planning</li> <li>• UWS</li> <li>• East Ayrshire Council</li> <li>• Dumfries and Galloway Council</li> <li>• Ayr Renaissance</li> </ul>
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Local Development Plan 2 – preparation of Main Issues Report (MIR) - MIR is a key document in terms of front-loading effective engagement on the LDP. This is the principal opportunity within the LDP process for productive engagement with stakeholders and the wider public.</li> <li>• Continue to gather consultation results in order to shape the Main Issues Report for LDP2</li> <li>• Town Centre and Retail Local Development Plan seeking formal adoption from Scottish Government</li> <li>• Participation Statement – updated on annual basis as part of the Development Plan Scheme</li> <li>• Revised Development Plan Scheme</li> <li>• Review of Action Programme</li> <li>• Designation of new conservation areas</li> <li>• New supplementary guidance</li> </ul>	

<p><b>Activities</b></p>	<p>Consultation with local community councils and residents undertaken (autumn 2016) in respect of proposed new conservation areas identified within the Local Development Plan.</p> <p>Consultation on the new Local Development Plan has started beginning with:</p> <ul style="list-style-type: none"> <li>• Pre-consultation meeting with stakeholders including house builders, community councils and community</li> <li>• 3 targeted sessions at County Buildings in September</li> <li>• 6 sessions for the public at various locations throughout South Ayrshire (Drop-In sessions). These sessions were held in tandem with Community Planning and Community Justice.</li> </ul> <p>The views of the public have been sought for consultations that have taken place within the Planning Service, examples are:</p> <ul style="list-style-type: none"> <li>• Interested parties seeking to promote a potential development site for inclusion in the LDP ('Call for Sites') and the response from this will be analysed and made public. 'Question Where' – online interactive form that can be used to submit comments with regard to land use and development, identification of issues and pinpoint places on a map show where the comments relate. This mechanism provides the public with an avenue to directly input and shape services.</li> <li>• Social media Twitter – <a href="I:\BURNS HOUSE PLANNING DATA\DEVELOPMENT PLANNING AND CUSTOMERS\Retail &amp; TC LDP\Main Issues Report\Engagement\Press Ads\Tweet.jpg">I:\BURNS HOUSE PLANNING DATA\DEVELOPMENT PLANNING AND CUSTOMERS\Retail &amp; TC LDP\Main Issues Report\Engagement\Press Ads\Tweet.jpg</a></li> <li>• Attendance at the local youth forum event in January 2017 seeking their input to the outcome of the new LDP.</li> </ul> <p>A wide range of communication techniques were used to draw attention to opportunities to comment on the Pre Main Issues Report, and to the community discussion sessions. These included the methods set out in the Participation Statement, including:</p> <ul style="list-style-type: none"> <li>• Adverts and press releases in local newspapers;</li> <li>• displaying posters in public Council buildings, and libraries,</li> <li>• writing out to all key agencies, Community Councils, and businesses, individuals and community groups who had expressed an interest in planning process</li> <li>• placing high profile news items on the front page of the Council's website placing news items in the weekly, Council-wide 'Communications' email;</li> </ul> <p>The Place Standard Tool was used at the consultation meetings in order to provide a simple framework to structure conversations about place.</p>
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<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date (November 2016 – February 2017)</b>	
Numbers attending public consultation meetings -	November 2016 – January 2017	121 attendees	
Numbers attending target consultation meetings i.e. retail, housing and rural issues	November 2016	34 attendees over the three workshop events	
Number of responses to call for sites	December 2016 – January 2017	78	
Number of responses to LDP2 Early Engagement	January – February 2017	13	
Development Plan Scheme	July 2016	Updated on an annual basis	
Reports to Leadership Panel/Full Council	March 2015  March 2017	Advising of commencement of LDP2.  Report seeking approval to modify Proposed Town Centre and Retail LDP prior to notification to Scottish Ministers advising intention to adopt.	
Report to LDP Project Board	2016	Presentation and discussion to provide update on progress and agree future work programmes	

## Summary of Achievement

During 2016 and early 2017, extensive work has taken place to adapt current consultation mechanism to set out the Council's spatial priorities and policies to create a new approach which combines maps, text and graphics to simplify the presentation of the LDP.

The Planning Service continues to improve the Council's approach for wider accessibility to information on the LDP process through the availability of StoryMap and QuestionWhere which has been designed and implemented within the Planning Service in order to provide more interaction with the LDP. The Story Map work was the subject of an award by the Scottish Awards for Quality in Planning, last year.

The LDP requires to conform with the Participation Statement (the consultation framework for the LDP) and the Planning etc. (Scotland) Act 2006 requires examination of whether consultation on the PLDP has been undertaken as stated within the Participation Statement. The Planning Service has ensured that participation is evidenced through the formal processes of the Local Development Plan and the Participation Statement.

Attendance at the South Ayrshire Youth Forum by a member of staff from the Planning Service aims to ensure that planning is accessible to young people and to seek their views at consultation events.

The LDP Participation Statement is based around SP=EED which sets out a framework for effective engagement ie informing, consulting and partnership. SP=EED is an effective engagement tool to enhance the overall quality of engagement which contributes to more effective engagement in the planning system.

Place Standard Tool – provides a framework to structure conversations about the physical place by way of pinpointing the assets of a place or where there may be improvements.

As part of the LDP equality impact assessment screenings are undertaken during the first formal stage (MIR) in the preparation of the development of local plans. This is the principal opportunity for the public to get involved and influence the Plan. The MIR presents suggested outcomes that the plan should deliver in terms of Housing, Transport, Employment and heritage. It also seeks people's views on the main issues affecting the area and the location of future development.

Following consultation with stakeholders, the following Supplementary Guidance (SG) has been adopted:-

- Dark Sky Lighting
- Maintaining an effective Land Supply
- Housing Site Design Briefs

The consultation events were in the format of "Drop-In" sessions which were less formal and were held in local schools or public buildings which ensured that they were accessible. Furthermore, staff were available to facilitate and support individuals to ensure that everyone who attended was able to contribute or ask for assistance, if required.

Consultation and public engagement have been promoted through a variety of medium, including– newspapers, posters in libraries, Council's website – to ensure that as many people are reached as possible.

Information is available through a range of formats and at various locations to allow full consideration of the Development Plan Scheme and associated documentation.

<b>Equality Outcome</b>	
<b>S2 Improved knowledge and understanding of diversity crime and incidents in our communities.</b>	
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b> We live our lives safe from crime, disorder and danger
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b>
Council Plan	<b>Working in partnership to maximise the potential of our communities</b> SO4.2 People feel safer
Protected Characteristics/ SAC Theme	<b>Race/ Disability/ Gender Reassignment/ Religion and Belief/ Sexual orientation and although not a protected characteristic - Sectarianism</b>
General Equality Duty:	<b>Eliminated Discrimination &amp; Harassment</b> <b>Foster Good relations</b>

<b>Service</b>	<b>Educational Services</b>	
Rationale: Why is this Equality Outcome important	<p>In order to prevent and reduce hate crime incidents, young people and children need to have an understanding and awareness of Hate Crime and how it impacts on the community.</p> <p>Hate Crime does not restrict itself to administrative boundaries and the Scottish Government, Equality and Human Rights Commission and SOLACE advice that Hate Crime is a national equality issue that is best tackled on a Partnership basis.</p>	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Show Racism the Red Card Campaign,</li> <li>• Stonewall</li> <li>• Respect Me - Anti bullying organisation</li> <li>• Holocaust Memorial Trust</li> <li>• Nil by Mouth –challenging sectarianism</li> <li>• Holocaust Educational Trust</li> </ul>	<ul style="list-style-type: none"> <li>• Police Services – Campus Police</li> <li>• Ayr United Football Club - Show Racism the Red Card</li> <li>• Local artists</li> <li>• University of the West Of Scotland (UWS)</li> </ul>

<p>Outputs</p>	<ul style="list-style-type: none"> <li>• Exhibition and artwork on the Holocaust and genocide undertaken across South Ayrshire Schools and presented at local civic venues to share with the community.</li> <li>• Staff trained in art to enable similar exhibitions to be held within schools.</li> <li>• Holocaust Memorial Day 27/01/15 – national event hosted by SAC.</li> <li>• Staff (primary and secondary) as Train the Trainers to cascade strategies in dealing with homophobic language and bullying as well as celebrating differences in an age-appropriate way.</li> </ul> <p><b>2015</b></p> <ul style="list-style-type: none"> <li>• Since December 2015 schools have been working with Show Racism the Red Card. This has been the main focus of the Hate Crime work in schools. Secondary schools are continuing to deliver the Stonewall Fit resource. All 8 Secondary Schools are using the Stonewall curriculum resource in a variety of year groups.</li> <li>• Discussions are currently underway with Stonewall around future “train the trainer “ provision and capacity building to support rollout through schools.</li> </ul>	<p><b>2015:</b></p> <p>Artists went into schools to undertake willow work, glass work and etchings and again during 2015 this work has continued within schools e.g. the shoes artwork produced at QMA where the young people researched an individual victim of the Holocaust and made a shoe and recorded on it the details of the person, as well as an individual message that showed their support and that they would not “Stand By.”</p>
<p>Activities</p>	<ul style="list-style-type: none"> <li>• Work with Primary 7 and S1 and S2 on awareness raising of racism and sectarianism to improve behaviours that help prevent and reduce hate crime incident.</li> <li>• The Stonewall Fit Resource will continue to be used in all secondary schools.</li> <li>• Work with Stonewall to provide staff skills training as required by schools on an individual basis.</li> </ul>	<ul style="list-style-type: none"> <li>• February 2014 Equality Act presentation to all head teachers and power point distributed for them to cascade to staff in schools (delivered by Employee &amp; Customer Services).</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with Stonewall to develop the Stonewall School Champions Programme where requested by an individual school.</li> <li>• Work with schools to raise awareness of the Holocaust and genocide</li> <li>• Schools Champions trained (Ayr and Kyle Academy, Newton and Grammar Primaries)</li> </ul> <p><b>2015</b></p> <ul style="list-style-type: none"> <li>• Training was set up for primary schools on the Stonewall Primary resource – Celebrating Difference, Uptake was limited and therefore further sessions are being arranged.</li> </ul>	
Outputs	<ul style="list-style-type: none"> <li>• Method of recording of diversity/hate crime incidents across the Race/Disability, Gender reassignment, Religion and belief and Sexual Orientation are recorded consistently across all schools</li> <li>• Data set of diversity/hate crime incidents within South Ayrshire schools</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• Continue to gather information on bullying in schools within GLOW which is the online resource for schools</li> <li>• Review information gathering process to ensure diversity/hate crime incidents across the Race/Disability, Gender reassignment, Religion and belief and Sexual Orientation are recorded consistently across all schools</li> <li>• Agree Schools Diversity Incident Reporting Arrangements</li> <li>• Develop training for all staff who provide pupil support within schools</li> <li>• Develop and deliver training for staff in schools on diversity Incident reporting arrangements</li> </ul> <p><b>2015</b></p> <ul style="list-style-type: none"> <li>• Education staff met with Respect Me and are about to review anti-bullying policy. A strategic group has been established to this forward and this will incorporate online bullying.</li> <li>• Rights Respecting Schools There is a substantial body of work undertaken within South Ayrshire Schools and this work is reported through the 2015 <a href="#">Standards and Quality Report</a></li> </ul>	
<b>Progress Report</b>		
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>
<b>From Analysis of Data Set</b>	2012/13	2013/14
Total number of hate crime incidents in both Primary and Secondary Schools (racist incidents)	18	27

Bullying incidents (primary and secondary)	348	308	
Number of Staff trained in Equality and Diversity specific Hate Crime topics such as Show Racism the Red Card, LGBT Awareness, and Respect Me Anti Bullying Awareness		August and October 2014 Train the Trainer sessions delivered for four schools who now have school champions	
Increase confidence that hate crime incidents will not be tolerated,	Pupil Surveys across Secondary and Primary School I feel safe and cared for in school  I feel safe in my community	2012/13  81.5%  83.2%	2013/14  81.2%  85.9%
Increased confidence in pupils to report hate crime incidents	Pupil Surveys across Secondary and Primary School  Staff treat me fairly and with respect  Pupils treat me fairly and with respect  Staff are good at dealing with bullying behaviour	82.2%  74.3%  62.7%	80.9%  74.4%  64.2%

### Summary of Achievement

A review of the role of Campus Police Officers (CPO) was carried out by Educational Services, Police Scotland and Community Safety Partnership. The CPO Review highlighted good practice in schools, local communities and with local partners. Young people and parents spoke highly of CPOs and reported they make a significant contribution to the life and work of the school.

South Ayrshire Council has been invited to host the national Holocaust Memorial Day event on 27.01.15. Educational Services staff are working closely with the Holocaust Memorial Trust, Holocaust Educational Trust, local artists, voluntary organisations and schools to ensure the memorial day is supported by activities that enable children and young people to engage meaningfully in developing their understanding of the holocaust.

The Council has an increasing number of LGBT Schools Champions. Head teachers have delivered Equality Act presentations to all their school staff.

### In 2015 this work has been ongoing

### What we have learnt:

We need to continue to encourage young people to seek help if they need it.

### 2015

The detailed evaluation of the work undertaken with Show Racism the Red Card will be published in April 2016, which will provide details of the lessons learn within this area of Hate Crime.

Service	Community Safety - Multi Agency Partnership on Violence Against Women and Children (MAPVAW)	
<p>Rationale: Why is this Equality Outcome important</p>	<p>In order to prevent and reduce violence against women and children, there needs to be an understanding of the magnitude of gender based violence occurring in South Ayrshire.</p> <p>The number of domestic abuse incidents recorded in South Ayrshire by Strathclyde Police in South Ayrshire in 2011/2012 was 1261 (ref: Strathclyde Police Domestic Abuse Unit 2012). In addition to these recorded incidents it is widely recognised that a great deal of domestic abuse goes unreported. More recently, South Ayrshire Women’s Aid has also reported of an increase in the number of abusive relationships among young people of secondary school age.</p> <p>Violence Against Women and Children does not restrict itself to administrative boundaries. The Scottish Government Gender Equality and Violence Against Women Team advise that ‘protecting women and children from all forms of violence and preventing it from occurring in the first place are national priorities’. This is best tackled on a Partnership basis.</p> <p>South Ayrshire Multi-Agency Partnership to tackle Violence Against Women and Children is committed to addressing violence against women as a form of gender-based violence to offering appropriate, high quality services to women and children, underpinned by a clear and unequivocal commitment to promote gender equality and inclusion across South Ayrshire.</p>	
	<p><b>National partners contributions to outcomes</b></p> <ul style="list-style-type: none"> <li>• Scottish Government Gender Equality and Violence Against Women Team</li> <li>• Police Service</li> <li>• National Violence Against Women Network</li> <li>• Scottish National Stalking Group</li> </ul>	<p><b>Local Partners contributions to outcomes</b></p> <ul style="list-style-type: none"> <li>• South Ayrshire Multi-Agency Partnership to tackle Violence Against Women and Children (SA VAW MAP)</li> <li>• South Ayrshire Child Protection Committee</li> </ul>
<p>Outputs</p>	<ul style="list-style-type: none"> <li>• Regular feedback of Domestic Abuse Crime incidents and trends</li> <li>• Regular feedback on national activity</li> </ul>	<ul style="list-style-type: none"> <li>• Data set of domestic abuse crime incidents across each of the three South Ayrshire local authority areas.</li> <li>• SA VAW Strategy</li> <li>• SA VAW MAP Action Plan</li> </ul>

Activities	<ul style="list-style-type: none"> <li>• Sharing of information and good practice.</li> <li>• Provision of detailed crime data in relation to domestic abuse and violence against women and children.</li> <li>• Roll out of national campaigns/projects locally to raise awareness of hate and domestic violence crimes in the community.</li> <li>• Introduction of legislation (i.e. The Forced Marriage etc. (Protection and Jurisdiction) (Scotland) Act which came into force on the 28<sup>th</sup> November 2011.</li> </ul>	<ul style="list-style-type: none"> <li>• Development and monitoring of the SA VAW MAP action plan which will take forward the 'Safety and Support' and 'Protection and Prevention' aims of the MAP. During 2015/16 a revised Strategic Action Plan has been developed and implemented.</li> <li>• Development and sharing of good practice.</li> <li>• Identify and take forward joint activity ie. training, public awareness campaigns, secondary school programme.</li> <li>• Provision of support for women and children who have experienced domestic abuse.</li> </ul> <p><b>2016</b></p> <ul style="list-style-type: none"> <li>• Map Strategic Action Plan developed in line with Equally Safe Strategy</li> <li>• New Reporting Template established for the Strategic Action Plan</li> </ul>
<b>Council Services Contribution to Outcomes (Additional to above)</b>		
Outputs	<ul style="list-style-type: none"> <li>• Lead South Ayrshire Multi-Agency Partnership to tackle Violence Against Women and Children.</li> <li>• Establishment of SA VAW MAP Subgroup to ensure effective action/progress in relation to both the aims and strategic objectives as set by the Single Outcome Agreement.</li> <li>• Raise awareness of how violence against women and children is being tackled both within the community and Council services/employees</li> </ul> <p><b>2015</b></p> <ul style="list-style-type: none"> <li>• Two further training sessions in Stalking and Domestic Abuse in the Workplace have been provided</li> <li>• Equality Champions are used to disseminate information on the work of the MAP, including the Strategic Action Plan to Directorate staff.</li> <li>• Development and publication of a Position Statement by the South Ayrshire Sexual Exploitation Joint Action Group</li> </ul> <p><b>2016</b></p> <ul style="list-style-type: none"> <li>• Ayrshire Chamber of Commerce Workplace Event held in Kilmarnock where the three Ayrshire MAPs joined together to raise awareness and highlight the impact that domestic violence can have on the workplace</li> <li>• The Partnership Contact Card, which is a joint initiative with the NHS, has been reviewed and reprinted</li> <li>• The MAP website has been updated</li> <li>• The Council's online training facility COAST now includes a domestic abuse course developed by South Ayrshire Women's Aid, the MAP and the Child Protection Committee.</li> </ul>	

Activities	<p><b>2013/15</b></p> <ul style="list-style-type: none"> <li>• Development of training for staff</li> <li>• Provision of information within staff communication bulletins, intranet staff resource and SAC Website.</li> <li>• Awareness raising of domestic abuse and violence in Secondary Schools.</li> <li>• Co-ordinating joint service response to emerging issues.</li> </ul> <p><b>2016</b></p> <ul style="list-style-type: none"> <li>• School Campus Police Officers continue to develop work within schools</li> <li>• The MAP has been involved as a pilot member of the Improvement Service led Equally Safe Performance Management Framework Guidance initiative, which will measure implementation of Equally Safe locally in both activity and performance and identify areas for improvement.</li> </ul>
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<b>Progress Report</b>				
Indicators	<b>Baseline 2013/2014</b>	<b>2014/2015</b>	<b>Apr 15 – Jan 16</b>	<b>Apr 16 – Jan 17</b>
No. of domestic abuse incidents reported	<b>1253</b>	<b>1294</b>	<b>965</b>	<b>868</b>
No. of domestic abuse incidents resulting in a crime report.	<b>688 (54.9%)</b>	<b>673 (52%)</b>	<b>533 55.4%</b>	<b>52.8%</b>
Total crime and offences in domestic abuse incidents	<b>849</b>	<b>861</b>	<b>710</b>	<b>599</b>
Detection rate	81.4%	79%	84.6%	82.1%
Ensure 95% of domestic abuse initial bail checks are conducted within a 24hr timeframe		97.8%	No comparison	95.5%
No. of offences detected for Domestic Bail Offences (breach of bail)	69		<b>88%</b>	<b>78.3%</b>
No. of pupils receiving domestic abuse awareness education by South Ayrshire Women’s Aid .	<b>2013/14 2301</b>	<b>2014/15 2958</b>	<b>2015/16 2969</b> SAWA continue to provide training to all year groups in 7 Secondary Schools.	<b>2016/17 5697</b>

No. of staff training sessions delivered (VAW) and no. of staff trained.	129 staff trained 8 courses held	4 courses held 121 staff trained	<p>76 staff trained</p> <p>To date 3 courses have been held: 8 staff attended 'Why child sexual abuse is a Housing / homelessness issue.</p> <p>42 staff attended a MAP pan-Ayrshire Child Protection Committees training seminar on Commercial Sexual Exploitation</p> <p>26 staff attended a pan-Ayrshire seminar on Female Genital Mutilation which was supported by MAP staff.</p>	<p>5 Courses have been held:</p> <p>1 Domestic Abuse</p> <p>3 Sexual Exploitation</p> <p>1 Customers Services Frontline Staff with 80 staff trained</p> <p>1 Responding to Sexual Abuse &amp; Exploitation Conference with 85 practitioners trained.</p>
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**What we have learnt**

- Continued awareness raising using the '16 Days of Action' is an ideal forum to raise awareness of violence against women. Starting on the 25<sup>th</sup> November which is International Day for the Elimination of Violence Against Women and marks the start of White Ribbon Scotland's 16 Days of Action to End Violence Against Women. The 16 Days of Action takes place every year in countries all over the world, to tackle violence against women and engage public local activism to fight for this cause and finishes on Human Rights day on the 10<sup>th</sup> December.
- Raising awareness in schools as part of early intervention and prevention is vital and this is reflected in the Equally Safe Strategy (p24). In recent years there has been an increase in abuse in teenage relationships and the risk of sexual exploitation through social media. It is therefore important that young people recognise the signs that they are being abused and know where to access support.
- Partnership working is a key component of raising awareness of violence against women – there are very strong partnership links with South Ayrshire Multi-Agency Partnership to tackle violence against women and children.
- Ensuring that information provided on support services is very important and this is carried out by ensuring that the MAP website is kept up-to-date and a refresh of the website was undertaken in February 2016.

<b>Equality Outcome</b>	
<b>S3 Improved awareness of equality and diversity issues throughout the Council's employees</b>	
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b>
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b>
Council Plan	<b>Working in partnership to maximise the potential of our communities</b> SO4.4 Minimise the impact of inequalities
Protected Characteristics/ SAC Theme	<b>All protected characteristic for staff</b>
General Equality Duty:	<b>Eliminated Discrimination &amp; Harassment</b> <b>Advance Equality of Opportunity</b> <b>Foster Good relations</b>

<b>Service</b>	<b>Services and Licensing Board</b>	
Rationale: Why is this Equality Outcome important	Focus groups with the South Ayrshire Equality and Diversity Forum and Equality Champions highlighted the need to raise awareness of equalities across the organisation.  Feedback from the Employee Opinion Survey indicated that some respondents feel that they are not treated fairly because of a protected characteristic.	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• EHRC</li> <li>• Improvement Service</li> </ul>	<ul style="list-style-type: none"> <li>• Ayrshire Equality Partnership</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Equalities Intranet Resource developed (to be launched June 2015)</li> </ul>	<ul style="list-style-type: none"> <li>• Leaflets and information on Equality Events circulated via equality networks and Communications Bulletin</li> </ul>

Activities	<ul style="list-style-type: none"> <li>• EHRC Guidance and Advice shared with employees via the Equality Champions</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness Raising events organised on a Pan- Ayrshire basis e.g. East Ayrshire Equality Week 2013, Interfaith Week 2015 event held in Kilmarnock</li> </ul>
<b>Council Services Contribution to Outcomes (Additional to above)</b>		
Outputs	<ul style="list-style-type: none"> <li>• All employees have equality training delivered in a range of ways ( face to face, on-line (COAST etc)</li> <li>• Headteachers Equality Act Training February 2013</li> <li>• Headteachers roll out of Equality Act Training to all teachers and school staff</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• Presentations to the Employee Equality Forum on the Public Sector Equality Duties</li> <li>• Headteachers to take back the presentation to hold further training session on the Equality Act with staff in school</li> <li>• COAST Training – CLPL for teachers on Equality Act</li> <li>• EHRC – Equality Act Guidance for Education Providers</li> <li>• Training and awareness sessions available from Employee and Customer Services Team</li> </ul>	
<b>Progress Report</b>		
<p><b>Summary of Achievement</b></p> <p>Equalities knowledge and understanding is part of all employees Personal development review and training is provided to support the duties of each individuals post requirements.</p> <p>All licensing staff have undergone the COAST module on Equalities.</p>		

Service	Planning Service	
Rationale: Why is this Equality Outcome important	<b>Improve the way that we work as a Council to reduce inequalities and raise awareness of equalities across the Council</b>	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Equalities Act 2010</li> </ul>	<ul style="list-style-type: none"> <li>• Community Planning</li> <li>• Community Justice</li> <li>• SAC Equalities Champions Group</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	<ul style="list-style-type: none"> <li>• Collate requests for EIA assistance – proposed</li> <li>• Advice provided by nominated Equality Champion within the Service - proposed</li> <li>• Equality training available and delivered by a variety of methods including on-line</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• Employees within the Planning Service contact the Directorate’s Equality Champion regularly to seek advice, which leads to an improved service delivery and the quality of Equality Impact Assessments. Currently no details as to the number of request for EqIA.</li> <li>• Equalities Champion will introduce a database to allow the number of EQIA requests within the Service to be logged and this will allow the data to be collated.</li> <li>• Email updates on equality issues circulated to Equalities Champions within each service which can then be cascaded to the Service.</li> <li>• Equality Champion appointed for the Planning Service.</li> <li>• Attendance of Corporate Policy Officer at team meeting to discuss PSED – EIA</li> </ul>	

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
Number of requests for assistance with Equality Impact Assessments -	2012 to date	Preparation of database for EIA requests to be set up – Spring 2017	
Number assisted with Equality Impact Assessments	2012 to date	Database to be set up to allow the collation of this data	
Staff training	Upon request – if training available	Equalities Training on-line via COAST	
Team meetings	Team meetings held every 2 months	Ongoing – EIA agenda item as and when required	
<p><b>Summary of Achievement</b></p> <p>Equality Impact Assessments allow the Service to demonstrate that we are placing mainstreaming equality into the day to day business of the Planning Service.</p> <p>Equalities updates are presented as and when required at team meetings.</p> <p>Equalities and Diversity Training is available through COAST.</p> <p>A presentation of the Public Sector Equalities Duty was delivered to a DP team meeting.</p>			

<b>Equality Outcome</b>		
<b>S4 Educational achievement is maintained and improved for all our children and young people</b>		
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b> Our young people are successful learners, confident individuals, effective contributors and responsible citizens Our children have the best start in life and ready to succeed	
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b>	
Council Plan	<b>Working in partnership to maximise the potential of our young people</b> SO2.2 More children and young people are successful learners, responsible citizens, confident individuals and effective contributors	
Protected Characteristics/ SAC Theme	<b>All protected characteristic</b> <b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>	
General Equality Duty:	<b>Eliminated Discrimination &amp; Harassment</b> <b>Advance Equality of Opportunity</b>	
<b>Service</b>	<b>Educational Services</b>	
Rationale: Why is this Equality Outcome important	Literacy and Numeracy are key to making a difference in peoples' lives and have therefore been the focus of Educational Services over recent years and there has been continuous progress in attainment as a result.	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Skills Development</li> <li>• Education Scotland</li> </ul>	<ul style="list-style-type: none"> <li>• Ayr College</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	<ul style="list-style-type: none"> <li>• The Literacy and Numeracy Strategy is published(this has been overtaken by the development of CfE curriculum frameworks which all schools are working to implement this session, literacy and numeracy are key aspects)</li> <li>• The Literacy and Numeracy Strategy is implemented (as above)</li> <li>• Increased attainment through improvement in literacy and numeracy.</li> </ul>	

Activities	<ul style="list-style-type: none"> <li>• Develop a Literacy and Numeracy Strategy (as implemented through the CfE curriculum frameworks)</li> <li>• Equality Impact Assess the Literacy and Numeracy Strategy</li> <li>• Roll out of the Champions Programme to up-skill staff across all education establishments to ensure consistency in learning and teaching. Implement senior phase of Curriculum for Excellence</li> <li>• Implement literacy and numeracy action plans in primary schools (consistency of approach through CfE curriculum frameworks across all schools)</li> <li>• Develop and deliver a range of programmes to support inclusion of children and young people.</li> <li>• Review pupil support arrangements (review underway – lead Eileen Brown)</li> <li>• Further develop arrangements to involve parents in their child’s learning (Parental Involvement strategy currently under review draft February 2015)</li> <li>• Assessment of all pupils’ achievements &amp; evaluation of how schools are meeting their needs to secure improvement.(as per attainment data below)</li> <li>• <b>2015</b> - A bid has been put into Scottish Government around the attainment challenge – “Closing the Gap” All the work within the Educational Services Improvement Plan is focussed on equality and they are challenging schools to close the gap between the lowest and the highest attaining Lynn to provide info. Significant resources are being directed towards this work.</li> </ul>
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<b>Progress Report</b>		
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>
Pupil Attendance	2013/14	Attendance in primary and secondary sectors improved slightly
Pupil exclusions	2013/14	Exclusions increased slightly in primary sector and decreased significantly in the secondary sector, continuing an improving trend in secondary sector.
Pupils’ attainment <b>primary</b>	2013/14	Pupils’ attainment in primary schools is assessed in a range of ways, including through the use of standardised assessments provided by Centre for Evaluation and Monitoring (CEM). CEM assessments are used in P1, P3 P5 and P7 . In these assessments pupils in SA in P1 continued to perform above average (when compared with other pupils nationally) in both reading and mathematics.

		<p>The performance of pupils in P3,5 and 7 demonstrated improvements in five out of six measures compared with previous year.</p> <p>Pupil progress through Curriculum for Excellence levels have seen improvements in performance in both language and mathematics in all key stages in primary schools (P1, P4 and P7).</p>
Pupil attainment secondary		<p>Pupils are assessed at S4,S5 and S6 using Scottish Qualifications Authority (SQA) This year for the first time schools present pupils for new national qualifications as part of CfE. Overall 83% of pupils gained 5 or more National 4 awards and 44% of pupils gained 5 or more National 5 awards by the end of S4.</p>
Looked After children attainment		<p>Attainment of LAC is monitored at the end of S4 and compared with all children. Most pupils who were LA achieved at least five awards at level 3 or better.</p>
School inspections		<p>All early years' establishments, two out of the three primary schools and the secondary school inspected received positive inspection reports.</p>

### **Summary of Achievement**

The further reduction of exclusions in secondary schools, very good performance at the early stages of primary school, 5<sup>th</sup> year attainment which display strong performance for all young people providing a sound foundation for those going onto Further and Higher Education.

The Leadership Panel is updated on educational attainment annually e.g. School performance Report 2013/14 approved by leadership Panel on 30<sup>th</sup> September 2014.

### **What we have learnt**

We propose to reduce exclusions in primary schools, improve performance in the middle and upper primary stages, ensure all schools meet the standards for positive inspections, and improve levels of attainment for looked after children.

Follow-up meetings are held at every school to discuss the outcome of the SQA Performance Annual Report where it is used to inform and support improvements, including the outcome and issues raised within pupil surveys, attendance and exclusion rates. A report is jointly produced by schools and Educational Services which identifies any action points.

<b>Equality Outcome</b>					
<b>S5 - Increased provision of accessible and inclusive Council information and communication</b>					
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b>				
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b>				
Council Plan	<b>Improve the way that we work as a Council</b> SO6.7 Information and communications systems and processes that support efficient delivery of front facing and back office services with a focus on digital delivery				
Protected Characteristics/ SAC Theme	<b>All protected characteristic</b> <b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>				
General Equality Duty:	<b>Eliminated Discrimination &amp; Harassment</b> <b>Advance Equality of Opportunity</b> <b>Foster Good relations</b>				
Service	Housing				
Rationale: Why is this Equality Outcome important	Given the wide range of tenants and residents with whom the Housing Service engages, it is very important that the information we provide and the way we communicate is accessible and inclusive.  This is supported by the Local Housing Strategy outcomes “People in South Ayrshire can access good quality, accredited housing advice at any stage of their life” and “Housing Options advice effectively supports people to access suitable and affordable accommodation”.				
	<table border="1"> <thead> <tr> <th><b>National partners contributions to outcomes</b></th> <th><b>Local Partners contributions to outcomes</b></th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• Scottish Housing Regulator</li> <li>• Tenant Participation Advisory Service (TPAS)</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• Communications Group (Tenant Participation)</li> <li>• Events Group (Tenant Participation)</li> </ul> </td> </tr> </tbody> </table>	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>	<ul style="list-style-type: none"> <li>• Scottish Housing Regulator</li> <li>• Tenant Participation Advisory Service (TPAS)</li> </ul>	<ul style="list-style-type: none"> <li>• Communications Group (Tenant Participation)</li> <li>• Events Group (Tenant Participation)</li> </ul>
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<ul style="list-style-type: none"> <li>• Scottish Housing Regulator</li> <li>• Tenant Participation Advisory Service (TPAS)</li> </ul>	<ul style="list-style-type: none"> <li>• Communications Group (Tenant Participation)</li> <li>• Events Group (Tenant Participation)</li> </ul>				
Outputs	<ul style="list-style-type: none"> <li>• Three tenant newsletters per year</li> <li>• One performance edition newsletter per year</li> <li>• 2,000 people attended the annual Communities Fun Day in September 2016.</li> </ul>				

Activities	<p><b>Tenants' Newsletter</b>  The Tenants' Newsletter which is issued three times a year is developed with full participation of involved tenants through the Communications Group. This group reviews all Housing Services publications, to ensure these are free from jargon and accessible.  Tenants have oversight and substantial input into the Tenants Newsletter's articles, its design and the wording used to ensure the finished product meets tenants' needs as much as possible.  The Tenants' Newsletter offers a mixture of fun and informative articles about the services being provided by the Council, this includes a regular "Day in the Life of" feature that has proved to be particularly popular.</p> <p><b>Performance Edition</b>  Tenants are also fully involved in the production and design of the annual Performance Edition newsletter, through a dedicated Performance Edition working group. This newsletter reports on the Council's performance and is again developed to be accessible to all of tenants.</p> <p><b>Communities Fun Day</b>  The Communities Fun Day has now been running for four years and has increased in popularity every year since then. The Fun Day offers a mix of fun activities and information stalls to improve people's understanding of the range of services available locally.  This innovative approach gives local services the chance to engage with clients and potential clients, while families know there will be a range of fun things to do at the event. This is particularly effective in helping get information to people who may be less inclined to read a newsletter or other printed material.</p> <p><b>Tenant Handbook and DVD/Online video</b>  A new, accessible Tenant Handbook is currently in production, and tenants again have had a guiding role in this. In order to improve the accessibility of this information, we're also in the process of developing a companion DVD/online video to support the Tenant Handbook. This professionally produced video aims to help people understand their rights and responsibilities better.  These steps tie in closely with the Local Housing Strategy commitment to improve the accessibility of materials issued to tenants and residents.</p> <p><b>Utilising Social Media</b>  Over the last year we have made greater use of social media to engage with tenants, applicants and residents of South Ayrshire. This has been primarily through the development of a Housing Services Facebook page, and the regular use of the page for interactive content.  We hope to utilise social media to an even greater extent in the years to come, particularly in engaging with 'harder-to-reach' groups, including younger people and people who would be less likely to attend formal TP meetings.</p>
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<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
<b>Scottish Social Housing Charter Indicator 3</b>  Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	<b>2013/14 – 63.1%</b>	<b>2014/15 - 75.5%</b>	2016/17 study is currently ongoing.
<b>Summary of Achievement</b>  The Housing Service is committed to improving the accessibility and inclusiveness of the information we provide, and of the ways we communicate with tenants and residents. Involving tenants in this process – through the Communications and Events groups, as well as by finding out people’s views through surveys – means that we are able to provide information in ways that people want to receive it.  The coming year will see continued engagement with tenants in improving the quality and accessibility of information and communication provided.			

Services	Finance and ICT - Finance	
Rationale: Why is this Equality Outcome important	<p>More public awareness of efficiency savings through accessible and inclusive energy efficiency information and communication helps them to save money and this applies to all protected characteristics.</p> <p>To ensure that access to information is open to all, including people with disabilities and those who do not speak English as their first language</p>	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Audit Scotland</li> <li>• CIPFA (Chartered Institute of Public Financial Accountants)</li> </ul>	<ul style="list-style-type: none"> <li>• Communications team of South Ayrshire Council</li> <li>• IT department South Ayrshire Council</li> <li>• Other Local Authorities (particularly North Ayrshire Council and East Ayrshire Council)</li> <li>• Finance Officers Forum, 12/13 difference Local Authorities involved to share ideas etc.</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Annual Accounts</li> </ul>	<ul style="list-style-type: none"> <li>• Summary information on website</li> <li>• Panel Papers/Reports</li> <li>• Budget information on website, and on wire for internal purposes – feeds into IT department and their compliance with accessibility.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Publish Annual Accounts on website</li> </ul>	<ul style="list-style-type: none"> <li>• Budget reports and papers on the wire</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	<ul style="list-style-type: none"> <li>• Annual accounts produced are over 100 pages in hard copy and type face has to be small to fit into this space, therefore no ability to produce large format/braille/different language but can be made larger for visually impaired online</li> <li>• Panel Papers online, standard format</li> <li>• Council Tax Leaflet sent out annually (sent out in March 2015)</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• FOI requests, provide information when required, but format this is provided in is up to FOI department.</li> </ul>	

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
Annual Accounts	ongoing	Annually produced	If any issues raised with format etc could be looked at but no issues have been raised by SAC residents to date
Finance officers forum to assess compliance against other LA's	2000's and ongoing	Meet regularly each year and SAC are comparable with all other LA's	
<b>Summary of Achievement</b>			
Provide annual accounts, and no requests have been made to put accounts into different format or language			
<b>What we have learnt</b>			
Finance as a department don't control format of documents as these are produced in final form by IT department.			

Service	Finance and ICT (including Panel Papers) - ICT	
	<b>National partners contributions to outcomes</b> <ul style="list-style-type: none"> <li>• Society of IT Managers (SOCTIM) In 2015–16 SOCTIM has continued to assess the Council through the Better Connected programme, with the next report due to be released spring 2016.</li> <li>• Browsealoud</li> <li>• World Wide Web Consortium (W3C) – responsible for website standard ie AAA/AA etc</li> </ul>	<b>Local Partners contributions to outcomes</b> <ul style="list-style-type: none"> <li>• All Internal departments within SAC</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Compliance with W3C Standards, SAC mainly AA with some AAA</li> <li>• Ensure that interactive services are available in other formats etc</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback section of internet site can report issues to IT eg specific issues such as fuzzy images etc which they can rectify</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Subscribe to Browsealoud which allows SAC website to ‘talk’ to SAC residents</li> </ul>	<ul style="list-style-type: none"> <li>• Testing (internally within department)</li> <li>• Use of Ipad’s to test as they have specific settings for visually impaired</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	<ul style="list-style-type: none"> <li>• Website is designed from ground up to be Equality Act 2010 compliant</li> <li>• Equality Statement is contained on SAC website</li> <li>• SAC website has AAA compliance in some aspects and AA in most so is meeting and exceeding standards</li> <li>• Test colours on website to aid visually impaired residents</li> <li>• Accessibility</li> <li>• Website designed from bottom up to work on mobile devices (tablets and phones) which can suit people with impairments, particularly visually impaired</li> </ul>	

	<p>2015-16:</p> <ul style="list-style-type: none"> <li>• Continue to work to external guidelines</li> <li>• Liaise with client departments to assist individuals who may need specialised IT equipment</li> <li>• When we receive suggestions from members of the public about ways to improve the Council’s website interface we review and act accordingly</li> </ul> <p>2016-17 – all of the above is ongoing. The Council Website is being reviewed for “Plain English” and software is being purchased to support this. Thereafter the service will provide training to staff as appropriate to ensure that Plain English is built in to webpage updates etc..</p>
Activities	<ul style="list-style-type: none"> <li>• Using compliance tools to test compliance with Equality Act and standards’</li> </ul>

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
Society of IT Managers testing	2000 onwards	Website tested annually, progress is good and no issues flagged	
Internal Testing from SAC IT dept	November 2014	Each page built individually on a template and tested to see if compliant	
Internal Testing from SAC IT dept	Ad hoc	Ad hoc testing done for layout/colours etc	
<b>Summary of Achievement</b>			
Internally compliance is not as strong, but this is more to do with individual departments internet administrators putting content straight on to sight without IT approval and can contain items not best suited to the impaired, but the external site is checked by IT and everything that goes on it is checked before going live.			
<b>What we have learnt</b>			
Could get an external accessibility firm to test website. Some internal departments find it difficult to accept that they cannot have a flashy website as this is inaccessible for impaired staff/residents.			

Service	Energy efficiency and awareness		
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>	
	<ul style="list-style-type: none"> <li>Scottish Energy Officers Network (SEON)</li> </ul>	<ul style="list-style-type: none"> <li>Energy Agency Ayrshire</li> <li>Sustainability Group within the Council that includes NHS staff and representatives from the community.</li> </ul>	
Outputs	<ul style="list-style-type: none"> <li>Better quality information that promotes energy efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Engagement with communities to produce a policy for energy efficiency and awareness,</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>Sharing Good Practice</li> <li>SEON regular meetings</li> </ul>	<ul style="list-style-type: none"> <li>Road shows</li> </ul>	
	<b>Council Services Contribution to Outcomes (Additional to above)</b>		
Outputs	Annual energy efficiency calendar		
Activities	<ul style="list-style-type: none"> <li>Green Partners within Directorates and Services meet monthly to raise awareness e.g. Earth Hour, switching off lights and computers</li> <li>South Ayrshire School projects help to inform better communication e.g. annual energy efficiency calendar design competitions</li> <li>Roadshows to demonstrate energy efficiency information and products e.g. insulation</li> <li>Provosts Challenge for 4<sup>th</sup> to 6<sup>th</sup> Year Pupils</li> </ul>		
<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
Provosts Challenge	2015	This will roll out from Earth Hour 2015	
Progress recorded within the minutes of the Sustainability Group	Since 2012	Every three months the meetings are held and the minutes and papers posted on line to ensure accessibility	The Chairperson is Councillor McDowell and the Deputy Chairperson is Liz Morgan of the Energy Agency
Measurement of uptake of energy efficiency products and services e.g. loft insulation	ongoing	The Energy Agency keeps records of the uptake of initiatives that are available to the service.	
<p><b>Summary of Achievement:</b> Ongoing progress in raising awareness is being made across all protected characteristics e.g. Age from primary school to Older People. Education of both the Council and its communities in energy efficiency is generally going very well through the organised energy projects and Roadshows. Information on the intranet for staff is an area of ongoing improvement and this will continue as the work within the Council increases.</p>			
<p><b>What we have learnt:</b> Increasing amounts of people are onboard within the Council regarding energy and efficiency issues. However, senior managers could be more actively engaged and this is an area for improvement.</p>			

Service	Revenues and Benefits	
	National partners contributions to outcomes	Local Partners contributions to outcomes
Outputs	<ul style="list-style-type: none"> <li>• Scottish Government</li> <li>• COSLA</li> <li>• Her Majesty's Revenues and Customs</li> <li>• Audit Scotland</li> </ul>	<ul style="list-style-type: none"> <li>• NHS Ayrshire and Arran</li> <li>• East Ayrshire Council</li> <li>• North Ayrshire Council</li> <li>• Ayr Housing Aid</li> <li>• Seascope</li> <li>• Housing Associations</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• We create large print bills for those with visual impairments and if they give a contact address we will use email to communicate which people with visual impairment prefer to do.</li> <li>• The layout and links within the Council website have been changed and considerable improved making access and communication much better.</li> <li>• The Council's website details for Revenues and Benefits are updated frequently, with increasing amounts of information available online.</li> </ul>	<ul style="list-style-type: none"> <li>• Self service can make it easier for people to claim benefits</li> <li>• Examination and review of complaints to improve service and learn about Council customers.</li> </ul>

<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	Self service tax/ online service Improved service for those people with hearing impairments.
Activities	<ul style="list-style-type: none"> <li>• Benefit forms offer language line service for translation</li> <li>• Developing self service for tax and benefits service to include change of address/details – this allows the information to be captures electronically to improve access and communication.</li> <li>• Revenue and Benefits staff have been working closely with the Council’s voluntary visual impairment advisor Hazel McFarlane to tie in with her Welfare Reform Pathway, work she is doing to pull together information from all local Authorities across Scotland. In addition, following a further training session by Visibility (to the Policy and Performance Team) a visually impaired member of the organisation - Audrey Thomson, signed up to be the Council’s contact.</li> </ul>

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
Uptake of self service for tax	2015/16 for 5 years	Monthly progress reports over the 5 year period	
<b>Email usage by the public</b>	2014/15	Monitoring of statistics annually within the revenue and Benefits service.	
<b>Summary of Achievement</b>			
We have achieved better access for visually impaired people and working towards improvements for other protected characteristics such as the ethnic minority community within South Ayrshire and those who are speakers of other languages			
<b>What we have learnt</b>			
Further improvements for visually impaired people accessing the service could be achieved. Consultation with the public remains difficult. we are considering using text messages to contact clients more within the revenue and Benefits service, but we are finding it difficult to find partners to work with on this.			

Service	Educational Services and Environment Neighbourhood and Economy (ENE)	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	Scottish Education Examination Management Information System (SEEMIS) – development of the system to provide improved management information	<ul style="list-style-type: none"> <li>• Equality &amp; Diversity Stakeholder organisations</li> <li>• Community Planning Partners</li> <li>• (NHS Ayrshire and Arran, and Police Service)</li> <li>• Community Networks</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• SEEMIS Risk Matrix</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• Work with local authorities across Scotland to develop the national management information system for schools to include more information on targeted groups</li> </ul>	
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	<ul style="list-style-type: none"> <li>• More detailed and accessible performance information provided for staff and the public</li> <li>• More accessible and better publicised internally and externally) service descriptions and contact details</li> <li>• Improve staff awareness of Council procedures for accessing and using alternative communication formats.</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• Maintain the accessibility standard of the Council Website</li> <li>• Improved information formats used throughout the Council</li> <li>• Clearer and more balanced communication in reporting progress.</li> </ul> <p><b>2016</b></p> <ul style="list-style-type: none"> <li>• All key Educational Services documents e.g. registration and management guides have been proactively translated into a number of local languages such as Polish.</li> </ul> <p>For example, at St Johns Primary School for the parents night, Polish translators have been provided for 2 years for both the general introduction and to support the discussions with individual parents on their child’s attainment. The feedback on this provision was very positive.</p>	

## Summary of Achievement

Examples of progress include:

ENE distribute a monthly team brief to all services: this is promulgated to every staff member and gives each staff member a chance to meet with line managers at least 9 times per year. The team brief covers local issues for the team and issues for the Directorate such as panel decisions, staff changes, important news from the Council etc. ENE takes the opportunity within its formal team brief (which goes out to over 1500 staff) to raise awareness of equalities by regularly highlighting information on protected characteristics on an ongoing basis e.g. the inclusion of an article on autism in the April 2014 team brief and as part of supporting Autism Awareness Month the April 2015 team brief will highlight recent autism articles.

Part of Property Maintenance Rapid Improvement Event was a realisation that we needed to improve communication with tenants who were waiting for repairs. We are currently discussing the tradespersons phoning the customer 24 hours in advance to negotiate time for the repair visit.

The Property Maintenance Rapid Improvement Event recommended redesigning caller cards for easier use by staff and tenants e.g. redesigned caller cards for no access and for external repairs which may have been done without the tenant realising. In total three caller cards were designed taking notice of hints and tips from experienced council staff and internet resources such as the Scottish Accessible Information Forum (SAIF), each card is a different colour for identification by staff, and the cards are bigger with bigger print and better layout for ease of use by tenants.

Service	Licensing Board	
	National partners contributions to outcomes	Local Partners contributions to outcomes
Outputs	<ul style="list-style-type: none"> <li>• Police Scotland</li> <li>• Society of Local Authority Lawyers and Administrators in Scotland (SOLAR).</li> </ul>	<ul style="list-style-type: none"> <li>• Police Service</li> <li>• Ayrshire and Arran NHS Board</li> <li>• Alcohol and Drug Partnership (ADP)</li> <li>• Local Licensing Forum</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• SafeAyr meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Information Sessions for Licensing Trade which were accessible and inclusive.</li> <li>• Licensing Policy reviewed and published on the Council website to ensure accessibility e.g. browsealoud facility.</li> <li>• The Licensing Forum meetings provide regular feedback from the Licensing community that supports the development of inclusive and accessible Licensing Service information</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	<ul style="list-style-type: none"> <li>• Improved information formats used throughout the Licensing Board</li> </ul>	

	<ul style="list-style-type: none"> <li>The Licensing Policy 2014 is published in an accessible format and available in alternative formats such as Large Print and Braille upon request.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>More accessible and better publicised internally and externally) service descriptions and contact details</li> <li>Improve staff awareness of Council procedures for accessing and using alternative communication formats.</li> <li>Customer Contact Centres can now take applications over the telephone, removing the need to physically attend Council premises. This has improved accessibility across protected characteristics, particularly disability.</li> <li>All Licensing Service staff have completed equalities training.</li> <li>Maintain the accessibility standard of the Licensing Board section of the Council Website.</li> <li>Review information/communication formats used in Licensing Board literature and publications</li> <li>Publication of Licensing Board and Licensing Forum minutes on the Council website.</li> </ul>

**Progress Report**

Indicators	Baseline and Year	Progress & Date	
Number of requests for alternative format documents	2013	There have been no requests for information or documents in alternative formats during the period 2013-2015 (to date).	
Number of documents prepared in alternative formats	2013	0 formal documents prepared in alternative formats. However, large print copies of minutes are available at each Licensing Forum meeting to support the age and disability characteristics of attendees.	
Number of staff trained in the use of alternative formats	2013	All Licensing Board staff trained in equalities and corporate staff are available to provide support when requests for alternative formats are made.	

**Summary of Achievement**  
Licensing Policy review completed which included public consultation. Licensing Documents are readily available on the Council website. Staff are trained in equalities and know how to access advice and support on alternative formats.

Service	Planning		
Rationale: Why is this Equality Outcome important	<b>In order to enable everyone to access services which are inclusive and to help to deliver effective and equally accessible services</b>		
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>	
		<ul style="list-style-type: none"> <li>• Staff Training</li> <li>• Assistance to navigate website , if required</li> <li>• Assistance to understand maps/documentation at consultation events</li> </ul>	
Outputs	<ul style="list-style-type: none"> <li>• Local Development Plan StoryMap</li> <li>• QuestionWhere – Early Consultation</li> <li>• Consultation Analysis</li> </ul>		
Activities	<ul style="list-style-type: none"> <li>• Consultation events –Planning Section of Council’s website simplified which makes it easier to navigate through</li> <li>• Work to review the staff information board at reception underway which is a visual aid to allow staff to be readily recognised or identify which service is required</li> <li>• Posters for consultation events</li> <li>• Use of stickers with symbols as well as post it notes for application to maps at consultation events</li> <li>• Flexibility of meetings – various days and time (evening meetings)</li> </ul>		
<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
StoryMap was viewed 6,603 times in the past 12 months	2016 – February 2017	To date, StoryMap continues to be viewed on a regular basis	
Staff information board	Work ongoing	Almost complete and will be located at reception area	
Early Engagement on-line Consultation – QuestionWhere	2016 – February 2017	Consultation closed February 2017– work to be done to analyse the responses	
<b>Summary of Achievement</b>			
<p>The Planning Service were recognised for their work and awarded overall winner of the Scottish Awards for Quality in Planning this year, for taking a pioneering approach to providing complex and technical information of the LDP in an easy to use on-line tool called StoryMap. The LDP StoryMap is interactive with text, photos and maps which provides no jargon and has visual appeal with easy access links to Supplementary Guidance.</p>			
<p>Prior to the introduction of the StoryMap, the Planning Service made every effort to create a Plan that was clear, highly visual and easy to read and worked closely with Plain English Campaign to make the text of the Plan clear and easily understood by the general public, removing technical jargon where possible. Responses from the recent early engagement consultation (QuestionWhere) shall be analysed and the outcomes of which will be made public. Training to ensure staff have the knowledge of how to access alternative formats of documentation.</p>			

<b>Equality Outcome</b>	
<b>S6 Opportunities for young people to enter the workforce are maximised opportunities</b>	
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society.</b>
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced.</b>
Council Plan	<b>Working in partnership to maximise the potential of our local economy</b> SO1.3 The proportion of young people and adults with relevant qualifications is increased
Protected Characteristics/ SAC Theme	All protected characteristic SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation SAC Theme: Early intervention and prevention: reshaping services by assessing what deliver the greatest and earliest targeted impact on the major issues that face our community.
General Equality Duty:	<b>Advance Equality of Opportunity</b>
<b>Service</b>	<b>Educational Services</b>
Rationale: Why is this Equality Outcome important	Youth employment is a key national priority, with the small percentage of employees recruited directly from school identified as a key issue. Analysis of the workforce has identified that only 1 per cent of employees are under 18 and a further 6 per cent aged 18 to 24. The Council, as part of its strategic objectives, is committed to Maximising the local Economy, a key part of which is increasing opportunities for young people to enter the workforce.
<b>Activities</b>	<b>Modern Apprenticeships</b> Modern Apprenticeships are designed to provide young people with work based learning opportunities leading to sustainable employment in the council. In 2013/14: 44 young people started the council's Modern Apprenticeship programme  <b>WorkOut</b> The programme has been extended to all schools and provides one day a week placements with council, partner and local business employers. The programme is designed to develop the work readiness skills of young people who have been identified as at risk of becoming unemployed. 73 young people completed the programme in academic year 13/14

	<p><b>Graduate internships</b> The council has developed a graduate internship programme providing 6 month developmental opportunities for unemployed graduates. The council has taken on 7 graduates since 2013 and has recently appointed a further 9 due to start in September.</p> <p><b>Activity Agreements / Employability Fund</b> The employability and skills team support young people to develop employability skills through flexible programmes involving one to one support, confidence building and work placements.</p> <ul style="list-style-type: none"> <li>• In 2013/14 280 young people participated in the programmes</li> </ul>
	<p><b>Council Services Contribution to Outcomes (Additional to above)</b></p>
<p>Outputs</p>	<p>An increase in:</p> <ul style="list-style-type: none"> <li>• young people being employed by South Ayrshire Council</li> <li>• the number of young people taking part in work experience.</li> <li>• the availability of modern apprenticeships.</li> <li>• young people evaluating employability programmes highly.</li> </ul>
<p>Activities</p>	<p>We are:</p> <ul style="list-style-type: none"> <li>• consulting with young people to identify any steps we can take to increase their employability.</li> <li>• promoting the Council as an employer of choice for young people.</li> <li>• seeking to widen occupational areas where we can offer Modern Apprenticeships.</li> <li>• expanding Council work experience provision.</li> <li>• reviewing Council recruitment advertising procedures to consider further use of Twitter and social media sites.</li> <li>• working with and support local employers to enable young people to gain apprenticeships in job roles which the Council does not provide.</li> </ul>
<p><b>Service (Service and Improvement Plan actions relating to this equality outcome.)</b></p>	<p><b>Children's Services:</b></p> <ul style="list-style-type: none"> <li>• Improve approaches to GIRFEC.</li> <li>• Implement the Children and Young People's Act.</li> <li>• Implement the Corporate Parenting Strategy.</li> <li>• Continue to improve our interagency processes to identify, assess and plan for children at risk.</li> <li>• Implement a Whole Systems Approach to young people's service delivery.</li> </ul>

<p><b>Rationale: Why is this Equality Outcome important</b></p>	<p>The Council has strategic objectives to maximise the potential of the local economy and the potential of children and families; and associated outcomes to increase the proportion of young people and adults with relevant qualifications, narrow the gap between the highest and the lowest achievers and to look after the Council's most vulnerable children and families.</p> <p>The unemployment rate for those aged 16 or over in South Ayrshire, as measured using the International Labour Organisation (ILO) definition (unemployed people: people who are out of work, aged 16 and over who are available for and actively seek work – including those who are not claiming any benefits) was 8.8%.</p> <p>The Council's main priorities in relation to employment are to ensure that young people are equipped with the relevant skills and qualifications to be able to access employment opportunities. This means that the Council must work with partners to ensure that courses on offer are more effectively aligned to the needs of the whole labour market and to the main growth sectors in South Ayrshire and Ayrshire as a whole. We are also working to ensure that every young person will leave school and enter a positive destination as it is known that those who experience periods of inactivity are more likely to experience unemployment in later life. We are continuing to address inequalities in educational achievement and build on successes in raising attainment levels for those falling into the lowest 20% nationally and more specifically for Children and Families, looked after and accommodated children.</p> <p>Getting it Right for Every Child (GIRFEC) is a programme of reform and to place the child at the centre of service provision in Scotland. It establishes the principle of giving all children and young people the best possible start in life as a priority for all services. It sets out the approach for all services to assess and understand how best to meet individual needs, building from the universal services of health and education and sets out a national programme of new ways of working change to ensure that each child is: safe, healthy, active, nurtured, achieving, respected, responsible and included. It provides a framework for practitioners in all agencies to gather, structure, and analyse information in a consistent way to help identify and understand the child or young person's needs, the strengths and pressures on them and their carers, and consider what support is required.</p> <p>The Officer Locality Group for Children (OLG (Children)) in South Ayrshire has responsibility for delivering the strategic vision, priorities and outcomes for integrated children's services and the 'Getting it Right for Every Child' agenda. The Group has representation from NHS Ayrshire and Arran, South Ayrshire Council, Police Scotland and third sector. The OLG (Children) also has a number of sub groups that focus on various activities and opportunities for joint working including groups which are specifically focussed on improvement, communication and training. During 2013, the OLG (Children) as part of South Ayrshire Community Planning Partnership has fully supported the development of the Early Years Collaborative approach and the implementation of Getting It Right For Every Child (GIRFEC) and partners are actively working together to deliver on these. A performance focussed sub group of the OLG (Children) and South Ayrshire CPC has developed a Performance Framework for Children and Young People within the last 12 months.</p> <p>A key dimension is for earlier identification and intervention with children and young people in order to minimise potential harm. This presents challenges to services. Recent experience shows that the implementation of GIRFEC has led to a rise in referrals to the Children and Families service.</p>
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	<p>The GIRFEC approach to completing assessments and plans for all children referred to social work services has been progressed. Children and Families services receive approximately 3,400 new referrals each year and this figure has remained largely consistent over the last 2 years. A recent analysis of referral data indicated that 24% of these referrals meet service eligibility and require multi-agency planning with social work intervention. The Council's strategic approach to GIRFEC requires to be further embedded to ensure early identification and that support is accessible to meet the needs of children and young people with partner agencies and commissioned services playing a key role.</p> <p>Key priorities for the Children and Families service and the Children with Disabilities Team include the implementation of Self-Directed Support for those children and their parents/ carers who wish to self-regulate and manage the services they receive.</p> <p>Within Children and Families, a number of groups have been established to consider the resource requirement for identified services. This includes a Children with Disabilities Screening Forum which operates in line with service eligibility criteria for Children and Families social work services.</p> <p>In addition, a campaign to recruit and develop the Shared Care service to support children with disabilities is being progressed. Work is also being progressed to review services jointly commissioned with NHS Ayrshire and Arran to children and families who require respite provision.</p> <p>Further opportunities exist in relation to health and social care integration to look at further joint commissioning strategies and to support transition into young adulthood in this service area.</p> <p>Consideration is being given to the impact of the Children and Young People (Scotland) Act, and the requirement for young people in residential, foster or kinship care who turn 16 and their new rights to remain 'looked after' up to the age of 21, as well as extended entitlement to aftercare up to their 26th birthday. It is recognised that some young people will require service provision through childhood and into adulthood and consideration is therefore being given to the future needs of this client group to ensure that this transition period is seamless and that resources are in place to meet service requirements. The Young People's Support and Transition Service works with the Council's most vulnerable young people, offering a range of individual interventions and group work programmes to support them to remain in their own community and live positive independent lives when leaving care.</p>	
	<p><b>National partners contributions to outcomes</b></p>	<p><b>Local Partners contributions to outcomes</b></p>
	<ul style="list-style-type: none"> <li>• Scottish Government</li> </ul>	<ul style="list-style-type: none"> <li>• South Ayrshire Health and Social Care Partnership</li> <li>• Community Planning Partnership</li> <li>• Corporate Parenting Board</li> </ul>

<b>Outputs</b>	<ul style="list-style-type: none"> <li>Children and young people and their parents/ carers have a range of options for how their social care is delivered and are empowered to decide how much ongoing control and responsibility they want over their own support arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>Address inequalities in educational achievement and raise attainment levels for looked after and accommodated children. Consideration is being given to the impact of the Children and Young People (Scotland) Act, and the requirement for young people in residential, foster or kinship care who turn 16 and their new rights to remain 'looked after' up to the age of 21, as well as extended entitlement to aftercare up to their 26th birthday. It is recognised that some young people will require service provision through childhood and into adulthood and consideration is therefore being given to the future needs of this client group to ensure that this transition period is seamless and that resources are in place to meet service requirements.</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>Provide advice and guidance on the implementation of the Children and Young People (Scotland) Act.</li> </ul>	<ul style="list-style-type: none"> <li>On-going development of the Corporate Parenting Board.</li> <li>Implementation of the Children and Young People (Scotland) Act, ensuring that young people in residential, foster or kinship care remain 'looked after' up to the age of 21, and receive aftercare up to their 26<sup>th</sup> birthday.</li> </ul>
<b>Council Services Contribution to Outcomes (Additional to above)</b>		
<b>Outputs</b>	<ul style="list-style-type: none"> <li>An increase in the number of looked after and accommodated young people taking part in work experience.</li> <li>An increase in the number of looked after and accommodated young people going into positive and sustained destinations.</li> </ul>	
<b>Activities</b>	<ul style="list-style-type: none"> <li>We will consult with looked after and accommodated young people to identify any steps we can take to increase their employability.</li> <li>On-going implementation and review of the Corporate Parenting Scheme.</li> <li>On-going implementation of Self-Directed Support.</li> <li>Continued implementation of Person Centred Planning and the Child's Plan.</li> <li>Further embed the strategic approach to GIRFEC to ensure early identification and that support is accessible to meet the needs of children and young people with partner agencies and commissioned services playing a key role.</li> <li>Explore the opportunities which exist through health and social care integration to look at further joint commissioning strategies and to support transition into young adulthood in this service area.</li> <li>Review the transition period from children's to adult services to ensure it is seamless and that resources are in place to meet service requirements.</li> </ul>	

## Progress Report

### Summary of Achievement

There is significant evidence that Investment in Early Years leads to better outcomes for Children and Young people, and significant savings later in the life course. Progress has already been made through an Early Years Framework which has been supported by the work of the Early Years Collaborative (EYC) in the shift towards preventative approaches and budgetary alignment.

The Scottish Government's Early Years Framework states: "It is during our very earliest years and even pre-birth that a large part of the pattern for our future adult life is set." Inequalities in health, education and employment can become ingrained, passing from one generation to the next. The three social policy frameworks set out below seek to find a common approach to addressing inequalities across Scotland:

- The Early Years Framework
- Equally Well
- Achieving Our Potential

In addition, the Getting it Right for Every Child (GIRFEC) new ways of working change programme demonstrates the Scottish Government's commitment to improving outcomes for children and young people. The newly formed South Ayrshire Health and Social Care Partnership is fully committed to this process.

Children and Families Social Work has worked to develop AYRshare, an innovative computer system developed by NHS Ayrshire and Arran in partnership with East, North and South Ayrshire Councils. It offers a framework that enables the effective and secure exchange of information within, and between, agencies. This supports the move towards a more effective integrated approach to assessment and management, including child protection, the single child's plan and a common chronology.

Work to improve the outcomes for looked after children and young people continues to be a priority. The refreshed Corporate Parenting Strategy has been published and an action plan developed.

Additional local foster carers have been secured to ensure that, whenever possible, children and young people are supported locally within their communities. The number of children and young people looked after in external placements has decreased, whilst the number of children being looked after in their own homes or in South Ayrshire has increased. This has been an identified trend over the past four years.

<b>Council as an Employer</b>			
<b>Actions</b>	<b>By</b>	<b>Dates</b>	<b>Progress To Date</b>
We will consult with young people to identify any steps we can take to increase their employability.	Employability and Skills Team	Ongoing	2 focus groups have been held with young people completing the pilot certificate of work readiness award. This work will be further promoted through link working with schools.
We will promote the Council as an employer of choice for young people.	Employability and Skills Team	Ongoing	The restructure of the Employability and Skills Team has created additional opportunities for young people to enter the workforce through a range of flexible learning opportunities across the employability skills pipeline. <b>Graduate Interns</b> – the Council has developed a graduate internship programme providing 6 month developmental opportunities for unemployed graduates. The Council has taken on 13 graduates to date. <b>Modern Apprenticeships</b> – 44 young people started the Council’s Modern Apprenticeship programme in 2013/14 <b>Workout!</b> – This programme has been extended to all schools and provides one day a week placements with the Council, partner and local businesses. This programme is designed to develop work readiness skills of young people who have been identified as at risk of becoming unemployed. 73 people completed the programme in academic year 2013/14
We will seek to widen occupational areas where we can offer Modern Apprenticeships.	Employability and Skills Team	Ongoing	The Council supported local businesses to recruit an additional 42 modern apprentices through Ambition funding. Young people currently provide feedback on their support through the review process. Evaluations are quantitatively monitored.
We will expand our work experience provision.	Employability and Skills Team	Ongoing	<b>Activity Agreements/Employability Fund</b> – in 2013/14, 280 young people participated in these programmes
We will review our recruitment advertising procedures to consider further use of Twitter and social media sites.	Organisation and Development Team /Employability and Skills Team	April 2015 and ongoing	Consideration of how and where jobs are advertised is ongoing – currently only advertised on the national recruitment portal “myjobscotland”. The use of social media and open days to be further considered
We will work with and support local employers to enable young people to gain apprenticeships in job roles which the Council does not provide.	Employability and Skills Team	Ongoing	The Council supported local businesses to recruit an additional 42 modern apprentices through Ambition funding.

<b>Summary of Achievement</b>	
<b>Success Measure: An increase in young people being employed by the Council</b>	
<b>Action</b>	<p>We work with partners including schools, Skills Development Scotland (SDS), Ayrshire College and the Department of Work and Pensions (DWP).</p> <p>Our Employability and Skills team work very closely with schools through the More Choices, More Chances (MCMC) partnerships to provide comprehensive support to young people. Each school has a link officer who provides transition support to targeted young people to move to a positive post-school destination.</p> <p>We successfully applied for European structural funding to support additional employability activity.</p> <p>We introduced and expanded our graduate internship programme to give local young people graduate level work experience and career development opportunities.</p>
<b>Progress</b>	<p>The percentage of our workforce aged 16-25 has increased from 7.56% in 2014 to 8.04%.</p> <p>We achieved the Investors in <u>Young People (IYYP) Gold Award</u>, the first Council in Ayrshire and one of the first in the country to achieve this. The Gold Award for Good Practice recognised the high quality work undertaken by the Council to create employment opportunities for young people and help maximise their potential.</p>
<b>Success Measure: An increase in the availability of modern apprenticeships</b>	
<b>Action</b>	<p>We widened the occupational focus of our Modern Apprenticeship Programme to include highway maintenance, early years and leisure.</p> <p>We supported local employers to provide apprenticeships through a variety of employer recruitment incentives.</p>
<b>Progress</b>	<p>In widening the scope of our apprenticeship provision, we have supported an increase in achievement rates, rising from 79% in 2013/14 to 88% in 2015/16. Since 2013, we have provided 526 recruitment incentives, supporting 197 employers to recruit apprentices in areas such as construction, mechanics and electrical engineering.</p>

<b>Success Measure: Young people evaluate employability programmes highly</b>	
<b>Action</b>	We introduced an evaluation process so that young people can give us feedback on our employability programmes.
<b>Progress</b>	We now get feedback from all young people leaving our employability programmes, with 94% of young people rating our employability programmes as good or very good.
<b>Success Measure: An increase in the number of young people taking part in work experience</b>	
<b>Action</b>	<p>Our Employability and Skills Team restructured their approach to employer engagement, with all placements sourced through a single point of contact.</p> <p>We successfully applied for European structural funding to support additional employability activity.</p> <p>We expanded our successful Graduate Internship Programme, increasing it from six to twelve months duration.</p>
<b>Progress</b>	<p>We provided increased placement opportunities through our Work Out! and Employability Fund programmes both within the organisation and with external employers. Since 2013, 231 young people have taken part in our Work Out! Programme and 345 young people found work through the Ambition programme.</p> <p>We introduced a new category of 'Support for Employability Programmes' to our internal Outstanding People Awards to recognise the work of workplace supervisors.</p> <p>31 young people (100% of our intake) have completed our graduate internship programme and have subsequently obtained graduate level employment or moved on to postgraduate education. This programme was recognised at a national level by the Association for Public Service Excellence (APSE) under the category of 'Best Employment and Equality Initiative 2016</p>

<b>Equality Outcome</b>	
<b>S7 Increased representation of men and women in roles where gender segregation is evident.</b>	
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b>
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b> People in South Ayrshire are confident, qualified and prepared to access better job opportunities
Council Plan	<b>Improve the way that we work as a Council</b> SO6.4 A flexible workforce with the skills and knowledge to deliver services efficiently and effectively
Protected Characteristics/ SAC Theme	<b>All protected characteristic</b> <b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>
General Equality Duty:	<b>Advance Equality of Opportunity</b>
<b>Service</b>	<b>Educational Services</b>
Rationale: Why is this Equality Outcome important	<ul style="list-style-type: none"> <li>• In common with many public sector employers, men and women are segregated into a range of roles within South Ayrshire Council. The Equal Opportunities Committee of the Scottish Government has identified occupational segregation as a key equality issue nationally.</li> <li>• Focus groups with Human Resources Officers identified gender segregation as an issue in particular areas and the challenges of overcoming this.</li> </ul>
Activities 17.10.2014	<p>Head Teachers were given a training session in June 2013 following Council approval of the Equalities Policy in April 2013. They gained an understanding of how to maintain best practices in employment practice and were advised of the staff groups where there was recognised gender imbalance. The Directorate give a commitment to ensuring new Head Teachers are aware of their responsibilities in this respect and to provide refresher training as appropriate and in particular when the new JNCT agreement below comes into force.</p> <p>The Joint Negotiating Committee for Teachers is about to review the current agreement for Teacher Recruitment and Selection for both promoted and unpromoted teachers so this be updated in relation to equalities and provide links to the most up to date policy.</p> <p>Limited recruitment monitoring takes place at present therefore new arrangements will be put in place from August 2015 where regular reports on the protected characteristics of applicants v successful candidate will be produced from myjobscotland by Human Resources and provided to the Senior Education Manager for analysis and appropriate action.</p> <p>Arrangements could also be put in place for the QIO with links to the Colleges/Universities shares the statistics and findings in order to encourage greater university intake of male students into primary careers such as teaching and school assistant posts.</p>

	<b>Council Services Contribution to Outcomes (Additional to above)</b>
Outputs	<ul style="list-style-type: none"> <li>• An increase in applications from underrepresented candidates.</li> <li>• An increase in underrepresented candidates being successful at interview.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• We will work with partners in Education to remove stereotypical views of occupations by gender.</li> <li>• We will develop a range of positive action measures to encourage males and females into non-traditional roles. This may include publicity campaigns, careers events, amendments to the recruitment processes such as where and how we advertise posts.</li> <li>• We will analyse the percentage of males and females applying for and being successful for roles where occupational segregation is prevalent.</li> <li>• We will analyse the impact of the Council’s recruitment procedures for “segregated” roles to eliminate any disadvantage.</li> <li>• We will work with services where occupational segregation is prevalent to identify any ways in which they can attract applications from the under-represented gender and dispel any stereotypical views of particular roles.</li> <li>• We will consider any areas where facilities such as the provision of male and female toilets is lacking.</li> <li>• We will re-evaluate the youth employability strategy to include the promotion of non traditional roles. This may include work experience in a range of areas, rather than pupils electing one area such as care or green-keeping.</li> <li>• We will work with partners such as the NHS and Police Force to gain information on best practice in reducing gender segregation.</li> </ul>
<p><b>Summary of Achievement</b></p> <p>We have and will continue to take small steps to address the gender imbalance in nursery, lower primary and special schools where there tends to be a difficulty to recruit males to any school post. The main development in this respect to date has been placing a male probationer teacher in a lower school setting where initially both the Head Teacher and the probationer himself were not keen on the idea but where it worked well.</p> <p>In previous years there was recognition that all secondary head teachers were male. Over the last 3 – 5 years, due to management support and encouragement we saw a greater increase in female applicants. This has resulted in a reversal of the situation where the number of female secondary head teachers exceeds the number of males (5 female and 3 males). This situation will require to be monitored to ensure that this does not create a reversed gender imbalance.</p>	

<b>Council as an Employer</b>			
<b>Actions</b>	<b>By</b>	<b>Dates</b>	<b>Progress To Date</b>
We will work with partners in Education to remove stereotypical views of occupations by gender.	Employability and Skills Team	Ongoing	Equalities briefing has been held with the Employability and Skills Team to encourage them in their Link Worker roles with schools, to promote all opportunities to all school young people.
We will develop a range of positive action measures to encourage males and females into non-traditional roles. This may include publicity campaigns, careers events, amendments to the recruitment processes such as where and how we advertise posts.	Organisation and Development Team /Employability and Skills Team	Ongoing	Recruitment site updated to include a positive action statement.  Consideration of how and where jobs are advertised is ongoing – currently only advertised on myjobscotland. The use of social media and open days to be further considered – work is currently ongoing with service managers and other Council services (eg Communications Team) to attempt to ensure that gender stereotyping is eliminated in recruitment procedures.
We will analyse the percentage of males and females applying for and being successful for roles where occupational segregation is prevalent.	Organisation and Development Team	Completed for 2012 and 2013 2014 data not yet available from myjobscotland	Please see Workforce Monitoring Reports within the Equality Outcomes and Mainstreaming Progress Report 2013-2015 for recruitment data relating to 2012 and 2013
We will analyse the impact of the Council's recruitment procedures for "segregated" roles to eliminate any disadvantage.	Organisation and Development Team	Ongoing	Recruitment site updated to include a positive action statement.  Consideration of how and where jobs are advertised is ongoing – currently only advertised on myjobscotland. The use of social media and open days to be further considered – work is currently ongoing with service managers and other Council services eg Communications Team) to attempt to ensure that gender stereotyping is eliminated in recruitment procedures.
We will work with services where occupational segregation is prevalent to identify any ways in which they can attract applications from the under-represented gender and dispel any stereotypical views	Organisation and Development Team	Completed for 2012 and 2013  2014 data not yet available from myjobscotland	As above, please go to mainstreaming report employment section for recruitment data relating to 2012 and 2013 Work is ongoing with Facilities and Home Care in an attempt to reduce gender segregation in specific roles (home care, janitorial, catering and cleaning).

of particular roles. This may include publicity campaigns, careers events, amendments to the Council's recruitment processes such as where and how we advertise posts		Ongoing	Communications – meetings taking place with relevant Service Managers and other Council Services (eg Communications Team) to discuss to attempt to ensure that gender stereotyping is eliminated in recruitment procedures.  Recruitment site updated to include a positive action statement
We will work with partners in Education to remove stereotypical views of occupations by gender.	E&S link workers	Ongoing	Equalities briefing has been held with the Employability and Skills Team to encourage them in their Link Worker roles with schools, to promote all opportunities to all school young people.
We will review workplace facilities to identify issues such as the provision of male and female toilets.			Human Resources Policy and Operations Team
We will re-evaluate the youth employability strategy to include the promotion of non traditional roles. This may include work experience in a range of areas, rather than pupils electing one area such as care or green-keeping.	E&S	Ongoing	Equalities briefing has been held with the Employability and Skills Team to encourage them in their Link Worker roles with schools, to promote all opportunities to all school young people.
We will work with partners such as the NHS and Police Force to gain information on best practice in reducing gender segregation.	Organisation and Development Team	Ongoing	Links have been made with relevant organisations and these will be incorporated into the Council's own practice and will be reflected on its updated Recruitment Site

<b>Summary of Achievement</b>	
<b>Success Measure: An increase in applications from underrepresented candidates</b>	
<b>Action</b>	<p>We introduced a Workforce Strategy which outlines the importance of addressing occupational segregation</p> <p>We delivered one to one bespoke workforce planning sessions to managers focusing on specific services where traditional gender roles are prevalent</p> <p>We use non gender stereotypical images on our recruitment pages and on our learning platform</p> <p>We delivered employability and equality sessions in schools to encourage young people to seek work experience in non- traditional roles.</p>
<b>Progress</b>	<p>While it is difficult to directly attribute any change in application trends to work we have undertaken, applications from men for all vacancies increased by 7 % in 2016.</p> <p>Modern Apprentices are now more aware of opportunities available to them in non- traditional roles.</p>
<b>Success Measure: An increase in underrepresented candidates being successful at interview</b>	
<b>Action</b>	We raised awareness of gender segregation in our mandatory managing recruitment and selection training.
<b>Progress</b>	While it is difficult to directly attribute any trends to work we have undertaken, our workforce in terms of gender has changed in a number of roles. There has been a 2% increase in school assistants who are male; a 4% increase in pupil support assistants who are male; an 11% increase in janitors who are female and a 10% increase in probationer teachers who are male.

<b>Equality Outcome</b>	
<b>S8 Increased Council leadership of equality and diversity issues in our community</b>	
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b>
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b>
Council Plan	<b>Working in partnership to maximise the potential of our communities</b> SO4.4 Minimise the impact of inequalities
Protected Characteristics/ SAC Theme	<b>All protected characteristic SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>
General Equality Duty:	<b>Foster Good relations</b>

<b>Service</b>	<b>Educational Services</b>	
Rationale: Why is this Equality Outcome important	The Equality and Diversity Forum identified as a high level priority the need to have increased visible Council leadership of equality and diversity issues within South Ayrshire.	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• UNICEF</li> <li>• Holocaust Memorial Trust</li> <li>• Holocaust Educational Trust</li> </ul>	<ul style="list-style-type: none"> <li>• NHS</li> <li>• Ayrshire College</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Rights Respecting Schools Awards (RRS)</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• Number of schools registered with UNICEF for RRS</li> <li>• Number of schools registered with Recognition of Commitment</li> <li>• Schools achieving Level 1 RRS</li> </ul>	

	<b>Council Services Contribution to Outcomes (Additional to above)</b>
Outputs	<ul style="list-style-type: none"> <li>• UNICEF UK raises funds for UNICEF’s emergency and development work around the world and advocates for lasting change for children worldwide.</li> <li>• UNICEF Rights Respecting Schools Award seeks to put the UN Convention on the Rights of the Child at the heart of a school’s ethos and culture to improve well-being and develop every child’s talents and abilities to their full potential.</li> </ul> <p>In South Ayrshire 51 schools have registered with UNICEF, 28 have signed up for Record of Commitment to RRS Award and 15 schools have achieved their Level 1 Rights Respecting School Award.</p> <p>SAC has collaborated with North and East Ayrshire to deliver training by UNICEF on RRS. Staff from across Ayrshire attended the training events which were hosted in North, South and East Ayrshire. Three SAC volunteers have been put forward for RRS Assessors training in February 2015.</p> <ul style="list-style-type: none"> <li>• Provost’s debate – Mock Council Debate for all secondary schools (4 students from each) school</li> <li>• Held in County Hall May 2014 – Debate ‘Children’s Rights in Scotland’ – intended this will be an annual event</li> <li>• Provost’s visits to schools – the Provost has planned to visit each school in South Ayrshire over the next two years – the visit comprises of tour of school and nursery, presentation by P7 pupils and a questions and answers session on the Provost’s civic role.</li> <li>• Holocaust Memorial Day – remembered on 27<sup>th</sup> January with schools undertaking artistic activities to commemorate this day</li> <li>• Holocaust Memorial Day 27<sup>th</sup> January 2015 – a national commemorative event will be hosted by South Ayrshire Council Educational Services</li> </ul> <p>In 2015-16 and 2016-17 the Provost’s Debate and visits to schools continued.</p>

<b>Equality Outcome</b>		
<b>M1 Improved accessibility to Council buildings and public spaces</b>		
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b> We live in well-designed, sustainable places where we are able to access the amenities and services we need	
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b> The local environment of urban and rural areas has improved	
Council Plan	<b>Improve the way that we work as a Council</b> SO6.1 Land and building assets that are well maintained, fit for purpose and affordable	
Protected Characteristics/ SAC Theme	<b>All protected characteristic</b> <b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>	
General Equality Duty:	<b>Eliminated Discrimination &amp; Harassment</b> <b>Advance Equality of Opportunity</b>	
Rationale: Why is this Equality Outcome important	The Equality and Diversity Forum, during the workshops to develop equality outcomes, identified within their consideration of the Disability protected characteristic the need to continue to improve access to Council services and (in addition to working in partnership with other public bodies), to seek sponsorship and support from the South Ayrshire business community and large stores e.g. M&S, Tesco etc. to support access to town centres and shopping areas. The Employee Forum identified access to the physical environment as a key priority for progressing equality.	
<b>Service</b>	<b>Property and Risk</b>	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Government</li> <li>• Audit Scotland</li> </ul>	<ul style="list-style-type: none"> <li>• Various other Council Departments</li> <li>• Education in particular will make contact when a new Pupil is starting at a school and there is an accessibility issue.</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• KPI on accessibility</li> </ul>	<ul style="list-style-type: none"> <li>• Provide information in the form of a detailed project brief to allow works to commence</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Provide guidance, support and funding</li> </ul>	<ul style="list-style-type: none"> <li>• Provide funding for projects</li> </ul>

	<b>Council Services Contribution to Outcomes (Additional to above)</b>
Outputs	<p>South Ayrshire Council Asset Management Plan provides details for the Accessibility KPI which is a measure of the number of council buildings from which the council delivers services to the public and the percentage of these in which all public areas are suitable for and accessible to people with a disability.</p> <p>Surveys of all Council properties have now been completed and further work will now be required to convert this information into Access Plans for each building. Works required to implement the Access Plans would then be quantified to establish the overall cost of compliance with the Equality Act 2010.</p> <p>See below for a list of some of the accessibility project that the Council has carried out in 2014/15.</p> <p><b>2016</b></p> <p>The Property &amp; Risk intranet webpage has been updated to be more user friendly with its Team Plans, Asset Plans and Structure Diagrams considered to be good practice.</p>
Activities	<p>2014/15</p> <ul style="list-style-type: none"> <li>• Annbank Primary - Install drop down rails</li> <li>• Ayr Cemetery - Formation of Accessible Toilets</li> <li>• Citadel - New Lift</li> <li>• Coylton Primary - Acoustic Screens</li> <li>• Gardenrose Primary - Install drop down rails</li> <li>• Invergarven Equalities Act Works - Formation of New Toilet</li> <li>• MacAdam House Disabled Access and Parking</li> <li>• McCosh Hall – Lift</li> <li>• Play Areas - Equalities Act Compliant Equipment</li> <li>• Polling Stations – Accessibility Upgrade Works</li> <li>• Queen Margaret Academy Creation of Disabled Toilet</li> <li>• Girvan PS - Access Lift</li> <li>• Kingcase Primary Accessibility</li> <li>• Equalities Act Compliance at Southcraigs Campus, Ayr</li> </ul> <p>2015/16</p> <ul style="list-style-type: none"> <li>• Ayr Academy – New Build</li> <li>• Queen Margaret Academy - Planning</li> <li>• Marr College</li> </ul>

2016/17

Accessibility surveys have been completed for all South Ayrshire Schools and these are being used to inform planning for the future i.e. priorities are identified to support planning the workload for the coming year. Currently £5-600,000 worth of accessibility projects are planned for the next year. The system used is Cloud based which allows surveyors to identify action required, the remedy and cost on site for any device – phone, tablet etc. Examples of small projects with immediate accessibility impact include:

- Southcraig Campus – the new Home Economics Kitchen was designed to ensure all children, including wheelchair users could learn to cook
- Fisherton Primary School Lighting – Officers met with the family of a pupil with sensory impairment affected by lighting issues. Works involved replacement of lighting and pipeworks (to support noise reduction)
- Alteration to reception areas to increase provision of accessible W/C and showers on all levels within care homes and tea preparation facilities to hand for residents resulted in 100% “very satisfied/excellent” customer services satisfaction levels.
- Ayr Town Hall installation of Induction Loops
- Nine other projects to provide accessible Toilets, Hoists and Disabled Car Parking.

The next Phase(2) will survey general services property such as leisure facilities and care homes with £400,000 allocated within the 2016/17 Capital Programme for Equality Act Projects.

**Progress Report**

Indicators	Baseline and Year	Progress & Date	
% of council buildings in which all public areas are suitable for and accessible to disabled people	57.6% - 2013/14	This indicator is targeted to improve to 80% by 2016/17. In 2014/15 the figure stands at 60%	

**Summary of Achievement:** A number of accessibility projects have been carried out in 2014/15.

**What we have learnt:** A greater amount of work will need to be carried out in 2015/16 to bring the accessibility indicator up to the 70% target for 2015/16.

Service	Housing Services 2015	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Government</li> </ul>	<ul style="list-style-type: none"> <li>• Ayrshire Housing</li> <li>• West of Scotland Housing Association</li> <li>• Hanover (Scotland) Housing Association</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Provision of affordable housing subsidy</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of affordable housing in communities across South Ayrshire</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	<p>People in South Ayrshire are able to find a suitable and affordable place to stay</p> <p>People in South Ayrshire live in warm, well maintained, energy efficient homes</p>	
Activities	<p>Council new build development of</p> <ul style="list-style-type: none"> <li>• 42 affordable homes at Thornyflat, Ayr</li> <li>• 26 affordable homes at Somerset Gardens, Ayr</li> <li>• 19 affordable homes at Forehill, Ayr</li> <li>• 15 affordable homes at Heathfield, Ayr</li> </ul> <p>RSL new build programme of</p> <ul style="list-style-type: none"> <li>• 25 affordable homes at Greenan, Ayr</li> <li>• 14 affordable homes at Monkton</li> <li>• 13 affordable homes at Burns Wynd, Maybole</li> <li>• 26 affordable homes at Dalmillling, Ayr</li> </ul>	

Service	Corporate Equalities and Educational Services	
	National partners contributions to outcomes	Local Partners contributions to outcomes
Outputs		<ul style="list-style-type: none"> <li>• Marks and Spencer</li> <li>• South Ayrshire Access Panel</li> <li>• Equality and Diversity Forum Stakeholder Organisations</li> </ul>
Activities		<ul style="list-style-type: none"> <li>• Online Accessibility Guide for the main towns of South Ayrshire provided and maintained for the next five years</li> <li>• Better informed Equality Impact Assessments on all Council policies and procedures.</li> </ul>
	<b>Council Services Contribution to Outcomes</b>	
Outputs	<ul style="list-style-type: none"> <li>• Dedicated funding for accessibility projects has been identified in the Council's 2014-18 General Services Capital Programme.</li> <li>• All school refurbishments include accessibility in each project</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• Staff trained in accessibility considerations to support improvements within services' facilities and public spaces</li> <li>• Equalities surveys of buildings to inform Capital Programme</li> <li>• Refurbishments in Barrhill, Kincaidston, Annbank, Sacred Heart, Glenburn and St Patrick's to meet the individual needs of children</li> <li>• Automatic doors openers refurbishment in Southcraig Campus</li> <li>• Shower and toilet in medical room in Prestwick Academy</li> </ul>	

<b>Equality Outcomes</b>	
<b>M2 Improved opportunities for people to access services and participate in community life</b>	
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b>
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b>
Council Plan	<b>Working in partnership to maximise the potential of our communities</b> SO4.1 Communities are supported to become empowered
Protected Characteristics/ SAC Theme	<b>All protected characteristic SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>
General Equality Duty:	<b>Eliminated Discrimination &amp; Harassment Advance Equality of Opportunity Foster Good relations</b>

<b>Services</b>	<b>Democratic Services</b>
Rationale: Why is this Equality Outcome important	<p>Stakeholder organisations identified during the consultation and engagement exercises that a prerequisite to an active community life depended on access to buildings, public spaces, services and work and therefore agreed that this should be one of the Council's medium term equality outcomes as it would take time to take action and make the necessary changes.</p> <p>To increase public awareness of energy and efficiency issues.</p> <p>This equality outcome is important for legal reasons e.g. Council Tax, Business Tax, Crisis Grants and Community Council Grants. The service delivers important legislation and statutory requirements and has to be looked at in the context of dealing with some of the most vulnerable people in the South Ayrshire community across all protected characteristics and groups.</p> <p>An ageing population will see over 30% of people in South Ayrshire being over the age of 65 by 2030. With this demographic change, services need to be modernised to meet the needs and aspirations of older people.</p>

	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Government</li> <li>• Electoral Commission</li> </ul>	<ul style="list-style-type: none"> <li>• East Ayrshire Council</li> <li>• North Ayrshire Council</li> <li>• Ayrshire Valuation Joint Board</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Elections are constantly reviewed for feedback from electors</li> </ul>	<ul style="list-style-type: none"> <li>• Large Print Ballot Paper</li> <li>• Tactile Device for visually impaired to use with ballot paper</li> <li>• Double Doors held open for wheelchair users</li> </ul>
Activities		<ul style="list-style-type: none"> <li>• Returning Officer (RO) (the Chief Executive) must follow the guidance of the Electoral Commission. The Commission has specific guidance on equality issues and disabled electors.</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	<ul style="list-style-type: none"> <li>• Where a polling station is deemed to be inaccessible or difficult to access, Democratic Services would either adapt the station, or move it for the next election. An example of this would be in Monkton, there were issues raised with the polling station for the Independence Referendum and therefore for the forthcoming elections the polling station has been reverted to the Primary School.</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• If car parking spaces are provided for disabled people, the RO must ensure that they are available throughout the poll. The RO must try, where possible to keep parking spaces close to the polling station entrance free for disabled people.</li> <li>• There must be good signage for any alternative disabled access and the access must not be obstructed throughout the day.</li> <li>• We must use a purpose built ramp where appropriate and ensure that doors are wide enough to allow disabled voters to enter and exit.</li> <li>• There must be a seat available for any elector who may need to rest.</li> <li>• We carried out a review of polling places and ensured that where at all possible there was adequate parking and there had to be disabled access.</li> <li>• Where a physically disabled voter is unable to enter the polling station, the Presiding Officer may take the ballot paper to the elector.</li> <li>• A disabled voter may request the assistance of the Presiding Officer to mark the ballot paper for them and they may also be assisted by a companion.</li> </ul>	

	<ul style="list-style-type: none"> <li>• A blind or partially sighted voter can vote using a template provided at the polling station, there will also be an enlarged hand-held copy of the ballot paper. In all cases, the Presiding Officer must try to ensure that a person is given appropriate assistance to enable them to cast their vote.</li> <li>• During 2015 – 16 the service has been progressing ways to better engage with voters who have learning disabilities</li> </ul>
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**Progress Report**

<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
Electoral Commission Guidance on Compliance with Equality Issues	2010/11	Representatives from Electoral Commission monitor what is happening at elections and there has been no negative feedback thus far.	
Polling Station staff comment forms	2000's onwards	Completed and reviewed at every election and all issues raised successfully dealt with	Forms cover administration issues through to problems with polling station and staff report on issues so that they can be rectified or the polling place can be altered/moved to assist electors

**Summary of Achievement**

SAC is compliant with legislation on equalities including Equality Act 2010. Very little feedback from referendum and no complaints of note. As previously mentioned Monkton polling place was changed for forthcoming elections although this was for parking issues, not issues with access to the polling station itself.

**What we have learnt**

Some of the issues that arise with regard to polling stations are regarding parking/infrastructure rather than station itself. All issues are rectified as soon as possible.

Service	Energy Efficiency and Awareness	
	National partners contributions to outcomes	Local Partners contributions to outcomes
	<ul style="list-style-type: none"> <li>Scottish Energy Officers Network (SEON)</li> </ul>	<ul style="list-style-type: none"> <li>Energy Agency Ayrshire</li> <li>Sustainability Group within the Council that includes NHS staff and representatives from the community.</li> <li>Green Partners within Directorates and Services</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>Range of better quality and accessible information on energy and efficiency issues.</li> </ul>	<ul style="list-style-type: none"> <li>Improved information on energy and efficiency available within accessible locations for all communities.</li> <li>Increased awareness within the community of available energy and efficiency options/services</li> </ul>
Activities	<ul style="list-style-type: none"> <li>Share good practice</li> <li>Work to improve service standards and information</li> </ul>	
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	Range of information in accessible formats on energy efficiency	
Activities	<ul style="list-style-type: none"> <li>Energy Roadshows are held regularly to allow the public to access services and advice regarding energy efficiencies.</li> <li>Within the Customer Contact Centre at the Wallace Tower staff have the knowledge and understanding of the service to put the public enquiries through to the right person in the Council or the Energy Agency.</li> <li>Discussing energy efficiencies with groups of Council house tenants to support improvements such as roof PVA insulation where there are four properties in a block – this supports progress in achieving efficiencies that an individual tenant would not be able to achieve on their own,</li> <li>Answering public enquiries in a range of formats that support inclusion e.g. face to face as well as by telephone.</li> </ul>	

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
Number of Roadshows held with the Energy Agency	2005	Since 2005 there have been two Roadshows held each year.	We will look to monitor attendance at these events and evaluate accessibility.
Number of School Projects to ensure service awareness raising is inclusive of young people	Primary Schools 2010 Secondary Schools has the "Provost's Challenge" project started in 2015	Primary School Projects have been run annually since 2010.	
<p><b>Summary of Achievement</b></p> <p>Increasing awareness is on-going and progressing both in the Council and in the community generally. We are getting more people across all protected characteristics within and outwith the Council on board which indicates that the Council's communication methods and information is generally accessible and inclusive.</p>			
<p><b>What we have learnt</b></p> <p>We could make the accessibility of Council information better by developing the website information and see this as an area for improvement.</p>			

Service	Revenues and benefits	
	National partners contributions to outcomes	Local Partners contributions to outcomes
	<ul style="list-style-type: none"> <li>• Scottish Government</li> <li>• COSLA</li> <li>• Her Majesty's Revenues and Customs</li> <li>• Audit Scotland</li> </ul>	<ul style="list-style-type: none"> <li>• NHS Ayrshire and Arran</li> <li>• East Ayrshire Council</li> <li>• North Ayrshire Council</li> <li>• Ayr Housing Aid</li> <li>• Seascope</li> <li>• Housing Associations</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Encourage take up of self service</li> <li>• Working collaboratively with DWP to provide more holistic support to ensure really vulnerable people are supported at the earliest stage.</li> </ul>	<ul style="list-style-type: none"> <li>• Working Collaboratively with Customer Services Team to deal with queries</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Working with DWP for a tracker referral system for residents in South Ayrshire which will flag up the most vulnerable people who need assistance</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing consultation and discussion with other departments and Customer Services</li> <li>• Sharing good practice</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	Improved self service process which is user friendly and accessible	
Activities	<ul style="list-style-type: none"> <li>• Increasing self service over a 5 year period to achieve business efficiencies and the take up of services due to the improved convenience of accessing the service from home.</li> </ul>	

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
Tracker referral system with DWP	Introduced during 2015/16	Monitored regularly as part of partnership agreement with the DWP	
Self Service	2014/15	This service will be monitored and measured over a 5 year period	
<p><b>Summary of Achievement</b></p> <p>The early stages of self service have gone well with good uptake, but we will continue to try to increase promotion of it over the 5 year plan. for example, where a person contacts us by email we will take the opportunity to let them know about self service.</p> <p><b>2015-16 Update</b></p> <p>Since the start of the financial year 2015/16, the Revenue and Benefits Service have provided on line access to the Scottish Welfare Fund. They are working towards doing the same for Discretionary Housing Payments. This is part of a general move within the Revenue and Benefits Service to try and ensure that as many benefits as possible are 'self-service.' The Revenue and Benefits Service are working towards having Housing Benefit and Council Tax Benefit available via self-service options. Council Tax bills are now being sent out on-line, with a link provided for change of address.</p> <p>This move towards increased availability of on-line access may be of assistance to those with mobility issues, who prefer to access such services from their home rather than attend relevant offices. The Council is working ahead of legislative requirements in terms of promoting 'self service' facilities. It is a legislative requirement for local authorities to provide 3 separate access mechanisms for benefits – online, face to face / paper, and by telephone. The Council is being proactive by putting such measures in place in advance of the legal obligation to offer such a range of options. This self-service provision will operate in addition to support provided in person, in customer service centres, for those who cannot access online provision.</p> <p>Regarding Universal Credit, Revenue and Benefits Service staff have been involved in stakeholder awareness sessions in relation to changes introduced in October 2015 to the benefits system. The Council facilitated these sessions, taking a proactive approach to help spread awareness of benefit changes. Staff from Revenue and Benefits Service have ongoing meetings with Housing Associations, and other groups working with people who may have vulnerabilities, to raise awareness of Universal Credit.</p> <p><b>What we have learnt</b></p> <p>We need to actively promote other areas of communication i.e. electronic bills and communication by emails/texts to increase engagement between the public and revenue and Benefits Service – particularly reminders to people to claim their benefits. This will be developed over the next two years and although full roll out will take the 5 years of the plan period, tangible benefits will be achieved in 2-3 years.</p>			

Service	Communities	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Joint Improvement Team</li> <li>• Scottish Government</li> <li>• CoSLA</li> </ul>	<ul style="list-style-type: none"> <li>• Voluntary Action South Ayrshire and third sector</li> <li>• NHS Ayrshire &amp; Arran</li> <li>• Social Care Independent Sector</li> </ul>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>	
Outputs	<ul style="list-style-type: none"> <li>• Community Councils and voluntary organisations will have more inclusive memberships and will be aware of the Equality Act 2010 and how to better support people from all protected characteristics to participate in community life.</li> <li>• Through the Reshaping Care for Older People Agenda, the Council, NHS, third and independent sectors will work in partnership to review approaches to services to support older people to continue to live independently within their community.</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>• Community Councils and organisations receiving support from the Council will be assisted in the development of their constitutions, to improve inclusiveness in membership and their services, and provided with guidance on the Equality Act 2010</li> <li>• Improve inclusion and participation of all communities in Council forums and the organisations it supports.</li> <li>• The establishment of: <ul style="list-style-type: none"> <li>- a Community Ward</li> <li>- a comprehensive community capacity building programme</li> <li>- an Intermediate Care and Enablement Service</li> </ul> </li> <li>• The development of: <ul style="list-style-type: none"> <li>- two South Ayrshire service hubs at Biggart and Girvan</li> <li>- an Ayrshire-wide approach to equipment provision</li> <li>- pilots for new approaches for clinical support, for example, pharmacy</li> <li>- Falls Pathways and establishment of new Community Exercise (Invigor8) programmes in 5 centres</li> <li>- better interface work between acute and community health sectors</li> <li>- health and wellbeing rooms in Council owned sheltered housing developments</li> </ul> </li> </ul>	

- Better support for unpaid carers including dedicated older people's workers and the development of a South Ayrshire Carers Strategy
- The development and implementation of Reablement/Enablement across South Ayrshire
- Developments linked to Girvan Community Hospital and associated services
- A pilot Telehealth initiative in relation to COPD and self-management
- Work to support the implementation of the national dementia strategy.
- Support for Care Homes including training on dementia, falls, medicines management and nutrition.
- Application of Self-Directed Support legislation in South Ayrshire to empower older people to better meet their needs.
- Agreement to a
  - South Ayrshire Carers Strategy
  - Learning Disability Strategy
  - Mental Health Strategy
  - a Dementia Action Plan
  - Sensory Impairment Strategy
  - strategy for Autism
- Roll out of enablement as the model of home care in South Ayrshire.

Service	Housing Services 2016/17	
Rationale: Why is this Equality Outcome important	<p>Improving access to our services – as well as supporting people’s long-term participation and inclusion in community life – are important concerns for Housing Services.</p> <p>This is supported by the Local Housing Strategy outcome “People across South Ayrshire have access to housing related support that helps them to live as independently as possible”.</p>	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Government Housing Supply Division</li> <li>• HM Government</li> </ul>	<ul style="list-style-type: none"> <li>• Local Housing Support providers</li> <li>• Throughcare</li> <li>• Criminal Justice</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• 108 properties built to meet varying needs in Lochside</li> <li>• 21 families rehoused through the Afghan Relocation Scheme</li> <li>• 42 Syrian refugees to be rehoused as part of the Syrian Vulnerable Person Relocation Scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Fortnightly meetings of the Youth Housing Support</li> </ul>
Activities	<p><b>New build housing for vulnerable and disabled people</b></p> <p>In 2015-16, 108 maisonettes in the Lochside/Braehead area of Ayr which were in a poor state of repair and saw increasing heating bills were demolished and have been replaced with 102 modern, energy efficient council houses and 6 private houses for sale through the new build Capital Programme. These properties included a number of wheelchair accessible bungalows, while all homes were built to the Housing for Varying Needs standard.</p> <p>This standard allows properties to be more easily adapted to meet households’ changing</p>	<p><b>Youth Housing Support Group</b></p> <p>The South Ayrshire Council Youth Housing Support Group (YHSG) is a multi-disciplinary team which works collaboratively to prevent and alleviate the effects of homelessness for young people in South Ayrshire. The Group consists of representatives from Housing and Homelessness Management, Housing Support, Family Mediation, Training and Employment support, Social Work and Through-care and Criminal Justice services.</p> <p>It was developed based on the recognition that young people can become homeless as a result of a range of multi-dimensional issues including; leaving home in an unplanned way due to relationship difficulties, having no income or knowledge of the benefits system, no chance of returning home, limited housing options, unrealistic expectations and emotional upset and crisis.</p>

	<p>needs over their lifetime, allowing people to remain in their homes for longer. Under the “Housing for Varying Needs” Standards, switches are at waist height, corridors are wide enough for wheelchair access and sufficient turning space, and stairways are straight to be able to accommodate stairlifts as required.</p> <p>In addition the one bedroom flats within this development are open plan with a door to the dining space. In the interests of building long-term, settled communities, flexibility has been built in to the dining room to allow it to be changed to add a further bedroom.</p> <p>At the present time, the Capital Programme is developing 29 new build bungalows aimed at older people and those with disabilities across 3 sites in Ayr. Supported accommodation for people with learning difficulties is also being progressed under the Council’s Capital Programme.</p> <p>This project will deliver 11 units of accommodation to meet the needs of this client group. Taken together, these new build units – and indeed the general approach to new build development going forward - will help to ensure older people and people with disabilities are able to access a wider range of good quality housing solutions in the future and will support the Equality Outcome M2 <b><i>Improved opportunities for people to access services and participate in community life.</i></b></p>	<p>The Group meets fortnightly to review the cases of all young people under the age of 21 who are in housing need, in homeless accommodation or who are leaving Care.</p> <p>The Group monitors an average of 120 cases at any given time and all members work together to identify the appropriate interventions which are required to assist the young person to maintain, access, and sustain settled accommodation, with a primary focus on assisting the young person to remain in the family home if it is safe and reasonable to do so.</p> <p>The YHSG allows relevant agencies to jointly plan support for the young person and also helps to target resources to meet their needs. Individual support plans are developed with input from all group members, looking beyond the young person’s housing needs and assesses support needs in relation to safety and security, social networks, independent living, physical and mental health, training and employment, legal issues and addiction issues.</p> <p><b>Pre-Tenancy Training for Young People</b>  South Ayrshire Council also provides pre-tenancy training targeted at young people through the Housing Support contracts. The First Home Project, for instance, seeks to prepare young people for their first tenancies and help them to consider the costs and responsibilities associated with running a home.</p> <p>These sessions take a capacity building approach to supporting young people, and aim to arm them with the practical skills required to manage a successful tenancy. In addition, Housing advice sessions are in place across local hospitals and Prisons as part of discharge planning protocols.</p> <p><b>Homelessness Education Programme</b>  A Homelessness Education Programme is also in operation in South Ayrshire, working with young people in local schools to highlight the realities and practicalities of housing and homelessness issues. This is also delivered to ‘hard-to-reach’ groups, excluded young people and young carers.</p>
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	<p>Supported accommodation will help older people and people with disabilities to continue to both live independently and benefit from shared, supported living, while easily adaptable properties helps them to remain in their own home for longer.</p> <p>This approach to new build was influenced by customer feedback gathered through tenant involvement and quality inclusive design.</p> <p>The Housing Service is also in the process of developing arrangements with the Health and Social Care Partnership to maximise opportunities to work together to provide appropriate good quality new build accommodation for people with learning disabilities.</p> <p><b>Afghan and Syrian Families</b></p> <p>The Council has settled a total of 21 families into accommodation under the Afghan Relocation Scheme. In January 2016 the Council agreed to accommodate and support 42 Syrian Refugees through the Syrian Vulnerable Person Relocation (VPR) Scheme. The first of these families arrived in April 2016. Housing Support has been put in place to help these tenants across a variety of areas, including skills projects to improve access to employment and efforts to ensure cultural and religious needs of this group can be met.</p>	<p><b>Housing Support</b></p> <p>More generally, the Housing Service has a housing support contract in place that works to help vulnerable tenants to sustain tenancies across South Ayrshire. This includes advice and assistance, floating support, a housing options service at local prisons and a training scheme to support younger applicants in moving towards their first tenancy as well as a range of other measures.</p> <p>Taken together, these services play an important role in supporting people to sustain their tenancies and supporting their participation in community life more generally.</p> <p><b>Estate Walkabouts</b></p> <p>The Housing Service also facilitates community engagement through organising Estate Walkabouts in collaboration with the Community. Officers would have an initial discussion with the Community about the issues they wish to address, and a walkabout would be organised involving local tenants, residents and senior officers from relevant departments within the Council. In the past this has involved waste management, environmental health and anti-social behaviour teams with the intention of resolving specific issues affecting the Community.</p>
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<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year</b>	<b>Progress &amp; Date</b>	
Number of affordable homes built per year	Properties built 2015/16 –	Target of 135 homes built or acquired per year	
Number of properties acquired per year	Properties acquired 2015/16 - 9	Target of 20 properties over the next two years	
<b>Summary of Achievement</b>			
<p>Recent years have seen a renewed emphasis on development by the Council's Housing Service, accompanied by a commitment to develop homes to Housing for Varying Needs standard. This standard supports the mainstreaming of equalities issues by making properties easily adaptable and supporting people's long-term participation in the community.</p> <p>New approaches to tenancy sustainment – for example, pre-tenancy training and intensive support at the point of crisis – further demonstrate a commitment to helping vulnerable people access Council services and supporting people's participation in the community.</p>			

<b>Equality Outcome</b>	
<b>M3 Enhanced confidence and trust of those reporting diversity crime and incidents, and improved service to support victims.</b>	
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b>
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b>
Council Plan	<b>Working in partnership to maximise the potential of our communities</b> SO4.2 People feel safer
Protected Characteristics/ SAC Theme	<b>All protected characteristic – but particularly Sex, Sexual Orientation and although not a protected characteristic – Sectarianism</b> <b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>
General Equality Duty:	<b>Eliminated Discrimination &amp; Harassment</b> <b>Foster Good relations</b>

<b>Service</b>	<b>Community Safety - Multi Agency Partnership on Violence Against Women and Children (MAPVAW)</b>	
Rationale: Why is this Equality Outcome important	<p>In order to prevent and reduce violence against women and children, individuals subjected to gender based violence occurring in South Ayrshire need to be confident that the services and processes in place will allow them to report incidents in the knowledge that they will be treated in a confidential and sensitive manner and actioned appropriately.</p> <p>The partners of South Ayrshire Multi-Agency Partnership to tackle Violence Against Women and Children are committed to addressing violence against women as a form of gender-based violence, and to ensure that appropriate, high quality services are offered to women and children who have been affected.</p>	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Government Gender Equality and Violence Against Women Team</li> <li>• Police Service</li> <li>• National Violence Against Women Network</li> </ul>	<ul style="list-style-type: none"> <li>• South Ayrshire Multi-Agency Partnership to tackle Violence Against Women and Children (SA VAW MAP)</li> </ul>

Outputs	<ul style="list-style-type: none"> <li>Regular feedback</li> </ul>	<ul style="list-style-type: none"> <li>SA VAW Strategy</li> <li>SA VAW MAP Action Plan</li> </ul>
Activities	<ul style="list-style-type: none"> <li>Sharing of information and good practice.</li> <li>Roll out of national campaigns/projects locally.</li> </ul>	<ul style="list-style-type: none"> <li>Development and monitoring of the SA VAW MAP action plan which will take forward the 'Safety and Support' and 'Protection and Prevention' aims of the MAP. Development and sharing of good practice.</li> <li>Identify and take forward joint activity ie. training, public awareness campaigns on third party reporting sites</li> <li>Provision of support for women and children who have experienced violence.</li> </ul>
<b>Council Services Contribution to Outcomes (Additional to above)</b>		
Outputs	<ul style="list-style-type: none"> <li>Lead South Ayrshire Multi-Agency Partnership to tackle Violence Against Women and Children.</li> <li>Establishment of SA VAW MAP Subgroup to ensure effective action/progress in relation to both the aims and strategic objectives as set by the Single Outcome Agreement Raise awareness of how violence against women and children is being tackled both within the community and Council services/employees.</li> <li>Provide information on support services available to women and children who have experienced violence including the Additional Security Project.</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>Development of training for staff which will include information on appropriate support agencies for referral.</li> <li>Provision of information within staff communication bulletins, intranet staff resource and SAC Website.</li> <li>Awareness raising of domestic abuse and violence in Secondary Schools and signposting young people to appropriate support agencies when required.</li> <li>Provide information on support services available to women and children who have experienced violence.</li> <li>SA VAW MAP website is kept up-to-date to ensure appropriate links to support services available for women within South Ayrshire (on- line directory of services).</li> <li>Referrals to the Additional Security Project.</li> </ul>	

<b>Progress Report</b>			
<b>Indicators</b>	<b>Baseline and Year 2013/2014</b>	<b>Progress &amp; Date (to November 2014)</b>	
No. of domestic abuse incidents reported.	1246	867	
No. of domestic abuse incidents resulting in a crime report.	686	450	
No. of crimes	834	571	
Detection rate	82.6	76.9	
No. of initial bail checks carried out.	248	133	
No. of offences detected (breach of bail)	69	43	
No. of follow up visits	Await info from Police Scotland	Await info from Police Scotland	
No. of victim safety plans carried out.	Await info from Police Scotland	Await info from Police Scotland	
No. of pupils receiving domestic abuse awareness education.	2301	57 sessions booked with South Ayrshire Women's Aid for inputs in 7 schools across year groups.	
No. of staff training sessions delivered (VAW) and no. of staff trained.	8 courses held 129 staff trained	To date 2 courses have been held and 20 staff have been trained with a further course planned for December.	
No. of women accessing SA VAW MAP partner support services (Domestic Abuse – South Ayrshire Women's Aid)	433		
No. of young people accessing SA VAW MAP partner support services. (Domestic Abuse – South Ayrshire Women's Aid CYP Support Service)	111		

## Summary of Achievement

During the period 2013/2014 extensive work has taken place to raise awareness of violence against women and children. Project development has taken place through the MAP Subgroup and this has included awareness raising programmes, training and education within schools.

The MAP was also fortunate to have developed a training plan in partnership with SAC CLW CPD team and Women's Support Project. This comprised an extensive awareness raising programme with staff around sexual exploitation. 84 staff members from both SAC and partner organisations attended this training. Following on from this initial training programme, it was agreed that during the period 2014/2015 a small group of staff would receive further training to become 'Sexual Exploitation Champions' and develop an action plan to support the '16 Days of Action' 2014 action plan. A training programme was also agreed to raise awareness of domestic abuse and violence against women and a 45 staff attended these training courses.

Extensive work took place in schools with both Campus Police Officer and South Ayrshire Women's Aid to raise awareness of domestic abuse and the White Ribbon Campaign. The MAP was also successful in securing funding from South Ayrshire Community Safety Partnership and South Ayrshire Child Protection Committee to develop a film school project to develop an educational DVD resource for all schools in South Ayrshire on raising awareness of stalking. This was carried in partnership with Ann Moulds, founder of Action Scotland Against Stalking and was made for pupils by a representative of senior pupils from South Ayrshire schools. A domestic abuse drama was also shown in several secondary schools within South Ayrshire.

The MAP website was also updated during this period and provides extensive information for women and professionals and a service directory to sign post on to agencies available to support women and children. The MAP has also provided assistance in distribution of a domestic abuse support leaflet which has been produced by South West Scotland Community Justice Authority with the assistance of NHS Ayrshire and Arran and Police Scotland. The Additional Security Project continues to be managed by South Ayrshire Women's Aid.

The '16 Days of Action 2013' was particularly successful in South Ayrshire and comprised an action plan with various activities to raise awareness of violence against women and support agencies. This included:

- Launch of updated MAP website
- Raising awareness of the White Ribbon campaign within Ayr United
- Conference for Parents and Carers –Keeping our children safe (sexual exploitation – young people and relationships in a digital age)
- Promotion of White Ribbon Campaign in all South Ayrshire nurseries by Police Scotland
- Daily message from Communications team to council staff and twitter upload
- WRC, VAW and Domestic Abuse GOBO advert running throughout 16 days of action
- Advertising screen image (Whitletts Road) running throughout 16 days of action

## **2015-2016**

- A new Child Protection Officer has been appointed to work with Educational Services
- A Children and Young Peoples Inspection will commence on 25<sup>th</sup> April for 3 individual weeks and a full report will be published in due course.

In addition to the achievements recorded against Equality Outcome S2 during 2015-16 the MAP has also:

- Continued the inputs to schools by Campus Police and South Ayrshire Women's Aid including the promotion of "The Friend's Request" resource.
- During March and April 2015 Ayr College and the MAP undertook a poster project. This involved Graphic Design students designing a poster for National Stalking Awareness Week 2015 and the winning poster was distributed in schools across Scotland.
- The Violence Against Women COAST course was rewritten and relaunched.
- The RESPECT project "Pass the Ball" was carried out within the Ayr Academy Cluster.

## **What we have learnt**

- Continued awareness raising using the '16 Days of Action' is an ideal forum to raise awareness of violence against women. Starting on the 25<sup>th</sup> November which is International Day for the Elimination of Violence Against Women and marks the start of White Ribbon Scotland's 16 Days of Action to End Violence Against Women. The 16 Days of Action takes place every year in countries all over the world, to tackle violence against women and engage public local activism to fight for this cause and finishes on Human Rights day on the 10<sup>th</sup> December.
- Raising awareness in schools as part of early intervention and prevention is vital – there has been a recent increase in abuse in teenage relationships and it is important that young people recognise the signs that they are being abused and know where to access support.
- Partnership working is a key component of raising awareness of violence against women – there are very strong partnership links with South Ayrshire Multi-Agency Partnership to tackle violence against women and children.
- Ensuring that information provided on support services is very important and this is carried out by ensuring that the MAP website is kept up-to-date.

<b>Equality Outcome</b>			
<b>M4 Council employees work in a fair an inclusive environment</b>			
<b>Council as an Employer</b>			
<b>Council Plan</b>	<b>Improve the way that we work as a Council</b>		
	SO6.4 A flexible workforce with the skills and knowledge to deliver services efficiently and effectively		
<b>Actions</b>	<b>By</b>	<b>Dates</b>	<b>Progress To Date</b>
We will hold employee focus groups to elicit further information on fairness at work with respect to protected characteristics.	HR Policy/Ops Team and Organisation and Development Team	Graduate Interns working with HR Advisers on Employee Engagement Survey – initial survey data should be available by the end of January 2015.	Focus Groups will be scheduled once Employee Engagement Survey data available.  2012 Employee Engagement Survey data indicated: I believe SAC treats me equally regardless of: <ul style="list-style-type: none"> <li>• Age (90%)</li> <li>• Disability (93%)</li> <li>• Gender/Sexual Orientation (93%)</li> <li>• Race (95%)</li> <li>• Religion/Belief (94%)</li> </ul>
We will develop and launch a new Equality site on the intranet to provide advice and guidance to managers and employees on all the protected characteristics, as well as on rights and responsibilities at work.	Organisation and Development Team /HR Policy/Ops Team	April 2015 and ongoing updates	OD developing and sourcing material on range of protected characteristics which will then be linked to the HR share-point site which is currently under development.
We will develop guidance on supporting employees related to specific characteristics eg guidance on supporting transgender workers	Organisation and Development Team	April 2015 and ongoing updates	OD developing and sourcing material on range of protected characteristics which will then be linked to the HR share-point site which is currently under development.
We will develop further guidance on managing and supporting disabled employees	Organisation and Development Team	April 2015 and ongoing updates	Clear guidance is provided through HR policies and managers guidance in supporting disabled employees who are absent from work and on their return to work.  OD developing and sourcing material on range of protected characteristics which will then be linked to the HR share-point site.

<p>We will consider any positive action measures which will assist underrepresented groups in the recruitment process. In identifying measures we will consult with Employees, Equality Champions and Trades Unions.</p>	<p>Organisation and Development Team</p>	<p>April 2015 and ongoing updates</p>	<p>The workforce of SAC, like most Local Authorities is predominantly female. However in the past year, job applications from men have increased by 14% and applications from women have decreased by 14%.</p> <p>We are focusing on specific services (facilities and home care) and are working with service managers and other council services (eg Communications Team) to attempt to ensure that gender stereotyping is eliminated in recruitment procedures.</p>
<p>We will continue to roll out training on equality for all employees and to further mainstream equality into all courses.</p>	<p>Organisation and Development Team</p>	<p>Awareness continues to be raised through the mainstreaming of equalities into all relevant corporate training for both employees and managers.</p> <p>Clear guidance on equalities is also provided through HR policies and manager's guidance.</p> <p>Ongoing</p>	<p>All management and employee essentials courses (on line and practical) have been equality mainstreamed.</p> <p>We currently offer Equality Impact Assessment training as a standalone course and offer bespoke Equality courses as required (all Head Teachers and HR staff have received bespoke training as did Elected Members on the impact of PSED on decision making).</p> <p>Other courses such as Mentally Healthy Workplace Awareness, Customer Service, BSS (Behavioural Support Strategies) and Conflict Resolution are equality mainstreamed and continue to be delivered to specific groups of employees (Care, Facilities, Trades, Customer Services front line etc.).</p> <p>For 2012 to 2014 training figures (online and practical) please see mainstreaming report employment section</p> <p>Work is still required to provide a better on line resource and this is currently being considered.</p>
<p>We will further develop role specific equality training.</p>	<p>Organisation and Development Team</p>	<p>Ongoing</p>	<p>We currently offer Equalities training as part of Managing Grievance practical courses.</p> <p>We currently offer Equality Impact Assessment training as a standalone course.</p> <p>We continue to offer bespoke Equality training as and when required (e.g. all Head Teachers and HR staff received bespoke training as did Elected Members on the impact of PSED on decision making).</p> <p>Customer Service Teams have undergone specific managing customers with mental health issues training.</p>

<b>Summary of Achievement</b>	
<b>Success Measure: Increased availability of data across all protected characteristics</b>	
<b>Action</b>	In 2015/16 we undertook a major data gathering exercise to obtain information about our employees by protected characteristic. While employees could choose not to disclose this information, many provided it.
<b>Progress</b>	Our workforce data is now more comprehensive and robust. Analysis to date shows our workforce profile mirrors the wider South Ayrshire population.
<b>Success Measure An increase in the percentage of employees saying they receive fair treatment irrespective of protected characteristic</b>	
<b>Action</b>	<p>We conduct employee engagement surveys every two years which included questions on fairness and equality at work. The most recent survey was followed by employee focus groups to elicit further information from employees' on matters such as organisational culture.</p> <p>We reviewed our policies and procedures to ensure equality. These include policies on capability, maximising attendance, recruitment and selection, flexible working, equality at work, supporting mental wellbeing in the workplace and enhanced leave. All policies were reviewed in consultation with Trades Unions and were equality impact assessed.</p> <p>We piloted a programme focused on improving the retention and return to work outcomes for employees with long term health conditions and disabilities. This programme received excellent feedback from employees who took part.</p> <p>We implemented the national Living Wage.</p>
<b>Progress</b>	<p>Feedback from the most recent employee engagement survey and focus groups indicated a high percentage of people saying they are treated fairly at work:</p> <ul style="list-style-type: none"> <li>- 87% of employees strongly agreed, agreed or mostly agreed that the Council treats people fairly regardless of age;</li> <li>- 94% of employees strongly agreed, agreed or mostly agreed that the Council treats people fairly regardless of disability;</li> <li>- 93% of employees strongly agreed, agreed or mostly agreed that the Council treats people fairly regardless of gender.</li> </ul> <p>We used feedback from the employee engagement survey and focus groups to develop a set of organisational values and behaviours under-pinned by fairness and equality. These values, branded The South Ayrshire Way continue to be rolled out across the organisation and promote a positive, respectful and supportive working environment.</p> <p>Our revised policies and procedures are underpinned by equality. For example, our Maximising Attendance policy allows managers' to apply their discretion to delay the formal process where absence is related to an underlying health condition or pregnancy. This is being used to support disabled and pregnant employees.</p>

	<p>We trained managers in the new procedures, with particular emphasis on how and when to exercise discretion and the duty to make reasonable adjustments.</p> <p>Our Capability policy is more supportive of employees and performance issues no longer sit under our Disciplinary procedures.</p> <p>The Return to Work pilot programme led to increased access to and uptake of fast track physiotherapy and improved access to counselling services. Occupational Health waiting times were reduced ensuring earlier intervention.</p> <p>11% of our employees now benefit from the Living Wage and the majority of these are women.</p>
<p><b>Success Measure: All employees have completed equality training delivered in a range of ways.</b></p>	
<p><b>Action</b></p>	<p>We mainstreamed equality into our learning and development activities for managers and employees.</p> <p>We developed a suite of online people management modules for Head Teachers where equality is mainstreamed.</p> <p>We delivered a range of bespoke, role specific equality sessions to specific employee groups including: newly qualified teaching staff; front line home carers; and customer services staff.</p> <p>We delivered practical Equality Impact Assessment training sessions to diverse groups of managers.</p> <p>We organised employment law briefing sessions, delivered by an advocate specialising in employment law matters, for Appeals Panel members and all Service Managers.</p> <p>We organised a bespoke programme for HR and OD Officers in employment practices, with particular emphasis on best practice in relation to equalities.</p> <p>We introduced Mentally Healthy Workplace awareness sessions (accredited by the NHS), to raise managers' and employees' awareness of mental health issues at work.</p> <p>We organised awareness sessions for employees delivered by Nil by Mouth and The Scottish Transgender Alliance.</p> <p>We committed to position statements on domestic violence and stalking and are working with South Ayrshire Women's Aid to develop e-learning awareness modules for all employees.</p> <p>We launched an Equalities site on our intranet to provide advice and guidance to managers and employees highlighting best practice.</p>
<p><b>Progress</b></p>	<p>Equality is now mainstreamed throughout all our learning and development activities, including our management development and induction programmes.</p> <p>We have received positive feedback on learning and development activities related to equality, particularly where bespoke or targeted sessions have been delivered.</p> <p>Employees and managers, through course evaluations, report feeling more confident in their knowledge of equality related issues.</p>

<b>Equality Outcome</b>	
<b>M5 Increased awareness raising of equality and diversity issues throughout our community</b>	
National strategic outcome	<b>We have tackled the significant inequalities in Scottish society</b>
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b>
Council Plan	<b>Working in partnership to maximise the potential of our communities</b> SO4.4 Minimise the impact of inequalities
Protected Characteristics/ SAC Theme	<b>All protected characteristic</b> <b>SAC Themes – Health and Well Being, Human Rights, Rurality and Deprivation</b>
General Equality Duty:	<b>Foster Good relations</b>

<b>Service</b>	<b>Trading Standards and Environmental Health Service</b>
	<b>Council Services Contribution to Outcomes (Additional to above)</b>
Outputs	<p>Equal access to services provided by the Trading Standards and Environmental Health Service:</p> <p>Food Safety                      Health and Safety                      Tobacco Control  New Business Support      Joint Health Protection Plan      Consumer Advice  Telephone Scams              Doorstep Crime                      Animal Health and Welfare      Dog Fouling</p> <p>Progress is monitored through Covalent and reported on an ongoing basis to senior management and Council e.g.</p> <ul style="list-style-type: none"> <li>• SO4.2 12 Number of vulnerable adults protected from telephone scam activity</li> <li>• TSEH 023 Number of dog anti fouling patrols.</li> <li>• SO2.2 17 Percentage of Uptake of Free School Meals</li> </ul> <p>Health &amp; Wellbeing, and Deprivation Council Themes and the Age Protected Characteristic are supported by the provision of Free School Meals. The Council has promoted the uptake of free school meals to Primary 1-3 and all those eligible within all other age groups.</p>
Activities	<ul style="list-style-type: none"> <li>• All Staff at Trading and Environmental Health service have been given equality training in the policies and expectations of the Council</li> <li>• The Trading Standards Consumer and Business advice and Intervention Centre has been adapted to facilitate access to those with access requirements.</li> <li>• The Council measures the number of individuals from the most vulnerable, inactive and disadvantaged groups</li> </ul>

<b>Equality Outcome</b>	
<b>L1 Improve involvement and consultation on the development and provision of services.</b>	
National Strategic Outcome	<b>We have tackled the significant inequalities in Scottish society</b> We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
Single Outcome Agreement	<b>People in South Ayrshire enjoy the best possible health and inequalities are reduced</b> Supporting our Children and Families: Our children and young people in South Ayrshire have the best possible life chances. Safer and Stronger Communities and Reducing Reoffending: Communities in South Ayrshire are stronger and safer
Council Plan	<b>Working in partnership to maximise the potential of our communities</b> SO4.1 Communities are supported to become empowered
Protected Characteristics/ SAC Theme	Protected Characteristics: All protected characteristics. SAC Theme: Empowerment: enabling and empowering communities to work with us to design and deliver local solutions that will ease future demands for services and lead to positive outcomes for individuals and families.

<b>Service (Service and Improvement Plan actions relating to this equality outcome.)</b>	<p><b>Children's Services:</b> Implement the Corporate Parenting Strategy.</p> <ul style="list-style-type: none"> <li>• Develop a framework to secure the views of looked after and accommodated children and young people to inform service planning, delivery and improvement.</li> <li>• Embedding, 'How Good is Our Council' across all services.</li> <li>• Review implementation of strategies for self-evaluation and validation; performance monitoring and reporting; planning; consultation and engagement.</li> </ul>
Rationale: Why is this Equality Outcome important	<p>The Council has a strategic objective to maximise the potential of children and families; and an associated outcome to look after the Council's most vulnerable children and families.</p> <p>Children's Services aims to deliver the best possible outcomes for the social, emotional, physical health and wellbeing of children, young people, their families and adults in South Ayrshire. To do this, we provide social work and social care services in partnership with the children and young people who use Council services, their parents and carers, and partner agencies.</p> <p>Children and Families assesses, supports and provides social work services for children and young people and their families who are experiencing difficulties and need assistance. We help ensure the safety and wellbeing of vulnerable children, as well as providing support to children who are unable to live with their parents and are placed in alternative settings appropriate to their needs.</p>

	<p>The Council’s main priority and focus is on individuals with the highest level of need and those most at risk (i.e. individuals assessed by Children and Families as having “high” or “medium” need). Individuals with lower levels of need (“moderate” or “low”) continue to receive a service where appropriate through partnership arrangements with the third sector or through universal services. This may include the provision of information and advice or access to a range of other support services.</p> <p>Children with disabilities continue to come up against social, organisational and physical barriers. In a world that has been created without disabled people in mind, barriers to inclusion are far and wide. This means there are one off costs each time an individual seeks to be included whereas the cost-effective approach is to design in access from the outset. This amplifies the cost of inclusion and so efforts to include more disabled people in mainstream society are met with arguments concerning cost, capacity, feasibility, risk and other people’s perception of what is in disabled people’s best interests. Many disabled people experience discrimination and inequality in relation to other aspects of their identity for example their age, gender, parental status, race, religion or sexuality.</p> <p>Equal citizenship rests upon all individuals enjoying the same basic rights and freedoms in their lives. Unless we accept that all disabled people should have full members of society, steps towards equal citizenship will falter. If disabled people are part of planning, equal citizenship will thrive. Crucially, this involves having an equal right to exercise control over one’s own life, without the unwelcome interference of others.</p> <p>Children’s Services is focussed on delivering the best opportunities and outcomes to the children and young people and adults who are in need of Council services. While self-evaluation activity, such as audit, provides some insight into how successfully outcomes are being met, it is important that people who are involved with services participate in shaping services. Demand is increasing at the same time that resources to support these services is under more and more pressure, and as such the service is constantly seeking new ways to make services more modern and efficient so that people who rely on the social work services we provide achieve the best possible outcomes.</p> <p>It is also highly important that children, young people, their parents/carers and adults that use our services have a say in any decisions which may affect individual planning for their future.</p>	
	<p><b>National partners contributions to outcomes</b></p> <ul style="list-style-type: none"> <li>• Scottish Government</li> </ul>	<p><b>Local Partners contributions to outcomes</b></p> <ul style="list-style-type: none"> <li>• South Ayrshire Health and Social Care Partnership</li> <li>• Community Planning Partnership</li> <li>• South Ayrshire Youth Forum</li> <li>• Corporate Parenting Board</li> <li>• Who Cares? Scotland</li> <li>• Barnardo’s</li> </ul>

Outputs	<ul style="list-style-type: none"> <li>Children and young people and their parents/ carers have a range of options for how their social care is delivered and are empowered to decide how much ongoing control and responsibility they want over their own support arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>Children and young people have the opportunity to inform service planning, delivery and improvement.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>Provide advice and guidance on the implementation of the Social Care (Self-Directed Support) (Scotland) Act 2013.</li> </ul>	<ul style="list-style-type: none"> <li>Consultation with service users on the on-going development and provision of health and social care services in South Ayrshire.</li> <li>On-going development and support of South Ayrshire's Youth Forum.</li> <li>On-going development of the Corporate Parenting Board.</li> <li>Continue to commission advocacy support services to ensure advocacy support is delivered to children and young people in South Ayrshire.</li> </ul>
<b>Council Services Contribution to Outcomes (Additional to above)</b>		
Outputs	<ul style="list-style-type: none"> <li>An increase in the number of children and young people providing feedback on their experience of Children and Families services to inform service planning, delivery and improvement.</li> <li>An increase in the number of parents/ carers providing feedback on their experience of Children and Families services to inform service planning, delivery and improvement.</li> <li>Children and young people's views and those of their parent/carers are taken into account during assessment and planning processes.</li> <li>Criminal Justice service user's views are taken into account during assessment and planning processes.</li> <li>An increase in the number of Criminal Justice service users providing feedback on their experiences to inform service planning, delivery and improvement.</li> </ul>	
Activities	<ul style="list-style-type: none"> <li>Implementation and refinement of consultation and engagement strategy within the context of the health and social care partnership.</li> <li>Ongoing consultation with users of services, their families and/or carers and/or representatives.</li> <li>On-going audit activity in relation to child assessments and plans to ensure that the child's views have been taken into account.</li> <li>On-going implementation and review of the Corporate Parenting Scheme.</li> <li>On-going implementation of Self-Directed Support.</li> <li>Continued implementation of Person Centred Planning and the Child's Plan.</li> <li>Development of advocacy services for children and young people within the context of the health and social care partnership.</li> </ul>	

## Progress Report

### Summary of Achievement

In June 2013, South Ayrshire Council and NHS Ayrshire and Arran approved the establishment of a Health and Social Care Partnership (HSCP) in a Body Corporate model of integration. The premise is that joint management responsibility and authority over NHS and Council resource will allow the HSCP to focus on agreed priorities and outcomes and develop flexible services around the needs of people within South Ayrshire, in consultation with service users and stakeholders.

Full integration of the HSCP will commence from April 2015 and it is recognised that while the overarching management arrangements will encompass the totality of services within health and social care, it will take time to integrate the delivery of services.

The HSCP has specific duties in respect of Strategic Planning and lead responsibility to coordinate and achieve the Health and Wellbeing Outcomes of the Community Planning Partnership (CPP). The Partnership also requires to develop and report on a suite of outcome indicators that demonstrate performance and improvement at a local and national level.

The Strategic Plan for the partnership will relate directly to the CPP plans, the NHS Local Delivery Plan, Council Plans including Housing Plans and joint strategies with Education for children and young people and also currently the Community Justice and Criminal Justice Partnership Plans. There will be significant work to undertake in relation to streamlining and developing performance management frameworks and functions for the partnership. Emerging from the Strategic Plan will be a number of joint Commissioning Plans.

The integration of health and social care services increases the role of commissioning in forward planning. Consideration of the likely services that will be required, the market's response to Self-Directed Support and the changing demographics will all place pressures on finite health and social care resources. The involvement of and consultation with service users and stakeholder in relation to the development and provision of services will be key to the success of the partnership.

A review of public information currently available and how this is communicated, including the use of electronic media, has been undertaken and will continue in the early months of the Partnership.

An effective working relationship will be encouraged with existing representative groups, such as the Public Partnership Forum – a public stakeholder group – who will have a central role to play within the six Locality Planning Groups being established.

Building capacity within local communities to encourage a relationship based on co-production and prevention will be dependent on successful communication, consultation and engagement. A Communications and Engagement Strategy and Plan will be designed, in part, to support the Community Engagement Officers in this important work.

Service	Community Engagement team, Communities and Rapid Improvement Event (RIE) Team	
Rationale: Why is this Equality Outcome important	<ul style="list-style-type: none"> <li>• <b>Communities can more effectively influence decision making and service development</b></li> <li>• <b>Communities can become more confident and empowered to address the issues that matter to them</b></li> </ul>	
	<b>National partners contributions to outcomes</b>	<b>Local Partners contributions to outcomes</b>
	<ul style="list-style-type: none"> <li>• Scottish Community Development Network</li> <li>• Audit Scotland Best Value 2 Guidance</li> <li>• National Standards for Community Engagement</li> <li>• Scottish Governments Guidance on Community Engagement</li> <li>• International Association of Community Development (<a href="http://www.IACDglobal.org">www.IACDglobal.org</a>)</li> <li>• Health Scotland</li> <li>• Scottish Community Development Centre</li> <li>• Scottish Government</li> </ul>	<ul style="list-style-type: none"> <li>• Communities</li> <li>• VASA Third Sector interface- CPP- Mirrored Thematic Groups</li> <li>• Community representation on Community Planning Board</li> <li>• Neighbourhood Forums (e.g. Lochside &amp; Wallacetoun)</li> <li>• Community Council Forums</li> <li>• South Ayrshire Youth Forum</li> <li>• Tenants and residents Associations</li> <li>• South Ayrshire Social Enterprise Network</li> <li>• Health and Social Care Partnership</li> <li>• Pan-Ayrshire Community Development Teams (North and East Ayrshire)</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Provide national guidance on good practice</li> </ul>	<ul style="list-style-type: none"> <li>• Provide opportunities for communities/voluntary sector organisations to have their voices heard and have influence</li> <li>• Provide opportunities for community capacity building, support, guidance and training</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Provide guidance and support</li> </ul>	<ul style="list-style-type: none"> <li>• Various structures for communities/voluntary sector organisations provide opportunities for involvement in decision making.</li> </ul>

**Council Services Contribution to Outcomes (Additional to above)**

Outputs	<ul style="list-style-type: none"> <li>• Equalities Impact Assessment (2014) completed for Community Engagement Strategy</li> <li>• Further develop and implement corporate community engagement framework and action plan 13-14 to meet current and future legislative priorities Provide community engagement training to staff.</li> </ul> <p><b>2015-16</b></p> <ul style="list-style-type: none"> <li>• A Management Essential module is in place for all 3<sup>rd</sup>/4<sup>th</sup> tier managers which was piloted in December 2015 and further training dates have been confirmed for April, May and June 2016.</li> <li>• Community capacity building support to communities is being provided through the Strengthening Our Communities programme. The programme provides free workshops across South Ayrshire for representatives from communities/community groups/community councils and other voluntary sector organisations. The topics the workshops cover include community consultation and engagement; governance, structure and management and evaluating your project.</li> <li>• Develop social enterprise training and project development</li> <li>• Implement community development/asset based approaches to strengthen communities and unlock potential</li> <li>• Establish a shared understanding of benefits of community led approaches Community Councils and voluntary organisations will have more inclusive memberships and will be aware of the Equality Act 2010 and how to better support people from all protected characteristics to participate in community life.</li> </ul>
Activities	<ul style="list-style-type: none"> <li>• Community Councils and voluntary organisations receiving support from the Council will be assisted in the development of their constitutions, to improve inclusiveness in membership and their services, to improve community capacity building and provided with guidance on the Equality Act 2010.</li> <li>• Community Engagement Strategy group has been established, chaired by Head of Communities, and has representation from all directorates in Council. The Community Engagement framework developed and approved by Council is progressing well with the Health and Social Care Partnership.</li> <li>• Implementation of framework and action plan progressing with bi-monthly meetings established to report updates on progress.</li> <li>• Through community development activity, we have provided community capacity building and community engagement support to communities, community councils and voluntary sector organisations throughout South Ayrshire. Support has been provided for broad range of projects including neighbourhood improvement initiatives, community engagement events, social enterprise development, asset transfers and communities of interest. Consultation and community engagement training (in house) has been delivered to lead officers from various directorates on consultations. During 2013-15 there was a rolling quarterly training programme in place and now online support resources and materials are available on the Council intranet (ReWired) for all services to access.</li> </ul>

- Continuing to work at neighbourhood level, models of local partnership working with neighbourhood forums have been developed and evaluated with ongoing work in Lochside and Wallacetoun areas. Girvan Town Team are addressing ongoing local regeneration issues including developments with townhouse. Support for community councils is being developed with a review of existing scheme, handbook and availability of online training materials. A successful application was made to the Scottish Government for the Prestwick Town Centre Charette, This will be the third Town Centre Charette in South Ayrshire with successful applications having been made for Girvan and Maybole previously.
- Supporting rural communities in Kyle and Carrick including business planning and feasibility studies. As part of the Ayrshire 21 project 12 rural community action plans were developed in 2013-15. Working with NHS, we have developed an asset based project working in Dalmilling, Lochside and Wallacetoun areas.
- Community Planning Partnership, Mirrored Thematic Group Third sector report highlights community led benefits to the Scottish Government. Annual Community Planning Conference showcases voluntary sector initiatives.
- Implementation and refinement of Consultation and Engagement Strategy
- Ongoing consultation with users of services, their families and/or carers and/or representatives
- Regular surveys with service users conducted by service providers and the Council,
- In 2015/16 a Participatory Budgeting training session took place in South Ayrshire for Pan-Ayrshire Communities teams. Currently at the planning stage looking to deliver events early summer for voluntary sector organisations as well as smaller un-constituted groups.
- All consultations are being collated and monitored to provide a consistent, coordinated approach to consultation and engagement.