



East Ayrshire Council Education Authority East Ayrshire Licensing Board

Equality Outcomes Progress Report

2019 - 2021

Accessibility

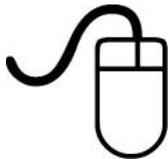
If you would like this document in a language or format of your choice including large print, audio or Braille contact us:



Alyia Zaheed
Corporate Officer Equality and Diversity
East Ayrshire Council Headquarters
London Road
KILMARNOCK
KA3 7BU



01563 576244
01563 576167 (text phone)



alyia.zaheed@east-ayrshire.gov.uk



01563 576500

EQUALITY OUTCOME - PROGRESS

In April 2017, East Ayrshire Council published four equality outcomes (below) in partnership with 8 other statutory bodies in Ayrshire, including North Ayrshire Council, and NHS Ayrshire & Arran. Each public sector organisation has a requirement to develop and publish a set of equality outcomes. .

This progress report provides an update of the actions under each of the 4 Equality Outcomes.

- **Equality Outcome 1**
In Ayrshire, people are in safe and inclusive communities.
- **Equality Outcome 2**
In Ayrshire, people have equal opportunity to access and shape our public services.
- **Equality Outcome 3**
In Ayrshire, people have opportunities to fulfil their potential throughout life.
- **Equality Outcome 4**
In Ayrshire, public bodies are inclusive and diverse employers.

It should be noted that many of the actions were to conclude in 2021, however with the impact of Covid-19 this has not been possible for some of the actions, which will therefore be carried forward or mainstreamed into service improvement plans.

For reporting purposes, it should also be noted that there are actions that apply to our schools and East Ayrshire Licensing Board.

Outlined below is progress we have made in relation to all our outcomes set in 2017.

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

What we set out to do:

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

Output

- Increase awareness of hate crime.

Actions

- Raise employee's awareness to better identify hate crime.
- Work with partners to raise awareness of hate crime.

Measurements

- Number of employees trained.
- Number of crimes reported and detected.

Output

- Increase use of third party reporting.

Action

- Increase the awareness of third party reporting.

Measurement

- Increased third party reporting using a variety of media tools and promotional materials.

What we did:

The partners recognised that hate crime continues to rise for particular groups within our community, however, under-reporting of such crimes remains an area which requires more focus. Awareness of what a hate crime is required to be made clear for our communities in addition to alternative ways of reporting a hate crime.

Building on the work undertaken in 2017 and 2018 in relation to hate crime, the partners held awareness raising sessions across the various partner sites to further raise awareness, and also start the conversation with regards to the impact of hate crime. Five events were held from 21 - 25 October 2019, and were facilitated by Police Scotland officers involved in addressing hate crime. The events were promoted across all partner organisations using internal communication channels and social media sites. The events were well attended and feedback was extremely positive.

To build on the positive feedback of these events, the partners embarked upon hosting a Conference for staff in October 2020. However, as a consequence of Covid-19, the conference was postponed. The partners agreed that as the digital world offered many opportunities to organise webinars covering many of the Hate Crime areas, such as Race, LGBT, and Disability were organised. The webinars opened with an overview of Hate Crime. And ran from 19 - 23 October 2020. The webinars were supported with guest speakers including an introductory welcome from Police Scotland's Chief Superintendent Farouque Hussain, Ayrshire Division.

The Hate Crime webinars proved very successful with over 200 people registering to attend over the week.

As outlined in our 2019 report, we have devised a quarterly report to aid in understand the levels of hate crime across Ayrshire. The report outlines increases in hate crimes for particular groups and also offers opportunities to identify areas where work to decrease hate crime could be targeted. The group continues to scrutinise this report to ensure appropriate work can be taken forward.

What difference did we make?

It was anticipated that the increase in awareness raising in relation to Hate Crime would result in a rise in the reporting of hate crimes before seeing a reduction. This appears to be the case; however, over the period since commencing this work figures provided by Police Scotland shows a reduction from 2017 to 2020.

The evidence shows the following statistics of hate crime incidents reported

Year	Incidents Reported
2017	276
2018	323
2019	335
2020	229

In 2017, race was the highest and this trend continues. To support the reduction in racist hate crime, the partners have supported and promoted diversity days. More recently the partners celebrated Black History Month via a social media campaign exploring the A to Z of black history in relation to language, key figures and events.

What we will do now/future work?

As outlined previously the partners had planned to host a Conference for staff, to provide further awareness of Hate Crime, the opportunity for networking and sharing information. Whilst the online webinars were successful, the partners have agreed, when the opportunity is presented, to host the face to face Conference to allow further learning and networking.

The partners will continue to work jointly, in conjunction with colleagues from Police Scotland to monitor the quarterly report provided and seek to implement any initiatives required to reduce hate crime incidents.

The partners will also continue to support and promote key diversity days, and run further social media campaigns in relation to language, key figures and events.

Unfortunately circumstances prevented the opportunity to develop an online eLearning module to better support staff understanding and therefore we will take this forward and roll out to staff. However, the partners will continue to work together to promote what Hate Crime is to our local communities and where third party reporting centres are located.

Case study

Mr C was out for a casual walk on Christmas day while his wife was preparing herself to go to family for Christmas dinner. Both Mr and Mrs C have a learning disability and are well known in their village. Mr C stopped when he heard someone shouting there was no one else around and knew with the words that were being said this man was speaking to him. The man had targeted him before using derogatory and hurtful words. Mr C began to walk a bit quicker to get away.

All of a sudden Mr C was thrown to the ground and badly beaten. Various neighbours came to assist and he was taken to hospital with multiple injuries. Mr C believes it was a hate crime as the words were hurtful. Related to his disability and been said by this person before. The incident was reported to the police.

Mr C had the help of a group he attended and his Local Area Co-ordinator facilitated. Mr C spoke about his story which was made it into a drama by the group he attended as many members of the group had experienced Hate Crime in various ways. This helped Mr C to begin to feel safe again within his community.



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

What we set out to do:

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

Output

- Implementation of the 'Keep Safe' initiative across partner agencies in Ayrshire.

Actions

- Deliver partner training as appropriate.
- Audit of 'Keep Safe' places.
- Conduct a baseline audit of 'Keep Safe' places.
- Support the development of the 'Keep Safe' initiative in Ayrshire.

Measurements

- Number of training courses / briefing sessions delivered and Number of employees trained
- Increase in the number of establishments registered for 'Keep Safe.'

What we did:

The Partners worked with Keep Safe Scotland to increase the number Keep Safe places across Ayrshire.

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

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

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

There is also a free phone app which maps out all Keep Safe places across Scotland. This app allows users to map out their route in advance and supports independence when going out.

As a starting point for this action, the partners conducted an audit of the number of establishments across the whole of Ayrshire in early 2018 and there was only one establishment in North Ayrshire.

What difference did we make?

Following an audit, the partners worked to increase the number of Keep Safe establishments across Ayrshire. When we reported in 2019, there were **46 Keep Safe premises across Ayrshire**. These sites had been approved and are registered on the 'I Am Me' website which keeps a register of all approved Keep Safe establishments.

Since then, the partners have continued to work with organisations and have further increased the number of establishments registered on the website and app. As a result of Covid-19, a few establishments are closed to the public however the **number of registered places has risen to 70**. at the time of writing this report the breakdown of establishments across East and North Ayrshire are::

Local Authority Areas	Number of Keep Safe Places
East Ayrshire	35
North Ayrshire	14
South Ayrshire	21
Total	70

As part of increasing the number of establishments registered for this initiative, a large number of staff have also required to undergo training to ensure staff working in the establishments can fulfill the potential of the initiative.

Whilst many people may not use the Keep Safe places, the most important benefit of having these in place is that it reassures people and gives them the confidence to lead an independent and fulfilling life.

What we will do now/future work?

In 2019, we reported that contact had been made between lead for Keep Safe in East Ayrshire and the Lead Partnership Head of Service for Primary Care and Out of Hours Community Response with a view to rolling this initiative out within primary care settings. Unfortunately due to staffing changes and the impact of Covid-19, this piece of work did not progress. However, the partners plan to support roll-out in primary care settings that express an interest in due course.. The partners will also continue to progress identification of further locations for Keep Safe places through engagement with Learning Disability service users and other relevant groups to help identify suitable locations out with statutory buildings. Ideally, Keep Safe places will be established in local business or leisure venues where people would normally visit.

The partners will also continue to promote the initiative across their respective organisations and local communities to ensure people are aware of the initiative,

where to go, how to get involved and importantly the benefits it can provide to vulnerable individuals.

Case study

The Things Tae Dae Social hub have been involved with the keep safe initiative since it started in East Ayrshire. All members are Keep Safe ambassadors and were fully involved with getting the local shops to be part of the initiative.

They put together a drama called The Greatest Showman to tell the story of why people need a safe place to go, if in need of assistance. The drama highlighted the feeling of empowerment and independence of individuals who now have the confidence to go out on their own where previously they would not. The members of the Things Tae Dae Social Hub were fully involved in the scripts of the scenarios they were acting out, mostly based on their own experiences.

They received help of East Ayrshire Leisure pulling the drama together



Equality Outcome 1.3 In Ayrshire people experience safe and inclusive communities

What we set out to do:

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

Outputs

- People are aware of Prevent.

Action

- Raise employee's awareness to better identify radicalisation.

Measurement

- Number of employees trained.

Output

- Established reporting protocols in place.

Action

- Increase awareness of reporting procedure.

Measurement

- Published briefings and leaflets in all key areas.

What we did:

The e-learning package continues to be promoted to staff. **An additional 590 staff** completed the e-learning from our 2019 report taking the **total number of staff to 4,502**.

The all staff Prevent briefing was revised and circulated in October 2018. This allows a clear and consistent message around Prevent to be disseminated across the whole of Ayrshire. Each partner organisation distributes these briefings using their own internal processes..

There was a Multiagency Ayrshire wide Prevent Workshop hosted by East Ayrshire Council on 9 November 2018 with a table top Prevent Professionals Committee meeting.

A Prevent presentation was also delivered to NHS Board members at the Board workshop on the 11 November 2019.

What difference did we make?

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

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

What we will do now/future work?

We will continue to provide on line training, publish briefings and keep staff abreast of any changes in line with the Prevent strategy. We will continue to meet as a multiagency partnership and share intelligence.

Equality Outcome 1.4

In Ayrshire, people experience safe and inclusive communities

What we set out to do:

Outputs

- To register all schools in East Ayrshire on the Rights Respecting Schools Programme.

Action

- Support the embedding of children's rights across the curriculum.

Measurement

- 100% of primary schools achieving Record of Commitment Status.
- 100% of secondary schools achieving Record of Commitment Status.

The UNICEF UK Rights Respecting Schools Award (RRSA) supports the UK to embed children's human rights in their ethos and culture.

What we did:

All schools in East Ayrshire registered with the Rights Respecting Schools Programme.

What difference did we make?

The Award improves the lives of children in the UK by taking a whole school approach to putting children's rights at the heart of school policy and practice.

Children feel safe in school and create mutually respectful relationships between adults and children. In 2017 the programme found that children in Rights Respecting schools feel:

- Safe in school.
- Respected by and enjoy supportive relationships with the adults who care for them.
- Engaged within their education, their local community and the global agenda.

In January 2020, Hillbank Early Childhood Centre achieved Unicef UK Rights Respecting Schools Gold Award. Hillbank ECC is the first standalone early years establishment in Scotland and only the third in the UK to have achieved this standard. The report stated:

It was clear that the highly skilled and motivated staff at Hillbank are fully committed to promoting a Rights Respecting ethos and environment and that the United Nations Convention on the Rights of the Child (CRC) guides their work with children and families/carers. Staff advised that the concept of rights, although challenging for some of the children due to the age range of 0-5 across the nursery, is giving the children the 'building blocks' to ensure that they grow up knowing that they are entitled to all of the rights of the CRC.

During this reporting period the following awards were achieved:

- 5 Schools received Gold Award;
- 15 schools received Silver Award; and
- 10 schools received Bronze Award.

What we will do now

There have been some delays for schools in relation to achieving their goals due to Covid-19, however Schools will continue to work through the programme until they have achieved the Gold level, which will be carried over as an action for schools.

The impact of Covi-19 and the importance to keep pupils and staff safe is now a priority. Nevertheless schools will continue to work their way through the different stages of the awards

Equality Outcome 1.5

In Ayrshire, people experience safe and inclusive communities

What we set out to do:

Gypsy/Travellers have a right to their traditional way of life, but that right must be exercised responsibly, and balanced against the rights of the wider community.

However, some families wish to be settled on a permanent site, and seek provision locally. The development of a site would support the traditional customs of Gypsy/Travellers.

Output

- Gypsy Travellers site available in East Ayrshire.

Action

- Work with Gypsy/Traveller community to identify and develop a suitable site.

Measurement

- Gypsy/Traveller Site identified and developed.

What we did:

In 2019, East Ayrshire became one of the four areas in Scotland to pilot Negotiated Stopping Places.

Negotiated stopping will involve the following steps:

1. When an encampment moves into the area, an assessment is made by the Gypsy/Traveller Integration and Engagement Officer as to whether the family is likely to work with the local authority or not.
2. Staff will ascertain whether the land is council owned and suitable for temporary stopping. If the land is owned by the Council, temporary stopping can be considered and negotiated. If the land is Council owned, but not suitable for residing on, the camp will be redirected to an alternative area.
3. Alternatively, if the land is privately owned, the Gypsy/Traveller Integration and Engagement Officer will advise the landowner of their options. For the duration of the pilot, if negotiated stopping is an option, the

4. Gypsy/Traveller Integration and Engagement Officer will present the proposed stopping place to either the Head of Housing and Communities or a nominated officer.
5. Following this approval, a negotiated stopping place agreement. Will then be entered into and each family unit of the camp and a council representative will sign a copy of the agreement
6. The stopping place will be monitored at least once a week and if the agreement is breached the family responsible will be evicted.
7. Following the departure of the encampment, the site will not be used to accommodate unauthorised encampments for a period of 12 months.

This approach enables the Council where appropriate, to move Gypsy/Travellers to a negotiated stopping place, where there is suitable space available. By focussing on engagement rather than enforcement, East Ayrshire Council will use this as an opportunity to test and learn, build relationships and help shape future strategic provision for Gypsy/Travellers.

What difference did we make?

December 2019 saw the establishment of a Local Gypsy/Traveller Steering Group. The purpose and role of the Steering Group is to meet and discuss how internal EAC Departments and community planning partners can develop a systematic approach to enhance services for Gypsy Travellers. Representatives from a variety of Council departments and external agencies attended the meeting. This meeting allowed the opportunity to share the remit of the Gypsy/Traveller Integration and Engagement officer with other services and for other services to nominate a key contact within their service in order to ensure a joined up, partnership approach in the development of services to Gypsy/Travellers.

Each year, in June, the Council has marks Gypsy/Traveller Roma Month by celebrating the history and contributions of Gypsy/Roma Travellers. In 2020 East Ayrshire Council planned to celebrate the month with a series of events and awareness raising sessions .However, due to the Covid19 outbreak, these plans had to be altered. Work took place between Housing Services Communications and the Corporate Officer (Equality and Diversity) to devise and implement an online celebration of Gypsy/Traveller culture. This online approach was co-ordinated by the Gypsy/Traveller Integration and Engagement Officer and was designed to promote equality and raise awareness of issues faced by Gypsy/Travellers.

Information, videos and photos were uploaded on a daily basis throughout June 2020. Services and organisations that promote Gypsy/Traveller rights were highlighted and applauded. Individuals from Gypsy, Roma and Traveller backgrounds shared their expertise, information and histories. The online celebration proved to be a great success.

What we will do now

East Ayrshire Council received Cabinet approval to participate in a Negotiated Stopping Pilot approach to managing unauthorised encampments. This pilot would take place over a 12 month period and an assessment of this approach would be produced at the end of the pilot. The outbreak of Covid-19 delayed

the official launch of this pilot which, was rescheduled, and officially launched on 1st September 2020 The pilot is expected to be rolled out in 3 phases:

- Phase 1: September 2020 - February 2021 – Preparatory stage focussing on practical setup of resources to support pilot
- Phase 2: February 2021 –August 2021 –Full operational delivery
- Phase 3: August 2021 – September 2021 –Evaluation of pilot.

Equality Outcome 1.6

In Ayrshire, people experience safe and inclusive communities

What we set out to do:

Research shows that 70% of lesbian, gay and bisexual young people experience homophobic, or biphobic, bullying in schools in Scotland. Transgender people face an even harder time with 77% experiencing homophobic, biphobic or transphobic bullying.

Output

- The Council, our schools and East Ayrshire Licensing Board are committed to LGBT people in the local area.

Action

- To undertake and achieve LGBT Youth Scotland's LGBT Foundation Charter Mark.

Measurement

- Charter received by September 2019.

What we did:

The Council signed up for LGBT Youth Scotland's Foundations Charter in 2017 and established a Champions Group in May 2017 with an initial group of six members including the portfolio holder for Equalities and Community Safety.

The Champions Group is made up of a cross section of employees across the Council. The group is chaired by our Corporate Officer (Equality and Diversity) with representation from Organisational Development, Human Resources, Housing and Communities, and the Elected Member for Equalities, Poverty and Social Inclusion.

Although the Council received our LGBT Youth Scotland's Foundations Charter September 2019, the Council, our schools and Licensing Board continue to deliver innovative ways to ensure that LGBT inclusion work is continued. The Council commemorates Holocaust Memorial Day, which is co-hosted by our elected Members, and pupils, and attended by members of the Licensing Board. In January 2020, our pupils raised awareness of the estimated 50,000 homosexuals who received severe jail sentences in brutal conditions. Most were sent to police prisons, rather than concentration camps, where they were exposed to inhumane treatment. There they could be subjected to hard labour or torture, or they were experimented upon or executed. This context raises awareness of the long standing issues for LGBT people.

Willowbank School provides education for children with severe and complex additional support needs from 5 years to 18 years of age. has also gained an award which shows it is inclusive to lesbian, gay, bisexual and transgender people. The school has been leading the way by proudly waving the colourful flag for a number of years. This has been part of the school curriculum for several years as they have worked towards gaining our LGBT Youth Scotland bronze award. The LGBT Charter programme helps organisations or schools to proactively promote inclusion in every aspect of work. More than 80 pupils with additional support needs attend Willowbank from the age of five to 18.

Vibrant communities also celebrated LGBT History Month 2020 by sharing the experiences of the LGBT community in East Ayrshire. Members of the LGBT community bravely shared snippets of their positive coming out stories across social media. Our Vibrant Communities Team ensure that innovative ways to mark LGBT History Month every year and in 2020 it was decided to utilise the social media platforms to spread a message of awareness around LGBT issues.

What difference did we make?

The completion of the LGBT Foundation Charter has seen an increase in LGBT support groups in our secondary schools and also active participation from pupils to provide support and information in relation to LGBT issues.

The Council also reviewed our LGBT e-Learning module which is also made available to members of the Licensing Forum, to ensure that it is relevant and fit for purpose, this allows employees and Licensing Board members to increase their awareness of LGBT

In relation to our schools the increase of LGBT friendships groups has seen a positive impact for LGBT pupils, these groups are for LGBT pupils and their peers who work together to help end LGBT bullying.

What we will do now

The Council will continue to grow and develop work in relation to LGBT and ensure that support is provided for both our LGBT employees and members of the community.

The Council want to ensure that a culture of inclusiveness is adopted across all services and the achievement of LGBT Youth Scotland's Foundation Charter has given us a solid base from which to grow from.

Case study

LGBT History month has been marked by East Ayrshire Council since 2012. This year the Council took the opportunity to not only raise the Rainbow Flag, but also ran a month long social media campaign, highlighting the A to Z of LGBT. This campaign was used as an education learning experience and generated a number of retweets, and an increase in the number of followers to the East Ayrshire Equalities Twitter account.



Having a zero tolerance approach to homophobia, biophobia and transphobia means LGBT people are protected.

LGBT HISTORY MONTH - #JOINTHECONVERSATIOI

Equality Outcome 2.1

In Ayrshire, people have equal opportunity to access and shape our public services

What we set out to do:

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

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

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

Output

- The experiences of marginalised or under-represented groups continue to inform decision-making.

Action

- Through the partnership establish a database of all marginalised and under-represented groups in Ayrshire.
- Ensure processes are in place which welcome, encourage and support marginalised and under-represented groups to inform decision-making.

Measurement

- A list of marginalised and under-represented groups to be developed and maintained.
- Evidence inclusion of marginalised or under-represented groups in decision-making.

What we did:

The AEP Partners created a database which is available to AEP members through the AEP K-Hub group. This list is updated by members as and when required. The list consists of a number of diverse and marginalised groups, and covers groups from race, religion, sexual orientation etc.

It is anticipated that this list will be organic and amended as new groups are established, and others close.

However, the onset on COVID-19 has dramatically changed the landscape of involving, engaging and consulting with our communities. Lockdown restriction have dramatically changed the way we deliver services, and many people are now working from home. To ensure that we are all safe and that we all follow social distancing rules we have cancelled all face to face engagement. Therefore, we have had to be dynamic and creative in how we engage with our communities.

Robust communications and community engagement have also been central to the COVID-19 emergency response. A powerful and consistent approach to communications has been maintained across a number of channels, based around

our 'caring, kind and connected' values, which has ensured that communities are well-informed and fully engaged in our collective response. Local resilience networks have been the focus for community-led activity and volunteering, to support the most vulnerable in our communities. In supporting these networks, we have recognised that people, families and communities of place, interest and identity are the experts in their own lives and in what will best support them to be healthy and well. Our experience of innovative practice in collaboration and engagement gives an opportunity to further strengthen this approach as we look ahead to the future.

We have adopted alternative communication tools to engage with marginalised groups, whether through FaceTime, texts, Zoom, phone calls Near Me/Attend Anywhere etc., to ensure that we can connect with our communities with what matters to them through these challenging times.

The long term impact COVID-19 on our communities is of primary concern, particularly the impact on employment, household incomes, poverty, and physical and mental health, all of which could exacerbate already existing inequalities. Where new and better ways of doing things have been developed in our immediate response to COVID-19, we will want to make sure that these can continue and that all those who have been affected including individuals, families, communities and local businesses, are fully engaged

A core aspect of our engagement is to hear from equality groups and from those who have experienced a disproportionate impact as a result of COVID-19 including shielding people, people experiencing social isolation and loneliness, people in recovery, care experienced young people and carers. Targeted engagement work is also underway with our BAME, gypsy traveller and refugee communities to ensure that they also have a voice.

This process ensures that we are involving our marginalised groups in relation to how we deliver our services through this pandemic and beyond.

What difference did we make?

The database will give AEP members the opportunity to involve and engage marginalised groups. However, the pandemic has seen a rise in the levels of engagement with communities, groups and individuals who previously have not engaged directly with partners. We have been able to provide support, information or just be there to listen as people and communities have adjusted to a new way of living.

This has allowed us to tailor specific support to the needs of people and to link them to other services that can provide the support they need. We have supported communities in very different ways to ensure that people are aware of the lockdown restrictions, how to keep safe, and how to access services during the pandemic.

For example, in relation to the two Islamic Centres in East Ayrshire, contact on a monthly basis takes place from the Corporate Officer (Equality and Diversity) to offer

help and support as required. With regards to our refugees families, weekly phone calls take place to ensure that families understand the changing lock down restrictions and to offer support, We have provided translated information where appropriate and we have kept all groups up to date with the changes in service delivery and also asked for their opinions on how we can do better.

For BSL users we have translated local information into BSL and placed videos on our websites so that people understand how to access services, and information in relation to keeping safe. In East Ayrshire, the Corporate Officer (Equality and Diversity) has kept in contact with the chair of the Ayrshire Deaf Club to ensure that members feel supported, and any issues identified can be resolved.

Our Local Area co-ordinators have been supporting adults with learning disabilities, some of whom have been given tablets to access zoom meetings and stay connected when face to face groups have been cancelled.

What we will do now

The pandemic has forced us to work in different ways. However, this has allowed AEP Partners to be creative in the way that we engage with marginalised groups.

We will continue to keep these connections, and work with our marginalised groups to support them to have a voice in our organisations.

Case study

Over the past few months we have seen an overwhelming response from our communities to the current crisis. This has been demonstrated through increased levels of community activity, a huge increase in volunteering and mutual aid, and a renewed sense of community cohesion.

“The local organisations including the council have done an exceptional job during the pandemic at a very unique and difficult time”.

Our community conversations are supporting us to reach out and hear from the groups and individuals that have been impacted most by the crisis to share their experience and hopes for the future.

“People got involved in their community and stepped up and did their best to help, people that would not normally get involved and it was great to see”.

A series of facilitated conversations have also been held with local resilience networks and community groups and an online survey, running in parallel, is allowing those unable to join a local conversation to also share their views.

“Communities have demonstrated great resilience in providing support to the many residents affected immediately by the lockdown”.

Key messages from the conversations have highlighted the importance of strong community connections and improved communication and joint working between

the Council, partners and communities. Local groups now expect the partnership arrangements and joint working that developed during the emergency response to be sustained and for local people to have a stronger say in the decisions that affect their community.

Equality Outcome 2.2

In Ayrshire, people have equal opportunity to access and shape our public services

What we set out to do:

Output

- The experiences of marginalised or under-represented groups continue to inform decision-making.

Action

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

Measurement

- TICS usage. Increased customer satisfaction.

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

What we did:

The endeavour to jointly commission a single and effective Translation, Interpretation and Communication Service has proved to be much more complex than originally anticipated. Through regular meetings and discussions, the Ayrshire Equality Partnership have discovered the various layers and regulations that need to be understood in order to effectively undertake this action. In addition to individual organisation policies and protocols, we also had to consider the various national frameworks and guidance established by National bodies.

Service for Community Languages

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

Over the past 18 months, the partners have engaged with procurement officers in each organisation for advice and guidance on pursuing joint commissioning of services. This has involved a review of existing Commissioning Frameworks to assess value and the possibility of joint bids. In addition, work has also been undertaken in contacting service providers to establish service costs out with national frameworks.

One promising prospect was a commissioning framework put forward by the Scottish Government for Translation and Commissioning Services to be used by the

NHS. On review, the rates for the framework were agreed to be favourable and would likely lead to a reduction in overall costs compared to current provisions. Unfortunately, after clarity was sought, this framework was only available to NHS services. As such, this excluded the remaining partners. This option was pursued by NHS Ayrshire and Arran.

The remaining partners considered continuing to pursue a joint framework, however advice from Procurement officers suggested it would continue to be a complex. Nevertheless, in the continued endeavour of partnership working, it has been agreed to pursue a local agreement with service providers to research the value individually pursuing a better contract than that available through national frameworks. While the intention is for this to be a solo venture, it is expected that the framework and learning from this exercise can be shared with partners to pursue their own bespoke commissioning arrangements.

British Sign Language

Unlike community languages, all partners are able to jointly procure for services for the translation of British Sign Language. Partners produced a joint BSL Interpreting Services Specification form that will go out to tender. The specification is in its final stages of completion (as at October 2020), with only final comments and clarification around GDPR required.

What difference did we make?

Work is still progressing to finalise agreement and implement new commissioning frameworks.

However it is anticipated that this service will ensure that there is consistency of approach across Ayrshire for all translation and interpretation requests.

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

What we will do now

Following key learning, work continues to find an optimal solution to ensure access to translation services is equitable across all organisations of the Ayrshire Equality Partnership.

Going forward, NHS Ayrshire and Arran will pursue their procurement of Translation Services through the established Government Framework for Community Languages.

On behalf of the other partners, representatives from local authorities are currently pursuing a bespoke commissioning agreement with service providers. This has involved looking at existing contracts, forecasting potential use and entering negotiations with service providers.

Recommendations from East and North Ayrshire Council procurement service provided in September 2020, indicated an individual, authority based 'Quick Quote' procurement exercise would be the most efficient model going forward. This approach means annual spend on translation services is below that required for more formal and complex procurement processes. While joint procurement is still a possibility with partners, this increases the maximum spend and makes it more likely that a quick quote would not be possible.

A final meeting with local authority-based partners will now be organised to consider the recommendations and agree forward action on procurement.

Equality Outcome 2.3

In Ayrshire, people have equal opportunity to access and shape our public services

What we set out to do:

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

Output

- Trans people are not discriminated against when accessing our services.

Action

- Ensure our public buildings and services are accessible and welcoming for Trans people.

Measurement

- Feedback from the Trans community. Increased customer satisfaction.

What we did:

We continue to explore different avenue to ensure that Trans people are not discriminated against when accessing our services. Employee training in relation to trans specific issues continues to be made available to employees and training experiences are shared across the partners. E-learning modules in relation to Trans specific training is also available and again this training is shared across the partners. Training employees allows staff to understand the issues Trans people on a daily basis and to ensure that when they do access our services and building, our staff have the knowledge and understating to treat Trans people with dignity and respect.

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

Hate Crime Awareness Week seminars hosted by Police Scotland were organised by the Ayrshire Equality Partnership across Ayrshire in 2019 to raise awareness and

highlight the issues faced by people who are victims of Hate Crime including Trans people.

Initially in 2020, a Hate Crime Awareness Conference was planned, however due to Covid-19, the Ayrshire Equality Partnership revised plans and planned a series of five webinars covering the different aspects of Hate Crime. This included the development of a webinar from Dr Stephanie McKendry, Head of Access, Equality and Inclusion, University of Strathclyde in relation to the experiences of trans and gender diverse learners and staff in colleges and universities: moving from evidence to action.

The presentation focused on:

- The wider context for gender diverse people
- Experiences in FE and HE
- The TransEDU Project
- COVID-19/ remote delivery
- What works

As the attendees were from across the public sector and beyond the webinar was broadened to cover the diverse representation of those attending, and explored the issues facing Trans people in education and communities, and how we, as organisations, can make Trans people feel welcome when accessing our buildings and services.

The Ayrshire LGBT+ Education Network which is led by Ayrshire College and East Ayrshire Council aims to engage with education practitioners across Ayrshire in sharing innovative ways to engage in LGBT educational and share best practice. The Ayrshire LGBT+ Education Network has members across the partners including health, LGBT Youth Scotland, The Terrance Higgins Trust, young people etc.

In the academic year Sept 2019 - June 2020 offered, the Ayrshire LGBT+ Network offered 10, 1 hour themed Network Meets, including a dedicated trans-focused session. As always, the Meets are open to anyone seeking to improve their professional practice especially those who have a direct working link to the experiences of LGBT+ children, young people and adults learning in Ayrshire. However, as a result of Covid-19, all planned Meets from March 2020 onwards were suspended. Trans and gender diverse experiences in any education setting remains a core element of the Network. All Network Meets prior to Covid-19 thus sought to ensure these experiences, and voices, were included and highlighted. The most attended Meet was on LGBT+ and domestic abuse (and wider examples of GBV) and this included discussions on potential trans vulnerabilities and experiences in this context. For the first time, also, a Meet was held in a Primary school, Kilmaurs Primary, in East Ayrshire, in which the school lead the session by sharing excellent practice in how they are embedding LGBT+ inclusion.

The Network aims to return, online, for academic year Sept 2020-June 2021 and will re-focus by offering 3, 1 hour to 1 hour and 30mins Meets. Themes identified so far include:

- Mental health and wellbeing and LGBT+ experiences (with a Covid-19 insight) delivered by Karen Lees, NHS Ayrshire and Arran, with support from Kerry Riddle, LGBT Youth Scotland
- Domestic abuse and LGBT+ experiences co-delivered by Sarah Millar, SAWA, and Sarah Shennan, NHS Ayrshire and Arran.

This education and learning is invaluable for our staff, giving them the knowledge and skills to engage with Trans people with confidence.

What difference did we make?

We continue to explore different avenues to ensure that Trans people are not discriminated against when accessing our buildings and services. Employee training is essential as our front line staff are first point of contact we need to ensure that they have the knowledge and understanding to make Trans people feel at ease when accessing our services.

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

What we will do now

Partners within the Ayrshire Equality Partnership will mainstream Trans work by continuing to work together to ensure that staff receive training to ensure Trans people in Ayrshire feel included. Although face to face training has been scaled back due to Covid-19, E-learning continues to be promoted and as such courses will be reviewed regularly to ensure that information is current.

We will continue to work with the Scottish Trans Alliance and other organisations on an on-going basis.

Members of the Ayrshire Equality Partnership who have developed Trans specific policies will support those within the partnership to develop similar policies within their organisations.

Case study

During Hate Crime Awareness Week, Dr Stephanie McKendry, Head of Access, Equality and Inclusion, University of Strathclyde delivered a webinar in relation to the experiences of trans and gender diverse learners and staff in colleges and universities: moving from evidence to action. 52 people registered for the webinar.

The presentation focused on:

- The wider context for gender diverse people
- Experiences in FE and HE
- The TransEDU Project
- COVID-19/ remote delivery
- What works



As the attendees were from across the public sector and beyond the webinar was broadened to cover the diverse representation of those attending and discussed issues in relation to supporting Trans people in education and in the community. The presentation covered research in relation to the negative

experiences of trans student and explored solution in relation to supporting Trans people in education and in the community. The photos are ways in which organisations can make Trans people feel welcome and included.

Equality Outcome 2.4

In Ayrshire, people have equal opportunity to access and shape our public services

What we set out to do:

Output

- Adults with learning disabilities can lead independent and fulfilling lives.

Action

- Ensure disabled people are engaged and supported to access services.

Measurement

- The number of disabled people engaging in East Ayrshire services increased.

What we did:

Since March 2018, Social Workers and Care Managers within Learning Disability services have been working alongside supported people, their families, care providers and the Overnight Care Project co-ordinators to redesign the way overnight care is delivered to those with complex needs in East Ayrshire. Through a process of close working with individuals, person-centred planning and the creation of new technology-enabled responder services, a number of individuals have been supported to live more independently at home.

Throughout 2019/20, the review process was completed in several areas and three new overnight care responder services were commissioned in Hurlford, Altonhill and Longpark. The redesign work in these areas has allowed for the provision of overnight care for sixteen individuals to be delivered in a different way, with some no longer relying on a traditional 'sleepover' service in their homes and are instead supported by innovative technology and shared supports.

What difference did we make?

Over this period, a number of people in receipt of the redesigned support have gained increased independence and control over their own lives, demonstrating what they can achieve with less reliance on traditional services. Reported benefits to service users have included less disturbed sleep, quicker identification of health problems, increased confidence and a sense of empowerment.

One parent said, "never imagined my son would cope without his sleepover, but he's doing brilliantly, and has proved what he's capable of."

What we will do now

This action is embedded and mainstreamed through the East Ayrshire Health and Social Carpe Partnership in the Annual Performance Report and as such will be reported through their annual updates.

Case Study

K, 15, had not been attending school due to anxiety, she was refusing to eat, had no friends or interests, was in an unhealthy relationship and initially refused to speak and interact with the project worker. The project worker spent some time in the home at the initial visit and noticed K had a strong bond with her dog. Taking this on board, it was anticipated that this interest could be used as a focus to build a more positive relationship with K. The project worker met with K weekly, where they took K's dog a walk and slowly but surely K started to chat and share some information about herself. K successfully applied for college and although she didn't manage to enrol in her desired course, K was offered a place in an alternative study.

Equality Outcome 2.5

In Ayrshire, people have equal opportunity to access and shape our public services

What we set out to do:

Social isolation/loneliness is increasingly being identified at a national and international level as one of the key public health issues of our time, and is also a strategic priority for the Council and East Ayrshire Community Planning Partnership

Outputs

- Older people are active and engaged, and social isolation reduced.

Action

- Provide appropriate support and services to ensure older people are active and engaged in their community.

Measurement

- The number of older people engaging in East Ayrshire services increased
- Older people are active and engaged, and social isolation reduced.

What we did:

Loneliness and social isolation can have significant impacts on local people, particularly in terms of health and wellbeing. The following information provides an illustration of the broad range of activities and actions, which have been progressed by Community Planning Partners in 2019/20, to address the impact of social isolation and loneliness, particularly among older people, and residents of all ages, in East Ayrshire.

- The 'Connect Call' telephone befriending service reduced social isolation and loneliness for 147 people of all ages, carrying out over 150 calls per week. In addition, the 'Brew and Blether' drop in service, established by volunteers, was delivered in Kilmarnock,

Stewarton and Newmilns, providing local people with an informal and relaxed opportunity to come together.

- Support was provided for local residents to take up volunteering roles as befrienders of older people, providing vital companionship and emotional support, which is highly valued by local people experiencing isolation.
- The Home Buddy Scheme continued to provide a tailored service to assist older people, and disabled and vulnerable adults in the Doon Valley area to live in their homes and communities without feeling lonely, isolated or afraid, providing practical help through friendship with a dedicated 'buddy'.
- Four intergenerational events across 2019 brought together young people, older adults and volunteer befrienders to take part in a range of joint activities, to promote respect across generations.
- Walking football and badminton for older people continued to be delivered free of charge via Community Sports Hubs, which have been well attended and are making a positive impact
- Kinnections is a 3 year project to develop and grow sustainable dementia- friendly communities in East Ayrshire, through working with and for older people with dementia living in care homes and those who support them, enabling them to enjoy the best possible quality of life. The project, led by University of West of Scotland (UWS), is supported with funding from the Life Changes Trust, Big Lottery.
- Students from Ayrshire College developed resource material to raise awareness of social isolation and loneliness, including information on support available for young people, and contributed to the design of pre-liberation workshops within HMP Kilmarnock, which highlight support services and community-based schemes to assist individuals to make connections within their community upon release from prison.
- A training-pack was developed to promote awareness of social isolation and loneliness, as well as raise capacity and resilience across the workforce and within communities to respond and address this issue.
- Work within University Hospital Crosshouse included raising awareness of social isolation and loneliness among the hospital workforce and promoted the use of the Better Health Hub as a referral pathway to provide support at critical times.
- The Red Cross Home from Hospital Service, delivered from University Hospitals Crosshouse and Ayr provided free, short term care and support for people being discharged from hospital and/or their carers. The service supports people to regain their confidence and skills for living independently, and organises telecare to support families to continue to care.
- The Community Connectors team continued to work across East Ayrshire, aligned to GP Practices and their multi-disciplinary teams, to support people who live in complex and challenging circumstances. There were 1,037 referrals to Community Connectors in 2019/20, with social isolation continuing to be cited as one of the main reasons for referral.

What difference did we make/Progress?

Social isolation and loneliness is experienced across the age spectrum for different reasons and this issue has been identified to have a significant impact on wellbeing in East Ayrshire. In 2019/20, the Alcohol and Drugs Partnership (ADP) Befriending Project supported a number of young people with a connection to some form of substance dependency who were feeling isolated and/or lonely.

A technology enabled care (TEC) project was implemented in East Ayrshire to support children and young people in situations where out with authority care, education and / or secure care was being considered. TEC was offered alongside Self Directed Support (SDS) to 'think differently' in providing person-centred support for children and young people during periods of delicate transition. This has included using Option 1 to purchase technology from mainstream providers, which in some cases avoided the need for further social care supports.

This approach empowered young people to become more independent whilst keeping safe, in addition to achieving positive health and wellbeing outcomes through utilising mainstream technological solutions such as fitness activity trackers, mobile phone subscriptions, mental health apps and smart watches with a location function for emergencies.

What we will do now

This action is embedded and mainstreamed through the East Ayrshire Health and Social Carpe Partnership in the Annual Performance Report and as such will be reported through their annual updates.

Case Study

A significant focus over 2019/20 was contributing towards the Community Planning Partnership's strategic priority of tackling loneliness and social isolation across East Ayrshire, through the End Loneliness Together campaign.

The three established Locality Groups (Northern, Southern and Kilmarnock) organised a series of 'Get Together' events across East Ayrshire throughout 2019/20, to raise awareness and tackle the impact of loneliness and social isolation. The events attracted participation by local residents, organisations, businesses and community planning partners.

One of the highlights of these events was the participation of an older lady with learning disabilities, who re-connected with a local arts and crafts group after twenty years of social isolation. Encouraged to attend the Get Together by her support worker and although initially too shy to participate in any of the activities, her love for crafting, and with a bit of support, found her interacting with members of the arts and crafts group following the event.



This helped create the platform that enabled wellbeing calls from our Vibrant Communities and Health and Social Care teams to people who were shielding through the pandemic, along with the distribution of over 5,000 wellbeing packs.

Equality Outcome 3.1

In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

National data evidenced that less than 2% of all Modern Apprenticeships in Scotland are taken by Black and Minority Ethnic (BME) Communities although they form around 4% of the target population. Therefore, the partners set out to improve the uptake of Modern Apprenticeships by those from a BME background and also work in internal and external stakeholders to support this. This specific group matched those identified by Skills Development Scotland (SDS).

Output

- Increase the number of Modern Apprentices who are BME.

Action

- Conduct an audit of Modern Apprenticeships by protected characteristics.
- Work with internal and external stakeholders to promote uptake across protected characteristic groups.

Measurement

- Baseline number of BME Modern Apprentices in Ayrshire.
- Increase in BME Modern Apprentices.

What we did:

Evidence in East Ayrshire confirm the majority of BME young people attainment levels are high and most tend to access further and higher education rather than Modern Apprenticeships.

What difference did we make?

There remains a mixed picture across the partners in Ayrshire in respect of Black and Minority Ethnic representation in Modern Apprenticeships. Reflecting on locality data provided by SDS as well as individual partner information in the reporting period, it is shown that across Ayrshire, the uptake of a MA from those who identify as BME is lower than in comparison to those who identify as White Scottish and White British. Little change or impact is evident from year 2019 to year 2020.

The Council has supported one of our refugees to undertake an apprenticeship as an electrical engineer, further information can be found in the Case Study. Work is ongoing in relation to matching our refugee families into the apprenticeship programme.

What we will do now/future work?

Partners through the shared equality outcomes 2017 - 2021 have committed to tackle under-representation from BME communities in modern apprenticeship uptake. This commitment remains unchanged.

In relation to the Council, an Apprenticeship Framework is being developed, which will review the current position across the Council and identify Apprenticeship Pathways for adults and young people in relation to:

- Foundation Apprenticeships
- Modern Apprenticeships
- Graduate Apprenticeships

It is anticipated that through the new framework and the impact of the Ayrshire Growth Deal will allow for a diverse Apprenticeship Programme attracting those who would not traditionally choose an apprenticeship pathway.

Case Study

Jamal and his family were one of the first refugee families welcomed here in East Ayrshire in December 2015. They have been a pleasure to work with and they have all worked tirelessly to become part of our community.



Jamal is always willing to try new things to improve his self-learning and studied English with the support of our ESOL team and Community Groups going on to continue his learning at Ayrshire College, further gaining a place on the Electrical Engineering Course, which then gave him the opportunity to apply successfully for the Adult Apprenticeship Scheme within Housing Asset Services.

Equality Outcome 3.2

In Ayrshire, people have opportunities to fulfil their potential throughout life

National data evidenced that less than 0.5% of all Modern Apprenticeship placements are taken by someone with a declared disability. Around 8% of the target population (16-24) is disabled. Therefore, the partners set out to improve the uptake of Modern Apprenticeships for those identifying as having a disability and also work in internal and external stakeholders to support this. This specific group matched those identified by Skills Development Scotland (SDS).

What we set out to do:

Output

- Increase the number of Modern Apprentices who have a disability.

Action

- Conduct an audit of Modern Apprenticeships by protected characteristics.

- Work with internal and external stakeholders to promote uptake across protected characteristic groups.

Measurement

- Baseline number of disabled Modern Apprentices in Ayrshire.
- Increase in Modern Apprentices who have a disability.

What we did:

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

Reflecting on locality data provided by SDS as well as individual partner information in the reporting period, it is shown that across Ayrshire, the uptake of a MA from those who have a declared disability is lower in comparison to those who do not have a declared disability. All locality areas in 2018-19, according to SDS information, were relatively similar in percentage uptake of those with a declared disability. It is a more variant picture within individual partners. East Ayrshire Council, NHS Ayrshire & Arran meanwhile continue to work in partnership with Ayrshire College and through Project SEARCH.

What difference did we make?

The proportion of MA starts self-identifying an impairment, health condition or learning difficulty in East Ayrshire in 2018/19 was 12%, which is slightly lower than the national figure of 12.8%

However, work continues in relation to engaging with young disabled people to ensure positive pathways for them.

Project SEARCH continues to work through collaboration with East Ayrshire Council, Ayrshire College and NHS Ayrshire & Arran to provide a programme that helps young people (17-29) with learning disabilities and/or those on the autistic spectrum who can benefit from intensive, personalised support in preparing for work. Since 2013/14, the programme has provided a one-year internship for up to ten project participants each year at University Hospital Crosshouse to support the teaching and learning process and build employability and work skills required for employment. Recent success is highlighted at the following link: <https://www.youtube.com/watch?v=x21WCN1NvTk>

What we will do now/future work?

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

Partners through the shared equality outcomes 2017 - 2021 have committed to tackle under-representation from disabled people in modern apprenticeship uptake. This commitment remains unchanged.

In relation to the Council, an Apprenticeship Framework is being developed, which will review the current position across the Council and identify Apprenticeship Pathways for young people and adults in relation to:

- Foundation Apprenticeships
- Modern Apprenticeships
- Graduate Apprenticeships

It is anticipated that through the new framework and the impact of the Ayrshire Growth Deal will allow for a diverse Apprenticeship Programme attracting those who would not traditionally choose an apprenticeship pathway.

Equality Outcome 3.3

In Ayrshire, people have opportunities to fulfil their potential throughout life

Evidence for Scotland indicates that men dominate in construction and skilled trades, and women are over-represented in secretarial and caring occupations. As a major local employer, the Council sought to be more inclusive in the recruitment and retention of employees.

What we set out to do:

Output

- Increased number of people in non-traditional gender roles including Modern Apprenticeships.

Action

- Conduct an audit of existing Modern Apprenticeship roles by gender.
- Work with internal and external stakeholders to promote uptake across protected characteristic groups.

Measurement

- Baseline number of Modern Apprenticeship roles by sex in Ayrshire.
- Increase in non-traditional roles by both sexes.

What we did:

In 2018/19, SDS reported that there were 720 people across East Ayrshire undertaking an apprenticeship programme over a specified period, ranging from 1 to 4 years. 311 of these were adult apprentices (age over 25). The types of apprenticeships currently ongoing are in areas such as Administration, Facilities, Horticulture, Civil Engineering, IT and fields of Electrical, Joinery and Plastering.

Of the 720 people across East Ayrshire undertaking an apprenticeship programme, 328, there are currently STEM apprenticeships, 21 of whom are female.

There is a realisation that there is a national under representation of non-traditional gender across the board.

The Council always ensure that publicity in relation to the recruitment of new MAs depict positive role models, for example, when advertising posts that are dominated by males, the Council depict images of women in these roles to encourage a gender balance, and vice versa in respect of early years roles.

What difference did we make?

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

In the reporting period, the overall number of male MA's across Ayrshire is higher than in comparison to female MA's. This incidence, however, very much is reflective of MA's offered and thus uptake according to gender identity.

What we will do now/future work?

Partners through the shared equality outcomes 2017 - 2021 have committed to tackle under-representation in Modern Apprenticeship uptake. This commitment remains unchanged. As can be evidenced in the Health and Social Care example, there is opportunity to share that learning and any good practice between partners.

The partners will also continue to promote Modern Apprenticeships to all and highlight cases where there is a change in non-traditional gender role uptake.

Partners through the shared equality outcomes 2017 - 2021 have committed to tackle occupational segregation in modern apprenticeship uptake. This commitment remains unchanged.

In relation to the Council, an Apprenticeship Framework is being developed, which will review the current position across the Council and identify Apprenticeship Pathways for young people and adults in relation to:

- Foundation Apprenticeships
- Modern Apprenticeships
- Graduate Apprenticeships

It is anticipated that through the new framework and the impact of the Ayrshire Growth Deal will allow for a diverse Apprenticeship Programme attracting those who would not traditionally choose an apprenticeship pathway.

Equality Outcome 3.5

In Ayrshire, people have opportunities to fulfil their potential throughout life

In September 2013, Sir Ian Wood published his interim report on the work of the Commission for Developing Scotland's Workforce. This report highlighted that by 2020 that there will be a need for engineering industries to replace 35% of their present workforce due to its age profile. 40,000 extra graduates a year in science engineering, maths and technology (STEM) will be needed to fill the gap. Traditionally men have been over represented in this field, and more encouragement and support is needed to not only increase overall numbers, but for girls to enter this field.

What we set out to do:

Output

- Increased number of secondary pupils taking one or more STEM subject.

Action

- Develop opportunities and encourage children in primary schools to engage in one or more STEM.

Measurement

- Number of pupils in secondary schools engaged in STEM.

What we did:

The Council work in partnership with Ayrshire College to support and encourage young people to choose STEM subjects.

Learners continue to benefit from curricular innovation in schools across East Ayrshire and can also access a range of qualifications through existing school/college partnership arrangements. In 2019-20, Foundation Apprenticeships offered to East Ayrshire school pupils by Ayrshire College, included Engineering, Social Services: Children & Young People, Civil Engineering, Business Skills and Scientific Technologies (Laboratory Skills).

Short vocational bursts in Science, Computing and Trades were offered to S2 and S3 pupils, and DYW Construction Operatives and Cycle Maintenance programmes delivered in schools allowed pupils to experience different areas of STEM.

- A STEM pilot for primary 6/7 pupils was piloted within the St Joseph's Education Group.
- STEM Training delivered at Stewarton Academy was attended by the Youth Literacies Worker from Vibrant communities, looking to add STEM outcomes into all Youth and Family Literacy Programmes.
- Eleven of East Ayrshire's educational establishments have been selected to pilot the new Education Scotland STEM Nations Award. In addition, Education Scotland has awarded East Ayrshire £35,905 for work to improve and enhance professional learning in STEM.

What difference did we make?

The opportunities open to young people allows them to experience STEM subjects in a fun and engaging way to encourage pupils to venture into and explore the world of STEM in relation to their chosen pathways.

This has allowed young people to make informed choices in their further learning in relation to choosing STEM subjects.

What we will do now

We will continue to develop STEM programmes for young people so that they are encouraged to choose more than one STEM subject.

Equality Outcome 3.6

In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

Research and evidence states that looked after children do not do as well as their peers in school. Improving positive outcomes for looked after children and young people is a core commitment in Education. Interventions are designed to ensure that learners are sustained within their own communities and have the right team to support them at the right time

Output

- Increase number of looked after children and young people accessing high quality work experience.

Action

- Work with local businesses, voluntary sector etc. to develop work experience opportunities for looked after children and young people.

Measurement

- Number of looked after children and young people accessing high quality work experience.

What we did:

Targeted interventions delivered through the Scottish Attainment Challenge Care Experienced Children and Young People funding stream from April 2019 include young people's mentors supporting young people in secondary education at risk of disengagement; a modern apprenticeship programme, which provides employers with wage incentives to facilitate opportunities for unemployed care experienced young people; and from January 2020, the provision of 2 transitional work coaches to support care experienced young people over 16 through leaving school and into sustained positive destinations.

Primary age children also benefited from an authority wide leadership programme delivered by CANI Coaching which can be accessed by every care experienced learner from P5-P7. By March 2020, over 100 children from schools across East Ayrshire had participated successfully in the programme.

What difference did we make?

Young Person Mentors supported 220 young people throughout the secondary schools and this programme is demonstrating a positive impact on our vulnerable young people, including a 56% decrease in exclusions of young people.

In partnership with public sector partners, CVO East Ayrshire successfully increased the number of opportunities at WG13, the GRAFT Project and Belford Mill to include specific provision for care experienced young people, those with lived experience of the justice system or who have additional support needs. Overall provision increased from 32 places during the last financial year to 54 to date.

What we will do now

We will continue to support looked after children into high quality work experience so that they have the opportunity to experience the life of work. This encourages young people to make informed choices in relation to their career pathway.

Equality Outcome 3.7 In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

Output

- Increased number of pupils with additional support needs accessing high quality work experience.

Action

- Work with local businesses, voluntary sector etc. to develop work experience opportunities for pupils with additional support needs.

Measurement

- Number of pupils with additional support needs attending Special Learning Centres and Special Schools accessing high quality work experience.

What we did:

Although the impact of the Covid-19 pandemic and subsequent lockdown from March 2020 impacted on both numbers of young people undertaking work placements and numbers of employers engaging with schools, 720 placements were made available to school learners through the school work experience offer. A total of 497 young people participated in work experience made up of 282 booked through Ayrshire Chamber of Commerce and Industry and the remaining 215 through self-found placements. As 6 secondary schools had work placements scheduled before March 2020, they were not impacted by lockdown.

The number of pupils with additional support needs accessing high quality work experience remained static at 67%. However, there will be decrease in numbers for 2019/20 due to the pandemic.

Nevertheless our teaching staff continue to provide support through online and distance learning.

What difference did we make?

Actively supporting and encouraging young people with additional support needs (ASN) in relation to work experience and training has helped in relation to preparing them for the work of life.

We have seen young people struggling with their self-confidence and become more outgoing. After completing a successful work experience it was found that pupils were more confident, outgoing and eager to learn.

This programme will be restarted once the pandemic is over.

What we will do now

We will continue to support pupils with additional support needs into high quality work experience so that they have the opportunity to experience the life of work. This encourages young people to make informed choices in relation to their career pathway.

Equality Outcome 3.8

In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

Actively supporting and encouraging young people with additional support needs (ASN) in relation to work experience and training will prepare them for the work of life.

Output

- Increase number of young people with additional support needs into sustained further education, training and employment opportunities.

Action

- Develop with partners and businesses opportunities for young people with additional support needs into sustained further education, training and employment opportunities.

Measurement

- Number of young people with additional support needs sustaining further education, training and employment opportunities.

What we did:

Our supported Employment Team helps people with learning disabilities, autism or Asperger's who are seeking employment for at 16 hours per week.

The team support people with applications, CVs, interview skills, work experience, job search and access to vacancies.

94.82% of young people with additional support needs sustained positive destinations in 2018/19 compared to 93.4% in 2017/18. This is testimony to the relationships the Council continues to develop with partners and business to ensure that young with additional support needs sustain positive destinations.

What difference did we make?

Project SEARCH continues to work through collaboration with East Ayrshire Council, Ayrshire College and NHS Ayrshire & Arran to provide a programme that helps young people (17-29) with learning disabilities and/or those on the autistic spectrum who can benefit from intensive, personalised support in preparing for work. Since 2013/14, the programme has provided a one-year internship for up to ten project participants each year at University Hospital Crosshouse to support the teaching and learning process and build employability and work skills required for

employment. Recent success is highlighted at the following link:
<https://www.youtube.com/watch?v=x21WCN1NvTk>

What we will do now

We will continue to support young people with additional support needs into sustained further education, training and employment opportunities. The Council will work with Community Planning to ensure that positive destinations are found and sustained.

Equality Outcome 3.9

In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

Occupational segregation is one of the causes of the gender pay gap, and a barrier which prevents women and men from fulfilling their potential in employment. Women and men's different experiences of skills acquisition and work reflect the traditional and often stereotypical assumptions about men's and women's roles in society.

Output

- Increased number of young people engaged in deciding what they want to be to help tackle gender stereotyping in school, and in the world of work.

Action

- Develop a partnership with Close the Gap in relation to delivering the 'Be Want You Want' programme.

Measurement

- Number of secondary schools engaged with Close the Gap's Be Want You Want to Be Programme.

What we did:

Primary school teachers in East Ayrshire took part in a Gender Equality Information event, which saw the launch of a new gender equality toolkit, created by pupils at Dalmellington Primary school working with the Council, NHS Ayrshire & Arran and East Ayrshire Women's Aid

The 'Gender 10' toolkit is designed to support schools and teachers to meet their obligations under current equality legislation and sets out what is required by law and how schools can put this into practice.

The event explored links between gender inequality and gender-based violence as well as receiving an update on gender equality from Education Scotland. Pupils from Dalmellington Primary then launched the 'Gender 10' toolkit, which provided practical examples of challenging gender stereotypes and how to promote gender equality within a primary school setting.

Pupils and staff from the school spoke with the teachers about how they had developed and used the toolkit in school and the benefits that had resulted.

The event also gave teachers an opportunity to discuss ways they could implement the toolkit in their own schools and to share their own experiences of best national and local practice.

What will we do next?

We will continue to engage with Close the Gap and to rollout the Gender 10 Toolkit across all schools in East Ayrshire.

Case Study

The aim of the Gender 10 toolkit is to eradicate gender inequality and be more mindful in our everyday language and actions and it's great to see our young people and staff in East Ayrshire leading the way in driving forward and effecting positive changes in the school setting.

The Gender 10 toolkit is an excellent way for pupils themselves to have a direct input into how teachers and schools identify equality issues in the classroom.

The pupils at Dalmellington have done an excellent job in highlighting some of the ways we can improve our teaching and address any biases we might have, from their perspective.

It is a fantastic pupil-led resource and, as it rolls out into every school, it will help all of us maintain a fair and equitable outlook for all our pupils.

Equality Outcome 4.1

In Ayrshire public bodies will be inclusive and diverse employers

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

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

What we set out to do:

Outputs

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

Actions

- Use alternative opportunities for advertising posts.

Measurements

- More diverse applications for posts within the public sector.

What we did:

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

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

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

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

Some partners are exploring recruiting future colleagues via local Education Departments, School Twitter accounts, colleges and Universities Direct.

What difference did we make?

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

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

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

What we will do now/future work? .

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

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

Equality Outcome 4.2

In Ayrshire public bodies will be inclusive and diverse employers

What we set out to do:

Outputs

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

Actions

- Achieve and maintain Level 2 of the Disability Confident Scheme.
- Progress work to Level 3 of the Disability Confident Scheme.

Measurements

- Level 2 award achieved and maintained.
- Level 3 award achieved.

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

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

What we did:

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

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

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

What difference did we make?

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

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

What we will do now/future work?

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

At present the Council do not have plans to move to Level 3. This will be reviewed at a later date.

Case studies

1. The Council is in the seventh year of running Project Search which is an employability programme designed to improve the employment prospects of young people with learning disabilities and autism spectrum disorders. As result of this programme, a number of young people have secured jobs/further training opportunities e.g. Modern Apprentice programmes.
2. The Council has retained a number of employees in post by making adjustments. e.g. for one employee we have:
 - Purchased equipment to allow them to continue to use their PC.
 - Purchased a foot stool and office chair.
 - Relocated them to a different office.
 - Altered the lighting.
 - Amended their start and finish times, the days that they work and reduced their hours of work.
 - Redesigned their job removing tasks that they were finding it difficult to perform effectively.

Equality Outcome 4.3

In Ayrshire public bodies will be inclusive and diverse employers

What we set out to do:

Outputs

- A better educated workforce to support equality inclusiveness.

Actions

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

Measurement

- The number of training programmes developed.
- The number of training programmes delivered. The number of employees trained.

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

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

What we did:

An audit of all partners' Equality and Diversity training resources, is now an ongoing task with Partners sharing the availability of training resources at each meeting of the Ayrshire Equality Partnership.

Where possible, and where a record of the training type and numbers involved, are available these have been compiled and summarised below, see the section 'What Did We Do'. This shows the type of training, how it was delivered and the numbers involved. The figures in brackets show the equivalent training statistics for the period 2017 to 2019. Total training delivered is also shown in bold below. Again it is worthwhile explaining that not all Partners will have access to records of all training delivered over the past four years, particularly since March 2020, when most staff were working remotely from home.

The figures below show that a wide range of training has been delivered both face to face and remotely via different e-learning platforms. In the period 2019- 2021 a total of at least **7,556** training sessions have been delivered by Partner organisations. This is comparable to the period 2017 – 2019 when **5,333** training sessions were delivered. Accordingly, a total of **12,899** training sessions have been provided by Partner organisations since 2017. What is also noticeable is the substantial expansion of e-learning training over the period 2019 to 2021.

What is also worth highlighting is the rapid expansion of training in areas such as Gender Based Violence, BSL, Informed Practice on Dementia, Equality Impact Assessment, Deaf and Sight Loss Awareness, Awareness of Gypsy Traveller Communities, Challenging Anti-Muslim Prejudice, Learning Disabilities, and Cultural Awareness.

The Partners have identified that differing IT platforms and copyright issues can in some instances act as a barrier to the free and open exchange of training resources. Nevertheless, where possible training resources are being shared between the Partners.

All Partners are reviewing their training resources on a regular basis in an effort to improve diversity and inclusiveness. Some examples of the activities already undertaken and currently underway include;

East Ayrshire Council carried out a refresh and relaunch of their online Equality and Diversity training programme during the early part of 2020; this led to a completion rate of 627 employees in the first 9 months of 2020 compared to the whole of 2019. BSL awareness was also introduced during 2020 and a revamp of the online Equality Impact Assessment training is underway.

What difference did we make?

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

Face to Face

Equality & Diversity New Employee Induction – 56 (1480) : **total 1,536**

Equality Impact Assessment – (110) : **total 110**

Unconscious Bias – 60 ; **total 60**

Delivering an accessible venue – 24 (30) ; **total 54**

Gender based violence – 310 (165) : **total 475**

Sensory Impairment – 8 (6) : **total 14**

Introduction to BSL – 10 : **total 10**

Promoting Excellence – Informed Practice (Dementia) – 1246 : **total 1246**

e-learning

Equality & Diversity (Mandatory) – 3,505 (3,583) : **total 7,088**

Equality Impact Assessment – 82 : **total 82**

LGBT Awareness – 28 (194) : **total 222**

Deaf Awareness – 241 (35) : **total 276**

Sight Loss Awareness – 236 (20) : **total 256**

BSL – (205) : **total 205**

Raising Awareness of Gypsy Traveller Communities – 529 : **total 529**

Promoting Excellence – Informed Practice (Dementia) – 292 : **total 292**

Challenging Anti-Muslim Prejudice – 78 : **total 78**

Introduction to Learning Disability – 242 : **total 242**

Forced Marriage – 50 : **total 50**

Cultural Awareness Module 1 – 102 : **total 102**

Myths of Immigration – 37 : **total 37**

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

What we will do now/future work?

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

Case Study

The following are just a few examples of where training materials have been openly and freely shared amongst the Partners.

The South Ayrshire Health and Social Care Partnership made face to face training available to all Partners in the form of a Racial Equality Workshop. This comprised training on the work that had been undertaken in conjunction with CEMVO Scotland on developing models of collaborative working between mainstream and race equality sectors for a more inclusive approach to health and social care implementation.

South Ayrshire Council shared training on '*Community Vulnerability Measures and Information Resources*'.

Community Justice Ayrshire shared two training toolkits with all Partners. They comprised '*Let's just talkabout justice: A Community Conversation*' and '*The Ripple Effect: A victim awareness toolkit*'

The North Ayrshire Health and Social Care Partnership shared training on '*Face Covering Exemptions – Not Everyone Can Wear One*' and a Scottish Government training module on '*The Impact of Covid-19 on Equality Groups*'

East Ayrshire Council developed and delivered an *Introductory to BSL* course aimed at frontline staff to assist BSL users accessing services.