



**Equality Action Plan**  
2008 – 2011



### Introduction

Glasgow is probably the most diverse city in Scotland with a wide range of communities making up its population.

- 52% of the population is female
- around a third of residents are aged between 15 to 34.
- The City has the largest black and minority ethnic community in Scotland encompassing almost 80 languages and dialects.
- Over 25% of Glaswegians are disabled or have a long term illness.
- There are almost quarter of a million households. 15% of households are lone parent households and 9 out of 10 of these are headed by a woman.
- 1 in 9 households is a lone pensioner and three quarters of them are women.
- Glasgow is home to the largest LGBT community in Scotland.

The diversity of the city must be reflected in the delivery of our services and therefore it is vital that we ensure that no one experiences discrimination when accessing any of our services regardless of their race, gender, disability, age, sexuality or religion/belief.

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### Glasgow Community and Safety Services

GCSS is an organisation which aims to prevent crime, tackle antisocial behaviour and promote community safety in the City. We bring together around 500 staff from Glasgow City Council, Strathclyde Police, Strathclyde Fire and Rescue, Glasgow's Community Safety Partnership and the city's public space CCTV company.



### Mission Statement

GCSS's Mission Statement is to promote, deliver and support services to improve the safety and wellbeing of all citizens and help ensure that Glasgow continues to develop as a "safe", "healthy", "working", "learning" and "thriving" city for all citizens'.

### Aims

- bring together local and city-wide service providers to work in partnership with communities
- create a safe, vibrant, working Glasgow in which crime, violence and antisocial behaviour are reduced, community responsibility is promoted
- safety in the home and public places is improved.'

### Objectives

- Reduce Antisocial Behaviour and Crime
- Increase Prevention and Diversion Opportunities for Young People
- Make Glasgow a Cleaner Place
- Provide Community Reassurance in Relation to Antisocial Behaviour and Crime
- Provide Support to Families and Individuals
- Reduce Violence Against Women

Together we have built a strong foundation through which we continue to deliver existing services as well as the provision of new services. These are:

- Graffiti Removal and Enhancement Service
- Home Safety and Security Service
- Private Landlord Registration Unit
- School Support Service
- Police Information and Enforcement Unit
- Violence Against Women including: ASSIST (Advocacy, Support, Safety and Information Services Together) and TARA (Trafficking Awareness Raising Alliance)
- Victims and Vulnerable People Service
- Community Enforcement Officers
- Restorative Justice Service
- Environment Community Action Team
- Community Safety Patrol Officers
- Community Relations Service
- Mediation Service for neighbours
- City Centre Enhancement Team
- Prevention and Diversion Services – Footie STUFF, STUFF Media bus
- CCTV
- NiteZone Safer Transport Initiative
- Antisocial Behaviour Noise Team
- Building Security Service



### What the Law Says in terms of Equality

In common with all public authorities, Glasgow City Council and its Arms Length External Organisations (ALEOs) are subject to Equality Duties in respect of Race, Disability and Gender. It is likely these duties will be merged in the future with other equality strands such as Lesbian, Gay, Bisexual and Transgender (LGBT), Age and Religion/Belief.

There is a requirement to produce 'schemes' setting out how organisations will comply with the statutory duties in the formation and delivery of all services, policies and functions. In addition, there are specific legal requirements to publicly report on a range of statistics designed to measure progress in achieving equality of opportunity in employment. The Schemes must be prepared every three years and must be reviewed and updated annually.

### The Process and Structure for the Integrated Equality Scheme

In previous years the Council has produced separate Equality Schemes for Race, Disability and Gender. In order to improve working across the different equality strands and to reduce the duplication that existed between previous schemes, the Council has decided to produce a single Integrated Equality Scheme to take effect on 1 December 2008. Any outstanding actions from previous schemes have been integrated into the new scheme. Council Services and ALEOs have produced their own individual action plans which will be linked to, and become an integral part of, the overarching scheme.

### GCSS Equality Action Plan

The following 3 year Action Plan demonstrates how GCSS will work towards eliminating discrimination in the delivery of its services, the formation and implementation of its policies and in employment and training whilst continuing to promote equality of opportunity within the community. During the lifetime of the plan, it will be updated annually to review progress and add new actions as necessary.



## GCSS Equality Action Plan

1 December 2008 – 30 November 2011

1. Eliminate discrimination in access to, and delivery of, our services
2. Eliminate discrimination and promote equality in employment and staff development
3. Eliminate discrimination and promote equality within the community



## 1. Eliminate discrimination in access to, and delivery of, our services

1.1

**Action:** Carry out an accessibility audit of GCSS premises at Westergate

**Target/Measure:** Required actions identified to improve access to Westergate to meet the needs of disabled people, and other excluded groups

**Responsibility:** Facilities Manager

**Timescale:** Initial audit by March 2009

1.2

**Action:** Establish and implement a system to ensure a consistent approach to equality monitoring service users

**Target/Measure:** An accurate equality profile of service users to inform appropriate and efficient delivery of services

**Responsibility:** Equalities Officer

**Timescale:** November 2009

1.3

**Action:** Carry out a review of all equality Community Safety Forums

**Target/Measure:** Completed review to inform future development of the Forums

**Responsibility:** Service Development

**Timescale:** June 2009

1.4

**Action:** Develop and update an Equality Policy

**Target/Measure:** Equality Policy in place to inform and guide all our functions

**Responsibility:** Equalities Officer

**Timescale:** March 2009

1.5

**Action:** Review and update current marketing guidelines for managers and ensure they have been equality proofed

**Target/Measure:** Revised marketing guidelines which ensure all promotional literature is accessible to all users of our services

**Responsibility:** Press and Marketing Team

**Timescale:** March 2009



1.6

**Action:** Consult with equality groups to ensure the revised guidelines meet their needs

**Target/Measure:** The views of equality groups are taken into account when revising marketing guidelines

**Responsibility:** Press and Marketing Team

**Timescale:** March 2009

1.7

**Action:** Carry out a full Equality Impact Assessment on marketing guidelines

**Target/Measure:** Equality Impact Assessment of marketing guidelines is completed and necessary actions have been identified

**Responsibility:** Press and Marketing Team

**Timescale:** March 2009

1.8

**Action:** Develop Company website, and consult on its suitability, ensuring it is fully accessible to residents and users of our services

**Target/Measure:** A fully accessible website for GCSS

**Responsibility:** Press and Marketing

**Timescale:** December 2009

1.9

**Action:** Carry out a full Equality Impact Assessment of the Antisocial Behaviour Noise Service

**Target/Measure:** Equality impact assessment of the antisocial behaviour noise service completed and issues to be addressed identified

**Responsibility:** Antisocial Behaviour Noise Team

**Timescale:** March 2009

1.10

**Action:** Liaise with The Access Centre and Access to identify alternative methods of contact/reporting to include those who are unable to use the telephone service

**Target/Measure:** An alternative method of reporting is established to ensure all communities are able to access the service

**Responsibility:** Antisocial Behaviour Noise Team / Access Centre / Access

**Timescale:** August 2009



1.11

**Action:** Liaise with Press and Marketing Team to revise all literature and written materials, including letters, and ensure they are accessible to all equality groups

**Target/Measure:** All written materials are in a style which is easily accessed by different equality groups

**Responsibility:** Antisocial Behaviour Noise Team

**Timescale:** August 2009

1.12

**Action:** Monitor visitors' experiences of reception facilities at Westergate with a view to identifying equality issues which need to be addressed

**Target/Measure:** Equality issues for visitors to Westergate will be identified

**Responsibility:** Central Administration Coordinator

**Timescale:** March 2009

1.13

**Action:** Reception service to link in with the Equality Audit of Westergate and ensure issues identified are addressed

**Target/Measure:** Westergate reception facilities are revised to ensure they are fully accessible for all our visitors

**Responsibility:** Central Administration Coordinator

**Timescale:** November 2009

1.14

**Action:** Install a hearing loop system in all training rooms

**Target/Measure:** People with a hearing impairment are able to fully participate in training sessions

**Responsibility:** Training department

**Timescale:** March 2009

1.15

**Action:** To consult with equality groups when reviewing or developing any of our policies or functions

**Target/Measure:** Any new or developing policies or functions take into account the impact on equality groups

**Responsibility:** Senior Management Team

**Timescale:** Ongoing



1.16

**Action:** Develop a process to ensure 'equality champions' are in place to support and lead on mainstreaming equality throughout each service and function

**Target/Measure:** A process in place to ensure there is a lead officer with responsibility for mainstreaming equality within each service and function

**Responsibility:** Equality Working Group

**Timescale:** February 2009

1.17

**Action:** Ensure that equality issues are considered when developing service action plans

**Target/Measure:** Equality is mainstreamed throughout all service action plans

**Responsibility:** All Managers

**Timescale:** Ongoing



## 2. Eliminate discrimination and promote equality in employment and staff development

### 2.1

**Action:** Produce and disseminate a briefing for managers outlining their responsibilities in terms of employment to ensure compliance with the Disability Discrimination Act (DDA)

**Target/Measure:** Obligations under DDA relating to employment are met.  
Individual cases in relation to employment are managed appropriately and reasonable adjustments made where necessary

**Responsibility:** HR Manager

**Timescale:** December 2008

### 2.2

**Action:** Review and implement a Company Induction Programme to fully incorporate equality issues including hate crime

**Target/Measure:** New employees are informed of equality issues at induction

**Responsibility:** HR Manager/Training department

**Timescale:** Revised programme ready for implementation by March 2009

### 2.3

**Action:** Review and update the Recruitment and Selection Policy to ensure equality issues are fully taken into account

**Target/Measure:** An updated Recruitment and Selection Policy which ensures no discrimination

**Responsibility:** HR Manager

**Timescale:** June 2009

### 2.4

**Action:** Implement equality monitoring of the recruitment and selection process by race, disability, and gender

**Target/Measure:** An accurate profile of people involved in the recruitment and selection process by race, disability and gender

**Responsibility:** HR Manager

**Timescale:** From October 2008 and ongoing



2.5

**Action:** Implement equality monitoring of grievances, disciplinary action, leavers and harassment complaints

**Target/Measure:** An accurate profile of the impact of the aforementioned procedures on employees by race, disability and gender

**Responsibility:** HR Manager

**Timescale:** From October 2008 and ongoing

2.6

**Action:** Source equalities training for training team

**Target/Measure:** Training team is more equality aware during the delivery of training courses

**Responsibility:** Training department

**Timescale:** March 2009

2.7

**Action:** Design an Equalities awareness raising training package for delivery within GCSS

**Target/Measure:** Development of appropriate equalities training package for GCSS staff

**Responsibility:** Training department

**Timescale:** June 2009

2.8

**Action:** Deliver general Equalities Training package to all GCSS staff

**Target/Measure:** All staff within GCSS are trained to consider equality issues in the course of their work

**Responsibility:** Training department

**Timescale:** November 2011

2.9

**Action:** Work with Equality Officers to provide support and guidance to teams carrying out equality impact assessments

**Target/Measure:** Teams involved in the equality impact assessment process are supported

**Responsibility:** Training department

**Timescale:** Ongoing



2.10

**Action:** Review current training request form and post training evaluation form to include a greater emphasis on equality issues

**Target/Measure:** Training staff will have a better understanding of participants' requirements in terms of equality issues before and during training

**Responsibility:** Training department

**Timescale:** December 2008

2.11

**Action:** Work with all service managers in GCSS to implement a Training Needs Analysis for all Services

**Target/Measure:** A completed training needs analysis will inform the development of a future training strategy

**Responsibility:** Training Department/all Service Managers

**Timescale:** November 2009

2.12

**Action:** Work towards achieving 'double tick' positive about disabled people

**Target/Measure:** An increase in the number of applications from disabled people in relation to recruitment and access to employability programmes

**Responsibility:** HR Department and Training Department

**Timescale:** April 2009

2.13

**Action:** Implement skills practice sessions for staff working with young people to encourage consideration of equality issues in course of their work

**Target/Measure:** Skills practice sessions encompassing equality issues are in place

**Responsibility:** Operations Managers

**Timescale:** Established by March 2009 and ongoing



### 3. Eliminate discrimination and promote equality within the community

#### 3.1

**Action:** To increase the number of reports of hate crime incidents via third party reporting agencies throughout Glasgow

**Target/Measure:** 25% increase in third party reports of hate crime incidents

**Responsibility:** Hate Crime Policy Officer

**Timescale:** January 2009

#### 3.2

**Action:** To create an analytical database for the gathering and monitoring of hate crime statistics across statutory agencies

**Target/Measure:** Receipt of quarterly hate crime statistics from at least 3 statutory sources for assimilation into database

**Responsibility:** Hate Crime Policy Officer

**Timescale:** January 2009

#### 3.3

**Action:** Develop and implement a Hate Crime Policy and reporting protocol to enable GCSS staff to identify and record incidents of hate crime

**Target/Measure:** A Policy and recording system in place for gathering and analysis of hate crimes reported by GCSS staff

**Responsibility:** Equalities Officer

**Timescale:** January 2009

#### 3.4

**Action:** Develop measures to encourage people to report racist incidents and crimes

**Target/Measure:** Accurate information on the number of racist incidents

**Responsibility:** Hate Crime Policy Officer/Chief Executive Department – Corporate Policy

**Timescale:** From Autumn 2008



3.5

**Action:** **Broaden multi agency monitoring of hate crime to include homophobic abuse and harassment of disabled people**

**Target/Measure:** Accurate information on the number of incidents of homophobic abuse and harassment of disabled people

**Responsibility:** Hate Crime Policy Officer/Chief Executive Department – Corporate Policy

**Timescale:** From Spring 2009

3.6

**Action:** **Coordinate and further develop the Glasgow Violence Against Women Partnership and its Working Groups**

**Target/Measure:** An effective multi agency strategic partnership working to increase protection, improve service provision / coordination and prevent VAW

**Responsibility:** GVAWP Manager

**Timescale:** Ongoing

3.7

**Action:** **On behalf of GVAWP develop and maintain VAW implementation groups in the 5 community planning localities in Glasgow**

**Target/Measure:** Action to increase protection, improve service provision / coordination and prevent VAW occurring in the context of locality planning structures and responsive to local needs

**Responsibility:** GVAWP Manager/ Development Officer

**Timescale:** Ongoing

3.8

**Action:** **Contribute as a multi agency partner to ongoing development of the Greater Glasgow Training Consortium and its working groups**

**Target/Measure:** Increased numbers of specialist and generalist staff trained in VAW Greater capacity within voluntary and statutory agencies in Glasgow to respond to VAW in all its forms

**Responsibility:** GVAWP Manager/ Development Officer

**Timescale:** Ongoing



3.9

**Action:** Contribute as a multi agency partner to ongoing development of the Archway sexual assault referral centre which is part funded by GCC from April 2009

**Target/Measure:** An effective multi agency response to victims of rape and sexual assault in Glasgow. Increased conviction rates

**Responsibility:** GVAWP Manager/Development Officer and GCSS Senior Policy & Development Officer on behalf of GCC

**Timescale:** Ongoing - April 2009 (start monitoring funding commitment)

3.10

**Action:** Continue to develop and support activity in Glasgow during 16 Days of Action to Eliminate Violence Against Women

**Target/Measure:** Events and activities taking place each year to mark 16 days of action

**Responsibility:** Glasgow Violence Against Women Partnership

**Timescale:** Ongoing with activities taking place between 25 November and 10 December each year

3.11

**Action:** Continue to engage with all stakeholders to ensure the ASSIST service is continued and rolled out across Glasgow

**Target/Measure:** All people in Glasgow affected by domestic abuse are able to access advocacy and support during the criminal justice process.

**Responsibility:** ASSIST

**Timescale:** G and A Divisions November 2008. B Division early 2009

3.12

**Action:** Continue to work in partnership with key agencies to work towards the rollout of the Domestic Abuse Court to all areas of Glasgow

**Target/Measure:** An established Domestic Abuse Court covering all areas of Glasgow

**Responsibility:** ASSIST

**Timescale:** Ongoing

3.13

**Action:** Work in partnership with other agencies to ensure that MARACs (Multi Agency Risk Assessment Conference) are available to high risk domestic abuse victims in all areas of Glasgow

**Target/Measure:** Increased safety for those experiencing domestic abuse

**Responsibility:** ASSIST

**Timescale:** September 2009



3.14

**Action:** Enhance the ASSIST service and offer additional protection to those experiencing domestic abuse and who are involved in the criminal justice system

**Target/Measure:** All those in Glasgow who experience domestic abuse and are at very high risk of further harm receive a specialist and appropriate criminal justice response

**Responsibility:** ASSIST

**Timescale:** September 2009

3.15

**Action:** Ensure a Violence Against Women perspective is included in all consultation documents where appropriate

**Target/Measure:** The needs of women experiencing male violence are taken into account when responding to consultation documents

**Responsibility:** Senior Policy and Development Officer, Strategic Management Services

**Timescale:** Ongoing

3.16

**Action:** Regular publication of themed newsletters

**Target/Measure:** Increased awareness of organisations and individuals on the issue of trafficking in women

**Responsibility:** The TARA Project

**Timescale:** Ongoing

3.17

**Action:** Provide multi-agency training across Scotland on the issue of commercial sexual exploitation, identification and the provision of support to women

**Target/Measure:** Increased awareness of the harm caused by sexual exploitation, the myths about prostitution and highlighting the male demand behind the sex industry and improved access to and support from services

**Responsibility:** The TARA Project

**Timescale:** Ongoing



3.18

**Action:** **Continued Provision of Women only ESOL classes for women involved in prostitution or who have been trafficked**

**Target/Measure:** To increase women's confidence, improve self-esteem, assist women to exit prostitution and/or trafficking situation, increase employability therefore access to educational/employment opportunities

**Responsibility:** The TARA Project

**Timescale:** Ongoing

3.19

**Action:** **Work in partnership with appropriate agencies to provide safe accommodation for female victims of trafficking**

**Target/Measure:** Safe accommodation for female victims of trafficking has been identified

**Responsibility:** The TARA Project

**Timescale:** January 2010

3.20

**Action:** **Develop existing group work programme to include employability and work placements for women wishing to exit off street prostitution**

**Target/Measure:** Group work programme in place which supports women wishing to exit off street prostitution, to secure work placements and longer term employment

**Responsibility:** The TARA Project

**Timescale:** December 2009

3.21

**Action:** **Work with Social Work Services in Glasgow to develop a group work programme for women at differing stages of exiting prostitution**

**Target/Measure:** A group work programme is in place to support women at differing stages of exiting prostitution

**Responsibility:** Routes Out

**Timescale:** December 2009



3.22

**Action:** Develop and promote a model to criminalise demand for all forms of prostitution and establish a broad based campaign to support this

**Target/Measure:** Multi agency agreement of an action plan to promote the model

**Responsibility:** Routes Out

**Timescale:** August 2009

3.23

**Action:** Equality issues to be standard item on all Locality Team Meetings agendas

**Target/Measure:** Equality issues will be considered at every Locality Team Meeting

**Responsibility:** Operations Managers

**Timescale:** Ongoing

3.24

**Action:** Work with the LGBT Community Safety Forum to develop a training package linked to the Safety In Numbers DVD, which will raise awareness of homophobia

**Target/Measure:** Training pack is completed and distributed to agencies linked to the LGBT Community Safety Forum

**Responsibility:** Equalities Officer / LGBT Community Safety Forum

**Timescale:** May 2009

3.25

**Action:** Develop a process for case conferences to respond to reports of discrimination within the community

**Target/Measure:** A process in place to support members of the community experiencing discrimination

**Responsibility:** Operations Managers - Mediation, Victim and Vulnerable People, Community Relations and Restorative Justice Services

**Timescale:** Process in place by March 2009

Westergate, 11 Hope Street, Glasgow. G2 6AB

Glasgow Community and Safety Services is a limited company incorporated  
in Scotland (No. 130604) and a registered charity (SCO17889)

making Glasgow safer together - 24 hours a day

