

# THE HIGHLAND COUNCIL



**March 2015**

## Working Towards a Fairer Highland: Equality Outcomes Progress Report 2013-2015

This Council's equality outcomes are based on issues that local equality groups have told us are important as well as national areas of priority. Over time, these outcomes aim to contribute to a fairer, more inclusive Highland. This report describes progress made in the period 2013-15.

<b>Overarching outcome:</b>	<b>People are, and feel, free to live their lives without harassment and discrimination, and can take part in community life</b>
<b>Outcome 1: Involved Protected</b> <b>Characteristics: All</b> <b>Equality Duty: 1,2,3</b>	<b>People feel involved and are able to participate in public life and influence decision making</b>  <b><i>Council and Licensing Board</i></b>
<p>During 2013-15:</p> <ul style="list-style-type: none"> <li>• Organisations representing equalities groups have been invited to participate in the Council's Communities Panel – one of the first issues for engagement will be the second round of budget consultation <a href="http://www.highland.gov.uk/download/meetings/id/66115/item_7_communities_panel_development">http://www.highland.gov.uk/download/meetings/id/66115/item_7_communities_panel_development</a></li> <li>• The budget consultation included a series of 9 focus groups to include representation from groups that may not use traditional forms of engagements (surveys, wider public events). This included groups representing people with learning disabilities, affected by mental health problems, the local Deaf Forum, visually impaired, and older people. <a href="http://www.highland.gov.uk/info/777/consultation/365/budget_consultations">http://www.highland.gov.uk/info/777/consultation/365/budget_consultations</a></li> <li>• The Council continues to work with partners to engage with young people, including and supporting the role of the Highland Youth Convenor. <a href="http://www.highland.gov.uk/info/828/activities_and_support_for_young_people/5/young_people">http://www.highland.gov.uk/info/828/activities_and_support_for_young_people/5/young_people</a></li> <li>• Ensure that the Customer Services Review proposals include methods to understand the impacts of proposed service changes on particular groups in the community. Current evidence shows this is important for older people and people with disabilities in particular. <a href="http://www.highland.gov.uk/news/article/8321/highland_council_begins_public_consultation_on_future_of_service_points">http://www.highland.gov.uk/news/article/8321/highland_council_begins_public_consultation_on_future_of_service_points</a></li> <li>• The Council has developed a range of Digital access solutions ranging from webcasting committees to social media <a href="http://www.highland.gov.uk/info/695/council_information_performance_and_statistics/366/social_media">http://www.highland.gov.uk/info/695/council_information_performance_and_statistics/366/social_media</a></li> <li>• We continue to improve our approach to accessible information through the availability of communication support (including interpretation and translation).</li> <li>• The elections team delivered a workplan to engage young people in democracy, carried out a review of polling stations and ensured the accessibility of polling stations and the voting process. Review of Polling Places <a href="http://www.highland.gov.uk/download/meetings/id/67090/item_13_-_review_of_polling_districts_and_polling_places_2014">http://www.highland.gov.uk/download/meetings/id/67090/item_13_-_review_of_polling_districts_and_polling_places_2014</a> <a href="http://www.highland.gov.uk/news/article/8201/review_of_polling_districts_and_polling_places_in_highland">http://www.highland.gov.uk/news/article/8201/review_of_polling_districts_and_polling_places_in_highland</a></li> </ul> <p>Democratic Engagement with Young People</p>	

<http://www.highland.gov.uk/download/meetings/id/15880/item5iicpe313pdf>  
<http://www.highland.gov.uk/download/meetings/id/15879/item5icpe213pdf>

**Outcome 2:** Highland is a welcoming place  
**Protected**  
**Characteristics:** All  
**Equality Duty:** 1,2,3

**Highland continues to be viewed as a welcoming place to live and there is positive support for an equal society**  
**Council**

Responses to our annual attitudes and performance survey indicate tolerance levels for equality and diversity may be increasing. *In 2014:*

- 76.8% of respondents felt Highland should do everything it can to get rid of all types of prejudice, continuing an upward trend (73.6% recorded in 2013, 70.4% in 2012; 66.9% in 2011).
- 52.2% of people prefer to live in an area with lots of different kinds of people, up from 46.8% in 2011.
- 86% of Citizen’s Panel respondents (also 86% in 2013 and 2012; 85.3% in 2011) believe their communities are accepting of people coming to live in the area from outside the Highlands.

(Public Performance Survey 2014).

In April 2014, DisabledGo launched an online access guide supported by Inverness Common Good Fund which covers 1000 venues across Inverness and the surrounding area. All venues have been visited and assessed by a DisabledGo surveyor who has looked at a whole range of accessibility features from parking to accessible toilets.

[http://www.highland.gov.uk/news/article/7774/inverness\\_access\\_guide\\_for\\_disabled\\_and\\_older\\_people\\_launching\\_in\\_april](http://www.highland.gov.uk/news/article/7774/inverness_access_guide_for_disabled_and_older_people_launching_in_april)

Increasingly social media is used to promote activities and events, for example, International Women’s Day, LGBT History Month, access to online BSL interpretation. We have supported an LGBT Youth Scotland conference in Highland. Local schools have carried out anti-stigma activities with Show Racism the Red Card and HUG (Action for Mental Health).

**Outcome 3:** Violence Against Women

- a) Long term impact of Violence Against Women (VAW) on women and children is reduced**
- Women affected by VAW receive services which meet their needs
  - Children and Young People affected by VAW receive services which meet their needs
- b) Violence Against Women is Reduced**
- Perpetrators are tackled about their behaviour

	<ul style="list-style-type: none"> <li>• <b>Reduced acceptance of VAW</b></li> <li>• <b>There are healthier gender relationships</b></li> </ul> <p><b>Council and Licensing Board</b></p>
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The key objectives of the Highland VAW partnership workplan for 2013-16 are to: improve safety for those affected by VAW; improve services for those affected by VAW; take steps to prevent further VAW; and deal effectively with perpetrators of VAW. Actions include:

- Multi-agency Risk Assessment conferences (MARAC)
- Improvements to statutory agency responses to sexual violence
- Plans to establish VAW bystander intervention programmes in schools and university campuses across Highland over the next year.
- Investigating the feasibility of establishing a (Cedar Children Experiencing Domestic Abuse Recovery) programme (available in other parts of Scotland) to support children and young people experiencing domestic abuse, and of introducing a voluntary referral scheme for perpetrators.

In Education, actions include:

- Roll out of a prevention education pack within primary and secondary schools since Autumn 2014
- Delivery of prevention education in early years settings

An Education 'Pathway' nursery through to secondary 6 has been developed and is currently being consulted on. It links closely to the Sexual Health, Relationships and Parenting 'Pathway' which includes significant focus on positive relationships and issues relating to consent.

Guidance has been developed for staff who are supporting young people, post investigation, where an allegation of sexual violence has been made but no action deemed appropriate.

Regular report on Violence Against Women are presented to the Council's CPE committee along with copies of minutes of the Violence Against Women strategy group.

Committee Reports

[http://www.highland.gov.uk/download/meetings/id/67086/item\\_10i\\_-\\_violence\\_against\\_women](http://www.highland.gov.uk/download/meetings/id/67086/item_10i_-_violence_against_women)

<b>Outcome 4: Hate Incidents Protected</b>	<p><b>a) The population of Highland have an increased understanding of hate incidents and of their impact on individuals and communities.</b></p> <p><b>b) People feel more confident in reporting hate incidents that they have experienced or witnessed.</b></p>
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**Characteristics: All  
Equality Duty: 1,2,3**

**c) People who report hate incidents feel satisfied with the response received from public agencies  
d) Individuals within protected groups feel safe and secure within their local community.**

***Council and Licensing Board***

Tackling hate incidents and crimes requires a holistic approach from partner agencies, to encourage reporting and recording of incidents and build confidence of community groups in the response from agencies. The local hate incident and crime partnership (Hate Free Highland) works with partners from the public and voluntary sector to raise awareness of and encouraging the reporting of hate crimes and incidents.

While most reports continue to be made directly to the Police, in Highland partners have worked to encourage the reporting of hate incidents and crimes through a range of options including online and through local third party reporting organisations

Police Scotland with input from partners report annually to the Council's CPE committee.

**Measures**

While the number of hate incidents being reported to Police had risen slightly in 2013-15, the actual number of crimes and offences involved had decreased.

Information on attitudes and awareness from the Council's annual Public Performance survey support this outcome:

- There is increased understanding in Highland of hate incidents and of their impact on individuals and communities. In 2013, 60% of respondents were aware of impact of hate incidents compared to 71% of respondents in 2014.

The survey also provides information about prejudice, diversity and feelings of safety:

- The survey has seen a reduction in the % of adults who feel there is sometimes good reason to be prejudiced against certain groups - 23% in 2014; 26% in 2013; 30% in 2012; 33% in 2011.
- There is a slight increase in % of adults who would prefer to live in an area with lots of different kinds of people from 46% in 2011 to 52% in 2014.
- There is a greater level of worry about being a victim of crime in general found amongst people who are disabled.

Work going forward includes

- Activities to support local third party reporting organisations
- Continue to monitor trends in reported incidents and community attitudes
- Identify new opportunities to encourage reporting of hate incidents and crimes and raise awareness of their impact. This may

include working with partners such as Stonewall and with schools.

- Police Scotland (Highland and Islands Division) is to undertake a survey of all victims of hate crimes which may inform partnership activity

#### Committee Reports

Highland Local Police Area – Hate Incidents, Hate Crime and Gender Based Violence 2014

[http://www.highland.gov.uk/download/meetings/id/67084/item\\_8 - hate incidents hate crime and gender-based violence - update](http://www.highland.gov.uk/download/meetings/id/67084/item_8_-_hate_incidents_hate_crime_and_gender-based_violence_-_update)

Highland Local Police Area – Hate Incidents, Hate Crime and Gender Based Violence 2013

[http://www.highland.gov.uk/download/meetings/id/16042/item\\_10\\_highland\\_local\\_police\\_area\\_%E2%80%93\\_hate\\_incidents\\_hate\\_crime\\_and\\_gender\\_based\\_violence](http://www.highland.gov.uk/download/meetings/id/16042/item_10_highland_local_police_area_%E2%80%93_hate_incidents_hate_crime_and_gender_based_violence)

**Outcomes 5 & 6:** Prejudice based bullying (schools)  
**Protected Characteristics:**  
All  
**Equality Duty:** 1,2,3

**5 Pupils and school staff have a greater understanding of prejudice based bullying and its impact.  
and,  
6 Pupils and school staff feel more confident in reporting prejudice based bullying incidents that they have experienced or witnessed**

#### ***Education***

More than 150 Highland pupils received training at Tain Royal Academy on how to prevent bullying in their schools and communities. This is the first training day for anti-bullying ambassadors to be held in Scotland and was oversubscribed due to the number of students and staff interested in taking part. It brings together young people from primary and secondary schools, of all ages and abilities, to explore and understand the issue of bullying.

A revised bullying policy 'Positive Relationships and Bullying Prevention Policy, Guidance and Toolkit' was agreed in November 2014 following an extensive period of consultation which included teachers, parents, and pupils, the Highland Youth Parliament, LGBT Youth Scotland, Stonewall Scotland and Respectme.

This resource aims to streamline the procedures for dealing with incidents of bullying behaviour and also move the focus from reaction to prevention. It is focused on building positive environments and challenging prejudice. Alongside the report the Care and Learning Service has signed up to the Stonewall Education Champions Programme.

Future activities with the Stonewall Education Champions Programme will include:

- Further, but more sustainable, information gathering work to generalise the

Survey findings

- Whole school (including Primary Schools), evidence-based, approaches to addressing homophobic bullying as a specific issue
- Engagement with staff groups to explore these issues for teaching and other staff, and any barriers to addressing homophobic bullying
- Engagement with relevant voluntary and third sector groups and organisations to support work in Highland

**Committee Report:** Positive Relationships and Bullying Prevention Policy, Guidance and Toolkit

[http://www.highland.gov.uk/download/meetings/id/66917/item\\_14\\_positive\\_relationships\\_and\\_bullying\\_prevention\\_policy\\_guidance\\_and\\_toolkit](http://www.highland.gov.uk/download/meetings/id/66917/item_14_positive_relationships_and_bullying_prevention_policy_guidance_and_toolkit)

**Positive Relationships and Bullying Prevention Policy, Guidance and Toolkit**

[http://www.highland.gov.uk/downloads/file/12121/positive\\_relationships\\_and\\_bullying\\_prevention\\_policy\\_guidance\\_and\\_toolkit](http://www.highland.gov.uk/downloads/file/12121/positive_relationships_and_bullying_prevention_policy_guidance_and_toolkit)

**Overarching outcome:**

**People benefit from public services in a fairer way and are able to have their say about them**

**Outcome 7:** Customer Satisfaction

**Protected Characteristics:**

All, in particular disability

**Equality Duty:** 1,2

**We will improve customer satisfaction rates, in particular from disabled people and people who have protected characteristics feel confident about accessing our services and functions.**

***Council and Licensing Board***

The Council's new website allows customers to access the site more effectively from mobile devices and accessibility features are enhanced.

An independent survey by Sitemorse carried out a review of the website and ranked it as 25th out of 429 UK local authorities compared with a rating of 87<sup>th</sup> previously. This means the website now ranks in top 6% of UK local government websites. "An accessibility audit for Highland Council website was carried out by the Digital Accessibility Centre (DAC) user/technical team on 17th October 2014. The quality of the site tested was good and it was obvious that a lot of consideration had gone into making the site accessible, however a few areas of concern were encountered." Areas of concern have since been addressed Committee Report,

Website review: [http://www.highland.gov.uk/download/meetings/id/67517/item\\_18b\\_website\\_review\\_report](http://www.highland.gov.uk/download/meetings/id/67517/item_18b_website_review_report)

Procedures are in place to include Plain English assessment as part of the process of producing key public documents. Staff develop Plain English skills through internal courses such as Effective Business Writing. Key corporate documents are now being screened by the Plain English Campaign. Trained staff in the Public Relations Team also proof read documents checking Plain English standards are being met.

We have worked with DisabledGo and the Inverness Access Panel to introduce an access guide for the Inverness area.

We have introduced new communication support arrangements for Deaf people to access Council services.

*(Public Performance Survey 2014): Of the respondents who had made a personal visit to the Council, 71% said facilities for people with a disability were “good” (74% in 2013; 68% in 2012; 61% in 2011; 65% in 2010) while 5% said the facilities were “poor” (4% in 2013; 7% in 2012; 3% in 2011; 6% in 2010). For respondents with a disability though the figures were notably different in that 60% classified these facilities as “good” (compared with 73% of those who do not have a disability) and 12% said they are “poor” (compared with 3% of those who do not have a disability).*

*We increased the percentage of our buildings with public areas suitable for and accessible to people with a disability to 95.5% in 2012/13. This compares to 94.3% the year before.*

**Outcome 8: Employability  
Protected Characteristics:**  
Age, disability, gender, race  
**Equality Duty: 1,2**

**Widen participation in the labour market across all client groups and across all Highland geographies:**  
**a) To enable those who are currently removed from the labour market, to move towards and into sustained work.**  
**b) Improve equality of access to the labour market for all client groups, including disabled people.**  
**Ensure that young people can enter the labour market with aspiration, skills and experience:**  
**c) Ensure that our young people and looked after children progress to further/higher education, training or employment.**  
**d) Partners address significant inequalities in Highland through a coherent and individualised approach to post school transition for young people experiencing significant barriers to**

	<p><b>employment.</b></p> <p><b>Council</b></p>
<p>The Council is a lead partner on the Highland Works Programme and supports a range of employability programmes. For example, Bridge to Employment has been run successfully for pupils in S4-S6 in a small number of schools within travelling distance of Inverness, largely on an extra-curricular basis, over the last four and a half years  <a href="http://www.highland.gov.uk/meetings/meeting/979/adult_and_childrens_services_committee/attachment/15704">http://www.highland.gov.uk/meetings/meeting/979/adult_and_childrens_services_committee/attachment/15704</a> (item 10)</p> <p>Activity Agreements: is a plan of learning and activity which an advisor will help a young person put together, so when they are ready they can move on from this to further education, training or employment. It can include volunteering, short courses, supported learning and practical experiences. Each agreement is individually tailored to the person  <a href="http://www.highland.gov.uk/info/878/schools/19/school_leavers/2">http://www.highland.gov.uk/info/878/schools/19/school_leavers/2</a></p> <p>The Development and Infrastructure Service is currently undertaking an equality impact assessment of youth employment programme, which has also been informed by the recent Wood report. <a href="#">Developing Scotland's Young Workforce</a>, and will inform future tendering processes.</p>	
<p><b>Outcome 9: Gypsy/Traveller Protected Characteristics:</b> Race <b>Equality Duty: 1,2,3</b></p>	<p>Improvements to the life chances and experiences of Gypsy/Travellers living in Highland</p> <p><b>Council</b></p>
<p>Reports on progress are presented to the Council's Community Safety, Public Engagement and Equalities committee and are situated as part of Equalities items in the agenda. The most recent update on Gypsy/Traveller issues was presented on 03 December.  <a href="http://www.highland.gov.uk/download/meetings/id/67088/item_11_-_update_on_gypsytraveller_issues_-_annual_report">http://www.highland.gov.uk/download/meetings/id/67088/item_11_-_update_on_gypsytraveller_issues_-_annual_report</a></p> <p>Also report to Adult and Children Services Committee August 2013 (refer to Outcome 16)  <a href="http://www.highland.gov.uk/meetings/meeting/976/adult_and_childrens_services_committee/attachment/15453">http://www.highland.gov.uk/meetings/meeting/976/adult_and_childrens_services_committee/attachment/15453</a> (Item 10)</p> <p>During 2014, a Highland Gypsy/Traveller Accommodation Needs Assessment Fieldwork was commissioned. This assessment will form part of the Housing Need and Demand Assessment required under Scottish Planning Policy to identify residents' priorities for site improvements and outcomes for Highland's next Local Housing Strategy for this customer group. The findings from this research also</p>	

provide information on population and quality of life.

Awareness raising of Gypsy/Traveller issues continues to be included in Equality and Diversity training. Additionally, elected Members attended a briefing on Gypsy/Traveller awareness in June 2013.

The Scottish Government is currently in the process of producing a strategy and action plan for Gypsy/Travellers in Scotland, and Highland is involved in related round-table discussions on unauthorised encampments and site quality. Additionally, Highland has recently responded to a thematic survey on Gypsy/Travellers being undertaken by the Scottish Housing Regulator is undertaking.

**Measures:**

Resident satisfaction with the quality of site provision and management. This has remained consistent:

- 2012: 70.83% of site residents were satisfied with site provision: Craigforth Consultancy report to Scottish Housing Regulator in 2014 as part of the Annual Return on the Charter (ARC).
- 2014: The average satisfaction level across the four sites was 70%: Craigforth Consultancy Accommodation Needs Assessment.

Reduction in people reporting discriminatory attitudes towards Gypsies/Travellers: While Gypsy/Travellers continue to be one of the groups more likely to be the subject of discriminatory attitudes, responses to a Council Survey showed a decrease in negative attitudes (34% in 2013; 36% in 2012; 41% in 2011) – Highland Council Survey of Performance and Attitudes 2013.

Highland Gypsy and Traveller Accommodation Needs Assessment 2014 and site satisfaction survey (Craigforth Consultancy)  
[http://www.highland.gov.uk/downloads/file/6383/consultation\\_with\\_residents\\_of\\_ghypsy\\_traveller\\_sites](http://www.highland.gov.uk/downloads/file/6383/consultation_with_residents_of_ghypsy_traveller_sites)

Annual Survey of Performance and Attitudes 2013: Equalities Analysis and Attitudes to Prejudice and Discrimination  
[http://www.highland.gov.uk/download/meetings/id/16044/item\\_12\\_annual\\_survey\\_of\\_performance\\_and\\_attitudes\\_2013\\_equalities\\_an\\_alyis\\_and\\_attitudes\\_to\\_prejudice\\_and\\_discrimination](http://www.highland.gov.uk/download/meetings/id/16044/item_12_annual_survey_of_performance_and_attitudes_2013_equalities_an_alyis_and_attitudes_to_prejudice_and_discrimination)

**Actions going forward**

- Work to be undertaken with Highlife Highland to promote the cultural contribution of Gypsy/Travellers in Highland. An initial report to committee is due in June 2015.
- Maintain involvement with national strategic developments.
- Review activities following the publication of the national strategy (expected in 2015), the Scottish Housing Regulator Thematic

Survey, and any other related policy directives, across all Council services and with partner agencies. This should include consideration to identify funds for early upgrading of permanent sites.

- Investigate opportunities to use the aims of the Community Empowerment (Scotland) Bill to gauge the level of Gypsy/Traveller interest in site development and management.

**Outcome 10:** Transport  
**Protected Characteristics:**  
 Age, disability, gender  
**Equality Duty:** 1,2,3

**Disabled people, older/younger people and women experience have improved access to public transport (through the provision of more accessible information on transport and better information about accessible services).**  
**Council**

**HITRANS Thistle Assistance Cards** Highland Council is part of the HITRANS Regional Transport Partnership for the Highlands & Islands. In early 2015 HITRANS have produced a Thistle Assistance Card, previously available in other areas of Scotland, to assist disabled people making use of public transport. Information is to be circulated by Council’s transport staff to groups on its equalities database.

Lochaber Transport Advice and Bookings Service A new Transport Advice and Bookings Service for Lochaber was launched in Fort William in June 2014. The new service aims to seek a more joined-up approach to the provision of transport in the area - primarily for people attending health and social care appointments and to encourage social inclusion activities.

Press release

[http://www.highland.gov.uk/news/article/7603/integrated\\_transport\\_project\\_drives\\_forward\\_support\\_for\\_health\\_and\\_social\\_care](http://www.highland.gov.uk/news/article/7603/integrated_transport_project_drives_forward_support_for_health_and_social_care)

**Transport programme**

Highland Council’s Transport Programme has emerged from the process of identifying ways to reduce expenditure over 2015-19. Consultation to understand community requirements and priorities, and supplier development events with commercial and community transport organisations, will inform proposals.

Community transport providers may have a key role to play in the Transport Programme going forward and are represented on the Project Board. There is also a planned assessment of the new process for arranging Additional Support Needs transport with regard to home/school transport.

The Council also continues to support both Community Transport and Dial-a-bus schemes throughout the Highlands.

A key aspect of the Transport Programme will be engaging with the transport and community sectors to aid the process of determining future provision within the budget limit. Feedback from local equality groups, particularly those representing disability and older people, has highlighted the importance of an accessible and integrated transport system. As a result it has previously been agreed that proposals emerging from the Transport Programme will be subject to an equality impact assessment as well as a rural impact assessment. The first proposals for the Sutherland area are underway in early 2015.

Committee report [http://www.highland.gov.uk/download/meetings/id/67372/item\\_13\\_transport\\_programme](http://www.highland.gov.uk/download/meetings/id/67372/item_13_transport_programme)

Press release [http://www.highland.gov.uk/news/article/8459/public\\_views\\_sought\\_on\\_transport\\_in\\_sutherland](http://www.highland.gov.uk/news/article/8459/public_views_sought_on_transport_in_sutherland)

**Outcome 11:** Young people leaving school

**Protected Characteristics:**

Age (young people)

**Equality Duty:** 1,2

**Increase the number of young people leaving school moving into positive and sustained destinations**

**Education**

Family Firm: The concept of councils and partner agencies as 'Family Firms', seeks to respond to the needs of looked after children and young people as they move towards the end of their schooling and beyond, in much the same way as a parent owning their own business might for their own children. In particular it seeks to ensure that the considerable resources of the council and its partners provide a positive learning environment for the transition to employment. A consultation with young people has been conducted, resulting in the development of a Family Firm Pathway. A report on the progress of the Family Firm can be found at

[http://www.highland.gov.uk/download/meetings/id/65151/item\\_15\\_family\\_firm](http://www.highland.gov.uk/download/meetings/id/65151/item_15_family_firm)

**Outcome 12:** Gender segregation (schools)

**Protected Characteristics:**

Sex

**Equality Duty:** 1,2

**Reduce gender segregation in positive and sustained destinations for young people leaving school**

**Education**

Work is being undertaken to identify the best way to measure this as data is held by a range of organisations.

**Outcome 13:** Potential

**Fulfil the potential achievements of pupils with ASN. These activities will be incorporated into**

achievements (ASN) <b>Protected Characteristics:</b> Disability, race <b>Equality Duty:</b> 1,2	<b>FHC4</b>  <b>Education</b>
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A review of Additional Support Needs in Highland has been undertaken over the past year. This review began with a period of consultation between April and August 2013, with a large number of children, parents, organisations and individual professionals being asked to contribute their views and experiences. The full report of the ASN Review can be found at <http://www.highland.gov.uk/learninghere/supportforlearners/>

The EAL Highland team have distributed EU Day of Languages information to all Head Teachers across Highland since 2012 and several schools have held events; delivered staff training; provided advice to school staff on handling racist bullying behaviours and influenced the improvement of enrolment procedures.

The Primary Mental Health Worker service is an early intervention service and for the most part children and young people are seen very soon after a request for service has been made. A significant number of referrals, 59%, are seen within 6 weeks of the request for service being made, with 21% seen in under 14 days. Since April 2012 a total of 551 children and young people have received intervention for the first time from the PMHW service. Of these, 96% have waited less than the 26 Week NHS waiting time (HEAT) target and 92% have been seen within 18 weeks. No child or young person has waited beyond the 26 week HEAT target in the last 12 months. A full report can be found at: [http://www.highland.gov.uk/meetings/meeting/3304/education\\_children\\_and\\_adult\\_services\\_committee](http://www.highland.gov.uk/meetings/meeting/3304/education_children_and_adult_services_committee) Agenda item 16.

<b>Outcome 14:</b> Attainment Gender <b>Protected Characteristics:</b> Sex <b>Equality Duty:</b> 1,2	<b>Reduce attainment gaps between boys and girls</b>  <b>Education</b>
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A report was submitted to the Education, Children and Adults Service on educational attainment on the 28<sup>th</sup> of August 2014: [http://www.highland.gov.uk/meetings/meeting/3304/education\\_children\\_and\\_adult\\_services\\_committee](http://www.highland.gov.uk/meetings/meeting/3304/education_children_and_adult_services_committee) Agenda item 13.

*The difference between female and male attaining 3+ passes at Level 6 increased from 7% in 2013 to 9.9% in 2014 (Girls 35.7%, boys 25.8%), and from 3.1% in 2013 to 3.5% at 5+ Level 6 passes (Girls 15.4%, boys 11.9%).*

*The difference between S6 females and males passing Higher English has gone from 5.4% in 2013 to 4.3% but in Higher Maths males performed better than females with a 1.2% difference in their favour. In 2013 this gap was 2.5%.*

**Outcome 15:** Equality and CfE Protected Characteristics:  
All  
**Equality Duty:** 1,2,3

**Staff and pupils have a greater awareness of how they can support equality through delivery of curriculum for excellence and wider school approaches following the principles of the Highland Practice Model and SHANNARI**

*Education*

For Highland's Children 4 contains an Improvement Plan for children's services, built upon self-evaluation and consultation. Its implementation structure has 13 Improvement Groups. All of these groups tackle inequalities: Mental Health; Additional Support Needs; Looked after Children; Transitions; Youth Justice; Early Years; Schools; Play; Supporting Parents; Practice Model; Public Health and Wellbeing; and Child Protection.

[http://www.highland.gov.uk/meetings/meeting/3304/education\\_children\\_and\\_adult\\_services\\_committee](http://www.highland.gov.uk/meetings/meeting/3304/education_children_and_adult_services_committee) Agenda item 7.

The Education Improvement Plan makes the commitment that all schools will have had training in equalities legislation and have an active equalities policy in place by 2016/17. A new Promoting Equality and Diversity Policy/Toolkit has been developed and can be found at this [link](#). Work associated with the introduction of the Policy/toolkit includes the development and introduction of a Highland GLOW Equality, Diversity and Children's Rights site to ensure that teaching staff have access to a wide range of approved and up to date information on legislation and groups with 'protected characteristics'.

[http://www.highland.gov.uk/meetings/meeting/3304/education\\_children\\_and\\_adult\\_services\\_committee](http://www.highland.gov.uk/meetings/meeting/3304/education_children_and_adult_services_committee) Agenda item 20.

**Outcome 16:** Interrupted learning  
**Protected Characteristics:**  
Disability, race  
**Equality Duty:** 1,2,3

**We will meet the needs of children and Families who have experienced interrupted learning. This includes Gypsy/Traveller and Roma Children, young carers and Children with ASN**

*Education*

The revised Young Carer's Strategy has been launched and its implementation will be overseen by the FHC4 Young Carers Improvement Group. A progress report can be found at

[http://www.highland.gov.uk/meetings/meeting/3304/education\\_children\\_and\\_adult\\_services\\_committee](http://www.highland.gov.uk/meetings/meeting/3304/education_children_and_adult_services_committee) Agenda item 4.

The Highland Practice Model continues to effectively develop positive relationships and increased engagement. During 2013/14 there was an increased number of children on a school roll in any one week compared to previous years.

*Overall, contact was made with 58 families and 139 children during the year. 120 (86%) children were on a mainstream school roll in*

26 schools in Highland. Of these children 14 (12%) were in nursery provision, 96 (80%) were in primary and 9 (8%) in secondary.

Of the 19 children who were not on a mainstream school roll, 4 (21%) were provided with alternative provision when in the area. Another 6 (32%) had support during the school year and 9 (47%) children either did not engage, or were only in the area for a short period of time and support arrangements were not able to be made.

Families report a positive response to the support available and the achievements of their children. There is a positive trend of parents informing schools when they are moving out of the area and when accessing their next school. This helps the continuity of learning and supports improved record keeping and records transfer.

[http://www.highland.gov.uk/meetings/meeting/976/adult\\_and\\_childrens\\_services\\_committee/attachment/15453](http://www.highland.gov.uk/meetings/meeting/976/adult_and_childrens_services_committee/attachment/15453) (Item 10)

**Outcome 17:** Children deprived areas  
**Protected Characteristics:**  
 All  
**Equality Duty:** 1,2,3

**Increased attainment for children and young people from deprived areas**  
  
**Education**

Work is ongoing to identify the best way to access data relating to this. National developments related to Insights are awaited.

**Overarching outcome:**

**Staff feel there is an organisational culture where everyone is treated with dignity and respect**

**Outcome 18:** Staff are treated fairly  
**Outcome 19:** Gender Pay Gap  
**Outcome 20:** Eliminate barriers for staff  
**Protected Characteristics:**  
 All  
**Equality Duty:** 1,2

**18 Increase the proportion of staff who feel they are treated fairly, both in terms of employment and development opportunities, and more generally, feelings of fair treatment in the workplace, (as measured through the Employee Survey).**  
**19 Reduce the gender pay gap where actions appropriate to an employer can be identified.**  
**20 Eliminate barriers to recruitment and development that contribute to pay inequalities**  
  
**Council, Education and Licensing Board**

As outlined in our Equal Pay Statement the Highland Council is committed identifying and eliminating any unfair, unjust or unlawful practices that impact on pay. The 2013 Equal Pay Audit, prepared in partnership with the trade unions, identified an action plan that supports improvement in this area. Since the creation of this plan the Council have:

- Created and supported an on-line learning resource for female employees interested in preparing for supervisory and management roles.
- Identified female role models in male dominated job groups and publicised their achievements in corporate communications (L&D matters).
- Reviewed Job Descriptions and Person Specifications to ensure that they contain no gender bias.

Ongoing activities include:

- Advertising appropriate vacancies as "suitable for flexible working hours up to 35 per week" where service delivery allows.
- Reviewing core flexi hours to better support flexible working opportunities.
- Where vacancies arise in job types where one gender is under represented, stating this in the advert and encouraging applications from the under-represented gender.
- Increasing the number of female apprentices.
- Advising Services to review workplace facilities to ensure that both genders are adequately catered for.

These actions coincide with a significant general improvement in the Highland Council's gender equal pay gaps in the 2 years since the last audit. Improvements in pay gaps between 2013 and 2015 are as follows:

	<i>Combined Gap</i>	<i>Full Time Gap</i>	<i>Part Time Gap</i>
All employees	0.7%	0.3%	1.3%
Non- Teaching employees	0.8%	0.4%	1.7%
Teaching employees	0.5%	0.8%	1%
SJC Employees	2.2%	2%	3.3%

[http://www.highland.gov.uk/meetings/meeting/3423/resources\\_committee](http://www.highland.gov.uk/meetings/meeting/3423/resources_committee) (Item 19)