



Equality Policy

1. INTRODUCTION

This Policy sets out Glasgow Life's approach to ensuring equality is central to the Company's activities. This document builds on the Company's previous Equality Policy and has been informed by ongoing engagement with staff, customers and wider stakeholders. In particular, account has been taken of consultation and research material relevant to equalities and feedback from customers.

The purpose of the policy is to provide a strategic framework that sets out the steps the Company is taking to ensure fair and equal access to both employment and service opportunities. It is part of the Company's overall policy and procedures for mainstreaming equalities into its core service activities.

Glasgow Life has a key role to play in making Glasgow a city where all citizens, regardless of ethnicity, religion, social background, marital status, gender, disability, age or sexuality: are treated with respect; have full access to the range of services provided by Glasgow Life; and are able to have a quality of life which affords them independence and freedom from discrimination and harassment.

However, we recognise that prejudice and discrimination still affect the lives of many of Glasgow's citizens, resulting in reduced opportunities for some people and limiting access to jobs and services.

A key aim of the policy is to ensure the planning of service delivery, whether at strategic or operational levels, is able to evidence progress.

The document is divided into the following sections:

- Section 2: Organisational Details
- Section 3: Guiding Principles
- Section 4: Approach to Mainstreaming
- Section 5: Glasgow Context: Key Challenges
- Section 6: Mainstreaming Action Plan
- Section 7: Monitoring and Evaluation
- Appendix 1: Policy and Legislative Context
- Appendix 2: Glasgow Context: Research

2. ORGANISATIONAL DETAILS

Glasgow Life is a company limited by guarantee with charitable status. It manages the city's sports and leisure facilities, museums, galleries, libraries and community facilities on behalf of Glasgow City Council. In addition, Glasgow Life has Area Based Services teams within each of the city's three strategic planning areas, which provide community-based cultural and sporting opportunities at a local level. Each team is involved in delivering a range of programmes, including sport and physical activity, arts, play, youth work, adult learning, and community capacity building.

2.1 Strategic Priorities

Glasgow Life works with partners in the statutory, voluntary and private sectors across the city to deliver outcomes against health, safety, learning, vibrancy and employment, within the context of Glasgow's Single Outcome Agreement. It aims to ensure the best quality, and most relevant cultural and sporting services are delivered in Glasgow.

The priorities of Glasgow Life are to:

- To enhance the health and wellbeing of people who live, work and visit the City
- To create an environment where enterprise, work and skills development are encouraged
- To provide opportunities for making positive life choices in a safe, attractive and sustainable environment
- To create a culture of learning and creativity that lets people flourish in their personal, family, community and working lives
- To enhance and promote the City's local, national and international image, identity and infrastructure
- To demonstrate the ongoing improvement in the quality, performance and impact of the services and opportunities we provide.

The Equality Policy also links closely to the following Company policies:

- Equal Opportunities Statement (Employment)
- Code of Conduct
- Bullying and Harassment Policy
- Discipline and Grievance Policy
- Learning and Development Policy
- Pricing Policy.

2.2 Legislative Requirements

Glasgow Life is deemed to be a 'functional public body' as it delivers services on behalf of Glasgow City Council and therefore has a legal responsibility to take account of the general duties as set out in the Equality Act 2010 by giving 'due regard' to the need to eliminate unlawful discrimination and harassment, promote equality and foster good relations in the fields of age; disability; gender; gender reassignment; pregnancy and maternity; race; religion and belief¹; sexual orientation; and marriage and civil partnership.²

The Company has legal responsibilities as both an employer and service provider, and in the procurement of goods and services. It is committed to ensuring that all sections of the community can have full access to the range of services provided by Glasgow Life, and to developing strong and cohesive communities. To this end, the Company will also take account of other groups that may face disadvantage (e.g. those living in poverty or experiencing long term ill health)³ and take account of the specific duties as set out by the Scottish Government to enable better performance of the general duty. Other pieces of legislation such as hate crime legislation, which extend rights and responsibilities to the wider public, has also been taken account of in this policy.

This policy and the action plan that underpins it have been developed to ensure Glasgow Life meets its legal responsibilities. A more detailed description of the legislation is provided in Appendix 1.

¹ Applies only to

² This doesn't apply to customers, only to staff in terms of non-discrimination

³ Glasgow Life uses an inclusive definition of equality drawn from *Fairness and Freedom: The Final report of the Equalities Review (2007)*, which states:

- An equal society protects and promotes equal, real freedom and substantive opportunity to live in the ways people value and would choose, so that everyone can flourish.
- An equal society recognises people's different needs, situations and goals, and removes the barriers that limit what people can do and can be.

3. GUIDING PRINCIPLES

To deliver improved outcomes for individuals, groups and communities, the following principles underpin this policy:

Mainstreaming – Mainstreaming equality means making sure that all aspects of the Company’s business and service quality processes (i.e. how we plan, manage and monitor our work) take account of and reflect the different needs of Glasgow’s diverse population. Integrating an equality and anti-discrimination perspective into all areas of policy and practice from the beginning can help address the barriers and difficulties that people experience in accessing services and provision.

Positive Action – This approach recognises the historic and current impact of discriminatory structures and practices on certain groups. It is a way of addressing the barriers that people face through providing targeted action, within the bounds of relevant legislation, to support under-represented groups and communities so they can make the most of the opportunities available to them.

Community Engagement – Involving equalities groups in the development of services and activities is key to helping address any barriers to their participation in cultural, sporting and volunteering activities. This goes beyond traditional forms of consultation, but requires innovative approaches to engaging groups and communities in decision-making processes, particularly those who are most disadvantaged.

Partnership Working – Ensures we make the most of the knowledge of all of the Company’s operations and teams, and other organisations that represent equalities groups and wider stakeholders. As a result, the needs of Glasgow’s diverse population can best be understood and community planning processes harnessed to address inequality and improve the quality of life and opportunities for all Glaswegians.

Corporate Ethos – Valuing equality and diversity, developing fair and equal access to services, and engaging with others is the responsibility of all frontline staff, managers and board members. By demonstrating a commitment and willingness to work towards changing the organisational culture, the gap between policy and practice can be addressed. It is essential that staff are engaged in learning and development activities to enable continuous improvement as a learning organisation.

4. APPROACH TO MAINSTREAMING

The previous Equality Action Plan was published in 2009. Since then, the Company has taken action to promote equality and challenge discrimination in a number of ways.

The previous equality action plan had identified a range of outcomes and actions within each of the services, many of which have been implemented to date or are still being progressed.⁴ However, in reporting progress it was difficult to gauge what impact all this activity was having in helping to reduce significant inequalities faced by equality groups, in accessing culture and sport. To begin to address this Glasgow Life is committed to embedding equalities in the design, delivery and evaluation of its

⁴ Progress reports are published via Glasgow Life’s website
<http://www.glasgowlife.org.uk/policy-research/glasgow-life-equality-policy/Pages/default.aspx>

services. This means service planning outcomes being informed by an equalities perspective, based on evidence that helps to tackle inequalities.

The Scottish Government have set a national outcome to tackle the most significant inequalities in Scottish society and EHRC published research to help with the process of identifying the most significant inequalities in Scotland.⁵ The report by the Commission on the future Delivery of Public Services (Christie Commission, June 2011) also reinforced the need to prioritise prevention, reduce inequalities and promote equality.

This shift towards a greater focus on reducing inequalities and promoting equalities in the planning, managing and delivering of culture and sport services presents a range of challenges and issues for Glasgow Life. Key to this is being able to understand equality in a more holistic way and having the right mainstreaming tools.⁶

The EHRC's Equality Measurement Framework (2009) (EMF) provides a useful definition of equality, focusing on what matters to people and what people actually achieve in their life. It seeks to capture three important aspects of inequality that can arise between individuals and groups:

- Inequality of outcome: inequality in the things in life that individuals and groups actually achieve;
- Inequality of process: reflecting inequalities in treatment through discrimination by other individuals and groups or by institutions and systems, including not being treated with dignity and respect; and
- Inequality of autonomy: inequality in the degree of empowerment people have to make decisions affecting their lives, how much choice and control people have given their circumstances.

In moving towards a more outcome-focused approach, Glasgow Life has introduced a programme of logic modelling⁷ which will help to map and shape the strategic direction of services and increase understanding of how culture and sport activities contribute to the wider outcomes of Glasgow Life, Glasgow City Council and Scottish Government. Glasgow Life's mainstreaming approach to equalities will be embedded as part of the logic modelling process that will not only help the Company to consider ways in which information is produced and used to identify equality outcomes, but how equality outcomes can be monitored and evaluated.

The need to improve the quality and scope of equalities data is crucial, so that appropriate and reliable equality based outcomes and indicators can be developed. A robust evidence base is an essential platform for mainstreaming work, drawing on both internal and external research and data. Data can reveal hidden inequalities, including unequal outcomes and areas of segregation. Evidence can also be used to demonstrate that change (in this instance, mainstreaming of equality) is taking place through monitoring and review processes. In this regard Glasgow Life is already taking steps to improve data collection via the Company's Business Intelligence Group and

⁵http://www.equalityhumanrights.com/uploaded_files/Scotland/Research/significant_inequalities_in_scotland_pdf.pdf

⁶ The Equality Challenge Unit suggests three types of mainstreaming tools – analytical, educational and engagement www.ecu.ac.uk

⁷ A logic modelling approach aims to provide a 'roadmap' that predicts the sequence of related activities, outputs, short and intermediate outcomes and long-term outcomes <http://www.wkkf.org/default.aspx?tabid=101&CID=281&CatID=281&ItemID=2813669&NID=20&LanguageID=0>

there is partnership work with GCC to develop evidence and joint approaches to setting of citywide strategic equality outcomes.

Mainstreaming equality is also concerned with issues of process, culture change and delivery that help to empower people. It is a long-term, strategic approach to ensuring that equality sits at the heart of Glasgow Life's culture and operational delivery. In this sense equality requires to be embedded across all of Glasgow Life's Critical Business Areas.⁸ There are already attempts to do this in the Company, for example it is included within Glasgow Life's values by appreciating the diversity of and respecting those who use Glasgow Life services and through the company's commitments to equality via its Customer Service Standards, Customer Engagement Strategy, and its unique and valuable role in relation to community capacity building (CCB) in the city. Work is also progressing in relation to the human resource function within the Company to revise arrangements to meet the employment and training specific duties described within the legislation. To embed equality fully, however, there is a need to approach equality considerations as an ongoing process of quality enhancement, and taking action to address areas of concern.

5. GLASGOW CONTEXT: KEY ISSUES

Glasgow Life recognises that the experience of discrimination, victimisation and harassment blights lives, limits opportunities, and is to the detriment of the city as a whole. Despite a developing legal framework to address inequality and discrimination, there is considerable evidence that many people continue to experience inequality on a regular basis.

5.1 The UK Economic Situation

According to the Office for National Statistics website, UK Gross Domestic Product (GDP) contracted by 0.3% in the last quarter of 2011 and 0.3% in the first quarter of 2012. This meets the widely accepted definition of a recession (two consecutive quarters of negative economic growth), and is the second recession the country has experienced over the past four years. It is strongly likely that a similar situation exists at the Scottish level. The economic outlook is poor, with many economists expecting several years of sluggish economic growth due to lack of consumer demand and a financial sector which is reluctant to lend. UK Government fiscal tightening is expected to continue: only 12% of the planned public sector cuts were completed by the end of the 2011/12 financial year. The Fraser of Allander Institute's June 2012 economic commentary warns of serious potential consequences of Greek sovereign debt default, warning that this might have consequences for the Scottish economy for many years to come.

There is concern, based on previous trends, that equality priority groups are likely to be disproportionately affected by the recession. For example, a report published by the Fawcett Society (2009) suggests women bear the brunt of job cuts resulting from recessions because they are more likely to work flexibly, be in part-time work, or be on temporary contracts (1). Recent research suggests that female employment is recovering less rapidly than male employment in the wake of the 2008/09 recession. Furthermore, women who are unemployed are more likely than men to have childcare

⁸ Critical Business Areas: Audience Development and Participation, Commercialisation, Capacity Building, Learning, Governance, Sustainable Infrastructure, Content Management and Development

and other caring responsibilities, which can limit the employment opportunities available to them (2). The gender pay gap (currently 17.2% for full-time workers and 35.6% for part-time employees (3)) means women are often more vulnerable to factors such as rising energy costs, and the savings gap (currently 33% (4)) will mean women are more at risk of immediate poverty if made unemployed.

Other equality priority groups are also likely to be disproportionately affected by the current economic situation. For instance, focusing on age, many older people living on low incomes have faced difficulty meeting the rising costs of living, and those who are retired and reliant on savings will be adversely affected by falling interest rates. Young people at risk of social exclusion are likely to become more vulnerable to poverty and unemployment.

EHRC guidance⁹ reminds public bodies of the importance of having due regard to the general equality duty, and meeting the specific duties, by demonstrating a transparent and evidence based decision making process which has taken into account the impact on people who share protected characteristics, which has involved them, and which has considered mitigation in meeting their statutory equality duties. The Company recognises the need to develop a proportionate, complementary and relevant response to the different challenges posed by the economic situation and equalities law and will not unfairly discriminate when making decisions, particularly those regarding finance or service provision. The Company already undertakes a rolling Equality Impact Assessment programme, and will continue to use this tool for any proposed changes to service delivery.

The Company can also make a positive contribution by reviewing placement programmes, apprenticeships, and volunteering opportunities to ensure that these meet the needs of under-represented groups. In addition, it will ensure that appropriate staff support and engagement mechanisms are in place in order to improve retention.

5.2 Key Issues

An analysis of current evidence and research (see Appendix 2), as well as feedback from customers and stakeholders was undertaken as part of the development of this policy. This has helped to identify key issues for equality priority groups in Glasgow, as well as the respective implications for Glasgow Life.

The following section outlines some of the ways in which the Company can continue to address inequality and challenge discrimination in relation to the nine protected characteristics.

5.2.1 Age

Key issues of relevance to Glasgow Life identified in review of evidence: Older people are more likely to face physical and mental health problems, and encounter ageist attitudes and abuse. They are also more likely to live on low incomes, suffer from marginalisation, isolation and lack of independence. Physical activity tends to decline with age.

⁹ <http://www.equalityhumanrights.com/scotland/public-sector-equality-duty/non-statutory-guidance-for-scottish-public-authorities>

Young people in Glasgow often face issues surrounding territorialism, apprehension relating to personal safety, poverty and low levels of educational attainment.

Glasgow Life can encourage active learning and increased physical activity to help ensure people remain healthy into old age. The Company also has a key role to play in developing initiatives that encourage social contact and address the isolation and exclusion experienced by many older people.

The Company is a key provider of local services to young people, and can support their improved health and well-being through the provision of targeted youth services. The Company is also in a position to help young people raise levels of educational attainment, and become actively involved in their communities.

We recognise the importance of young people's participation and engagement, and our Area Based Services teams provide crucial first contact points for many children, young people, and their families who wish to access local services. A key challenge is ensuring that our services are responsive and relevant to the needs of young people, and the Glasgow Kidz and Young Scot cards provide a valuable mechanism through which children and young people can express their views and help shape services.

5.2.2 Disabled People

Key issues of relevance to Glasgow Life identified in review of evidence: Disabled people are more likely to be unemployed or in low paid work. They also experience difficulty in accessing public services and buildings, and face higher living costs and social exclusion.

Research shows that disabled people have lower levels of physical activity. Increased access and usage of the city's cultural and sporting venues by the disabled population is a key legacy of the Commonwealth Games 2014.

A lack of information available in alternative formats can be an issue for many disabled people.

Glasgow Life has a duty to ensure that its facilities and services are accessible to disabled people, and that the Company works to overcome barriers disabled people face when using services, including information provision and access to the built environment. As an employer, Glasgow Life will consider how training and placement opportunities could better meet the needs of disabled people.

5.2.3 Religion and Belief

Key issues of relevance to Glasgow Life identified in review of evidence: People from faith communities face sectarianism and religious intolerance. Religious intolerance is often linked to racism. In a recent study¹⁰ commissioned by Glasgow City Council harassment was an issue for most equality groups, with hate crime being a particular issue amongst faith based communities and LGB people.

As a service provider, Glasgow Life can ensure it promotes good relations and fosters an inclusive environment for people from all religious traditions. We will continue to

¹⁰ *Equality Groups in Glasgow: Horizon Scanning and Community Consultation (April 2010), Glasgow City Council*

tackle sectarianism and religious intolerance through our education programmes, and St. Mungo Museum of Religious Life and Art provides a valuable resource for promoting mutual understanding and respect amongst people of different faiths and no faith. In addition we will give consideration to cultural needs in our facility design, with sensitivity where possible to the privacy needs of Muslim women, for example, and introduce a hate crime reporting procedure in all our venues to record any incidents that may occur on our premises.

5.2.4 Gender

Key issues of relevance to Glasgow Life identified in review of evidence: Women earn less on average than men, and are more likely to be out of work due to family and caring responsibilities. Although more men than women lost their jobs as a result of the 2008 recession, male employment has recovered more rapidly. This suggests that women may suffer disproportionately in the labour market during the next few years, and that the recession may leave a lasting impact on them. Gender-based violence is a serious problem, which impacts negatively on victims' health and wellbeing (most victims are women).

Men face a greater risk than women of becoming obese, developing coronary heart disease and becoming type two diabetics.

In relation to physical activity, consultation feedback¹¹ received suggests there is a lack of female only opportunities, a need for woman only and men only sessions, and a need to plan woman only sessions at non-peak times.

As an employer, Glasgow Life has adopted flexible working practices in order to support employees with care-giving responsibilities. As a service provider, the Company can also work in partnership with other agencies to raise awareness of issues affecting women (e.g. gender-based violence) and men (e.g. health) through the provision of information within libraries.

The Company is well placed to encourage men to become more physically active, thereby reducing the incidence of serious health conditions such as coronary heart disease, diabetes, obesity and some cancers. Working in partnership with partners in the health sector, Glasgow Life can encourage men to think more about their health.

Glasgow Life undertook an equality impact assessment of single sex leisure sessions which made a number of recommendations for improving single sex provision.

5.25 Gender Reassignment

Key issues of relevance to Glasgow Life identified in review of evidence: Transgender people are faced with a lack of understanding from service providers, as well as harassment and anti-social behaviour when using services. Research shows that there is a problem with transphobia in sport and needs to be tackled though little or no specific action is currently being taken on increasing transgender participation in sport. The particular sports needs of the transgender community, for example, in terms of changing facilities, continue to be misunderstood and sidelined.

¹¹ Glasgow City Council Equality Outcome Consultation (2012)

With regard to transgender customers, there is a need for Glasgow Life to ensure Glasgow Life's policy guidance on transgender issues is communicated to staff members, particularly to those involved in delivery of frontline services (e.g. staff in leisure centres in relation to the provision of changing facilities).

5.2.6 Race

Key issues of relevance to Glasgow Life identified in review of evidence: *The Black and Minority Ethnic (BME) population of Glasgow has grown significantly over recent years, with 12.8% of Glaswegians now coming from minority ethnic backgrounds. It is therefore essential that local services are relevant to them.*

BME communities face racial harassment and discrimination, and are more likely to be unemployed or on low incomes. People from BME backgrounds are under-represented in senior positions. Some BME groups are also more likely than average to suffer poor health and less likely to be physically active. Language barriers are an issue for many BME people when attempting to access services.

In addition to the Mela there is also a need to embrace other aspects of the cultural calendar (e.g. Refugee Week in Scotland) and ensure mainstream programmes (e.g. school holiday programmes etc) and grant funded groups increase diverse audiences and participation. This is also a key concern of the Scottish Government and Creative Scotland.

Glasgow Life has a key role to play in helping to raise physical activity levels amongst BME populations, which are less active than average.

The Company will work to communicate effectively with people from BME communities, ensuring we use a range of communication mechanisms. Libraries are regarded by many people from BME communities as important places for accessing information.

The provision of English for Speakers of Other Languages (ESOL) classes by Glasgow Life and community learning partners can assist in removing language barriers faced by many minority ethnic people. It is recognised, however, that demand for classes outstrips what Glasgow Life can provide, and there is a need for an overall ESOL strategy for the city.

5.2.7 Sexual Orientation

Key issues of relevance to Glasgow Life identified in review of evidence: *Many LGB people continue to face discrimination, prejudice, homophobic bullying in workplaces and other settings and homophobic hate crimes. Research shows that there is a problem with homophobia in sport in Scotland and needs to be tackled though little or no specific action is currently being taken in tackling homophobia or biphobia, or increasing LGB participation in sport. These issues can have a negative impact on LGB peoples' self esteem, educational attainment, physical and mental health and career progression.*

With an estimated 36,000 lesbian, gay, and bisexual (LGB) people living in Glasgow, it is very likely that LGB people make up a significant proportion of Glasgow Life's

potential customer base. Glasgow Life therefore needs to ensure services are inclusive and take cognisance of the needs of LGB people.

Furthermore, the organisation is well placed to help raise awareness of the barriers faced by LGB people, promote an understanding of their human rights, and provide information that both offers support and reflects positive aspects of LGB people's lives.

5.2.8 Marriage and Civil Partnership

Key issues of relevance to Glasgow Life identified in review of evidence:

Many cases of forced marriage, as with domestic abuse generally, go unreported. Many of the families involved do not see the marriage as 'forced' and many victims are unwilling to speak out. With greater awareness of the help available, the number of cases reported is likely to increase.

As a service provider, the Company can work with Glasgow Violence Against Women Partnership to raise awareness of forced marriage. Glasgow Life's existing work via its Area Teams, outreach programmes, learning programmes and equalities work can be used to raise general awareness of forced marriage and the help and support available within local communities.

5.2.9 Pregnancy and Maternity

Key issues of relevance to Glasgow Life identified in review of evidence:

The rate of teenage pregnancy in Scotland continues at a higher level than most other European countries, with rates in deprived areas more than treble those of the least deprived areas. Teenage pregnancy can affect education and employment especially for women, while absent and single parenthood can result in depression and difficulties in coping that may have repercussions for parents and children.

Breastfeeding rates in the Greater Glasgow and Clyde area are low; at birth, at six weeks and on an ongoing basis, despite the benefits of breastfeeding to mother and child being internationally recognised. There is a clear association between reduced rates of breastfeeding and deprivation.

Women from vulnerable groups are less likely to access antenatal services and other sources of support. Also, migrants' access to maternity and other services can be restricted by language and cultural issues.

It is estimated that 30,000 women in the UK lose their jobs each year as a result of becoming pregnant. The current poor economic performance is thought to be making this situation worse.

The Company is well placed to undertake early years and early intervention work, providing a rich play and informal learning environment that nurtures social relationships and emotional and physical wellbeing. As a service provider, the Company can work in partnership with NHS Greater Glasgow and Clyde and other agencies to raise awareness of pregnancy and maternity issues. Initiatives such as Ready Steady Baby App., and 30 Month Check, are good examples.

Its work with young people, through its youth services, can help to reduce teenage pregnancy by raising young peoples' self esteem and confidence. Glasgow Life also

supports parents and children through various initiatives various classes e.g. Bounce and Rhyme, Aqua Natal; and should ensure these are inclusive of all by involving refugees and those from the BME community for example in its parenting initiatives.

The Company already supports breastfeeding by ensuring its premises are welcoming of breastfeeding mothers through participating in The Breastfeeding Welcome Award. Glasgow Life can also support breastfeeding by participating in the World Health Organisation's Annual Breastfeeding Awareness Week through programming activities in local venues.

Also, through partnership work with the NHS local venues could be made available to assist outreach work in targeted areas to help increase access to antenatal care, for example.

In promoting the health and wellbeing of staff (and their families), Glasgow Life can also ensure staff are made aware of the range of support on offer through provision of suitable information.

6. MAINSTREAMING ACTION PLAN

This Policy is supported by a mainstreaming action plan, which aims to identify service specific outcomes and actions that will:

- Contribute to the delivery of Glasgow Life's service objectives
- Meet existing and emerging legislative requirements and codes of practice
- Develop an anti-discriminatory approach to the planning and provision of services and employment opportunities
- Promote social inclusion through the development of pathways to participation
- Understand and deliver equality in a relevant way
- Improve service quality and customer care
- Achieve measurable progress.

6.1 Strategic priorities

The Action Plan details the actions that Glasgow Life will take forward over the next two years to promote equality and address the key challenges in Section 5 above. Building on the previous action plan equality will be embedded in Glasgow Life's Critical Business Areas by focusing action around the following priorities:

- A commitment to mainstream equalities as part of an outcomes framework for culture and sport underpinned by research based evidence
- Developing appropriate equalities data, information and research to inform the development of an outcomes framework, and taking steps to address any gaps
- Assessing the impact of policies and practices (including budgetary decisions) on equality groups
- Focussing on employment, work placements and volunteering
- Improving access to our venues and services
- Ensuring there is an effective procedure and support in place for tackling hate incidents and harassment
- Providing guidance, advice, training and support to help services to develop mainstreaming
- Having due regard to any procurement considerations required in relation to the public sector equality duty

- Improving consultation with equality groups by engaging with staff, volunteers, customers and service users to help shape Glasgow Life's approach to equalities
- Incorporating best practice into our equalities practice through use of effective methods and tools.

Actions contained within the mainstreaming action plan are primarily at the programme level rather than the project level. Projects which include equalities are included in the relevant service planning document/audience development plan but where there is some form of equalities mainstreaming taking place services are encouraged to include these in the annual progress report, for example, where:

- Attempts are being made to mainstream equalities across all services or geographical areas e.g. if there is a good piece of equalities work taking place in museums, can this be replicated in arts, sports etc. or if a project has been successful locally can it be expanded to other areas of the city.
- There is some form of scaling up of activities to include more people of a particular protected characteristic e.g. some form of targeted outreach taking place to break down barriers and engage more people. This might include building the capacity of the group to develop their skills and networking ability to attract new members.
- Attempts are being made to include groups in mainstream provision e.g. disabled people participating in mainstream sports provision.

7. MONITORING AND EVALUATION

Glasgow Life recognises that improving the responsiveness and accessibility of services to all members of the community is a continuing process. Progress in implementing the Action Plan will be monitored by the Company's Operational Equality Group, chaired by Glasgow Life's champion for equality issues – Director of Policy and Research.

An annual progress report will be presented to the Senior Management Team, incorporated into the Company's Annual Report and published on Glasgow Life's website.

APPENDIX 1: POLICY AND LEGISLATIVE CONTEXT

This Policy and Action Plan are informed by and take cognisance of both national and local policy, as well as legislative requirements.

1. National Policy Context

1.1 National Priorities

The Scottish Government has set five strategic objectives and sixteen national outcomes to focus its activities and that of the public sector as a whole. The principles of equality underpin these strategic objectives, which seek to make Scotland: Smarter; Wealthier and Fairer; Healthier; Safer and Stronger; Greener. Tackling inequalities and promoting equality of opportunity and outcome, is a key challenge for the Scottish Government. This underpins many of the national outcomes, but the following is specific to equality:

- Outcome 7: We have tackled the significant inequalities in Scottish society.

1.2 Scottish Government Equality Strategy

The Scottish Government continues to implement *Working Together for Equality*, which was published by the Scottish Executive in November 2000. The Strategy focuses on three strategic objectives:

- Making better policy and providing better services
- Promoting equal opportunities and tackling discrimination
- Being a good employer

A key principle underlying the strategy is that equality should be mainstreamed (i.e. the Scottish Government strives to ensure that in all its activities it seeks to meet the needs of the people it serves, and that services are delivered with equality and fairness).

2. Local Policy Context

2.1 Glasgow's Single Outcome Agreement

From April 2008, Single Outcome Agreements were agreed between the Scottish Government and each local authority, setting out how each would work towards improving national outcomes for local people in a way that reflects local circumstances and priorities. Glasgow is currently working to the 2009/10 SOA and this will be updated by March 2013. This will complement *One Glasgow*¹² – the city's approach to the future delivery of public services - as well as the strategies and action plans of Community Planning partners. *One Place* is to supercede Glasgow's Community Plan.

2.2 Glasgow City Council Equality Outcomes

Glasgow City Council has a statutory duty to publish a set of Equality Outcomes by April 2013. These outcomes will be the Council's priorities (and the wider Council family, including Glasgow Life) for its equality-related work in the next four years. These outcomes do not replicate outcomes already existing

¹² Glasgow Community Planning Partnership (June 2010). Strategic board paper: *One Glasgow – A Total Place Approach*.

in other policies and strategies and are not meant to encompass all the work the Council does to reduce inequality in the City. Instead they reflect what are considered to be the priorities and provides a framework to drive a more focussed effort on work to reduce inequality and build its equality agenda going forward. Glasgow Life is leading on the outcome:

- Disabled people make increased use of sporting and cultural facilities.

Glasgow Life is also contributing to the outcomes relating to:

- Apprenticeships
- Work Placements
- Inclusive Communication
- Employee capacity
- Procurement
- Tackling sectarianism.

2.3 Glasgow's Cultural Strategy

The strategy, which at the time of writing was being revised, sets out a vision for delivering the city's social and economic aims and objectives through culture and sport. It has four main objectives, namely to: Encourage cultural and sporting participation; Encourage learning, training, volunteering and pathways to employment through culture and sport; Enhance Glasgow's cultural infrastructure and events programme to support the city in competing in the global economy; and develop a vibrant and distinctive city which is attractive to citizens and visitors alike.

2.4 Glasgow's Community Learning and Development (CLD) Strategic Statement and Framework 2008/10

The focus of this statement is to improve the life chances of people living in Glasgow through Community Learning and Development (CLD). It is part of arrangements being developed to take forward Glasgow's Community Planning Learning and Ambition Theme, and is driven by the desire to establish a positive culture of learning and development for people of all ages and circumstances. It sets out a range of outcomes and actions based around the national CLD priorities of adult learning, youth work, and community capacity building. Priority groups towards which resources are targeted include:

- young people;
- those taking literacy to improve their family lives;
- those whose learning is disaffected by issues relating to physical or mental wellbeing;
- those who are disaffected by discrimination, poverty or other disadvantage;
- ESOL Literacies learners;
- those in work particularly those in low wage and low skill jobs;
- those seeking employment; and
- liberated prisoners and those involved in the criminal justice system.

This statement is to be revised to take account of the Strategic Guidance for Community Planning: Community Learning and Development (June, 2012),¹³ which makes links between CLD as a way of working and the Government's policies to address inequality and disadvantage.

¹³ <http://www.scotland.gov.uk/Publications/2012/06/2208>

3. **Legislative Context**

The Equality Bill received Royal Assent on 8th April 2010 and became the Equality Act (2010). It simplifies legislation by consolidating and streamlining existing law, and also extends legal protection to a wide range of groups that face discrimination. Legislation covering sex discrimination, equal pay, disability discrimination and race relation, in addition to EU Directives have been brought together in one place. The Act strengthens the law in various ways:

- an integrated public sector equality duty – the general equality duty requires Scottish public authorities to pay 'due regard' to the need to: eliminate unlawful discrimination, victimisation and harassment; advance equality of opportunity and foster good relations between groups with protected characteristics;
- these requirements will apply across the 'protected characteristics' of age; disability; gender reassignment; pregnancy and maternity; race; religion and belief; sex; sexual orientation; and marriage and civil partnership. The new duty replaces the three previous duties relating to race, disability and gender equality. (see Appendix 1 for further information);
- a ban on age discrimination in provision of goods, facilities, services and public functions;
- a strengthened requirement to publish equality in employment data including data on the gender pay gap;
- protection against discrimination for carers, pregnant women and breastfeeding mothers;
- strengthening protection from discrimination for disabled people;
- extending the scope to use positive action in employment (e.g. to appoint a person from an underrepresented group where the candidates are as qualified as each other); and
- strengthening the powers of employment tribunals to make recommendations to benefit the wider workforce as well as the individual claimant.

3.1 At a national level, responsibility for developing equality legislation is reserved to Westminster. The Equality Act 2010 (the Act) replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and inequality. The majority of the Act came into force on 1st October 2010.

3.2 What is the Equality Duty?

The Equality Duty is a duty on public bodies and others carrying out public functions. It ensures that public bodies consider the needs of all individuals in their day to day work- in shaping policy in delivering services, and in relation to their own employees.

3.2.1 The new Equality Duty supports good decision - making - it encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and

services that are efficient and effective. The Equality Duty therefore helps public bodies to deliver the Government's overall objectives for public services.

3.3 What has changed?

The new Equality Duty replaces the three previous public sector equality duties - for race, disability and gender. The new Equality Duty covers the following protected characteristics:

- Age (people within a particular age group. For example older people or younger people);
- Disability (people with physical or mental disabilities which have a substantial and long-term impact on carrying out day-to-day activities);
- Gender reassignment (people who have undergone, or are in the process of undergoing, or intend to undergo a process to re-assign physical or other attributes of their sex);
- Marriage and Civil Partnership (people who are married or who are civil partners – this doesn't apply to customers, only to staff in terms of non-discrimination);
- Pregnancy and maternity (for the provision of services, this refers to a woman who is pregnant or has given birth in the past 26 weeks or is breastfeeding. For employment, it refers to a woman who is pregnant, or is on maternity leave, or has a pregnancy related illness);
- Race (a person's colour, national identity or ethnic / national origins).
- Religion and belief (people of religious faith, people of no faith, and peoples' philosophical beliefs);
- Sex (males and females); and
- Sexual orientation (peoples' sexual preferences, which may be towards people of the same sex, the opposite sex or people of both sexes).

3.3.1 The Equality Duty has three aims. It requires public bodies to have ***due regard*** to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited by the Act;
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it; and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

3.3.2 Having ***due regard*** means consciously thinking about the three aims of the Equality Duty as part of the process of decision-making. This means that consideration of equality issues must influence the decisions reached by public bodies - such as in how they act as employers; how they develop, evaluate and review policy; how they design, deliver and evaluate services, and how they commission and procure from others.

3.3.3 Having due regard to the need to **advance equality of opportunity** involves considering the need to:

- remove or minimise disadvantages suffered by people due to their protected characteristics;
- meet the needs of people with protected characteristics; and
- encourage people with protected characteristics to participate in public life or in other activities where their participation is low.

Fostering good relations involves tackling prejudice and promoting understanding between people who share a protected characteristic and others.

3.3.4 Complying with the Equality Duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve making use of an exception or the positive action provisions in order to provide a service in a way which is appropriate for people who share a protected characteristic - such as providing computer training to older people to help them access information and services, or providing sport activities for people from a specific ethnic minority community. Where services are tailored to specific equality groups make sure it can be justified i.e. it helps to tackle disadvantages that particularly affect someone with a protected characteristic; **or** it is for some other reason a fair, balanced and reasonable ('proportionate') way of achieving a legitimate aim.

3.4 Taking account of disabled people's disabilities

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.

3.8 Scottish Legislation

3.8.1 *Scotland Act 1998*

The Act devolves the encouragement of equal opportunities to the Scottish Parliament. In Scotland, the definition of 'equal opportunities' is much broader than at a UK level, and encompasses race, gender, disability, sexual orientation, age, religion, language, social origin, or other personal attributes, including beliefs or opinions, such as religious beliefs or political opinion.

3.8.2 *Local Government in Scotland Act 2003*

The provisions in the Local Government in Scotland Act 2003 ensure that equality will play a central role in the statutory framework for local government in Scotland. In particular, Section 59 of the Act requires that in the discharge of all functions in the Act under Best Value, Community Planning, and Power to Advance Well-being, local authorities encourage equal opportunities and observe equal opportunities requirements, through the mainstreaming of equalities objectives. Under Section 59, Community Planning Partnerships are required to set out what actions have been taken to encourage equal opportunities and to report on what has been done through community planning.

3.8.3 *Children and Young People Bill Consultation (July-September 2012)*

The consultation on the Children and Young People Bill sets out a range of proposals for taking forward the Scottish Government's ambitions for children's rights and services.

The Bill will embed the rights of children and young people across the public sector in line with the United Nations Convention on the Rights of the Child (UNCRC). This includes proposed duties on Scottish Government to take steps

to further the rights of children and young people and promote and raise awareness of the UNCRC. There is also a proposed requirement on the wider public sector to report on what they are doing to take forward realisation of the rights set out in the UNCRC. Lastly, there is a key role for Scotland's Commissioner for Children and Young People with a proposal for powers to be extended to undertake investigations on behalf of individual children and young people.

3.8.4 *Community Empowerment and Renewal Bill Consultation (June-September 2012)*

The consultation on the Community Empowerment and Renewal Bill sets out a range of proposals for taking forward the Scottish Government's vision for strengthening Scotland's communities. It seeks to support community ownership of assets, and as envisaged in the Christie Report,¹⁴ strengthen the participation of communities in the planning and delivery of services.

The Christie Commission had recommended that the Bill should explore ways to promote action to build community capacity, recognising the particular needs of communities facing multiple social and economic challenges. However, as part of the ongoing development and implementation of the national CLD strategic guidance (see Appendix 1, section 2.4 above), the Scottish Government is considering what can be done through legislation to strengthen the provision of CLD and will take account of any issues arising from the work on the strategic guidance.

3.8.5 *The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012*

The purpose of the specific duties, which came into effect on 27 May 2012 is to help those authorities listed in the Regulations in their performance of the general equality duty. Whilst Glasgow Life is not listed under the Regulations and therefore not subject to the specific duties, the Company has indicated to Glasgow City Council that it will comply with these as a way of mainstreaming the general equality duty.

The specific duties are to:

- Report on mainstreaming the equality duty
- Publish equality outcomes and report progress
- Assess and review policies and practices
- Gather and use employee information
- Publish gender pay gap information
- Publish statements on equal pay
- Consider award criteria and conditions in relation to public procurement
- Publish in a manner which is accessible.

3.8.6 *The Offences (Aggravation by Prejudice) (Scotland) Act 2009*

In recent years, provision has been made in statute in relation to offences aggravated by racial hatred or religious prejudice. On 24th March 2010 new legislation, *the Offences (Aggravation by Prejudice) (Scotland) Act 2009* came into force, which extended powers of statutory aggravation for crimes motivated

¹⁴ See Report on the Future Delivery of Public Services by the Commission chaired by Dr Campbell Christie <http://www.scotland.gov.uk/Publications/2011/06/27154527/0>

by malice and ill will towards an individual based on their sexual orientation, transgender identity or disability.

Hate crime/incidents can include, but are not limited to:

- physical assault, including, spitting
- obscene calls or gestures
- intimidating or threatening behaviour
- vandalism, graffiti or arson
- hate mail
- abusive name-calling, including offensive 'jokes'.

3.8.7 *The Forced Marriage etc. (Protection and Jurisdiction) (Scotland) Act*

This was passed by the Scottish Parliament on 22 March 2011 to provide a specific civil remedy for those threatened with forced marriage and those already in such a marriage. The Act received Royal Assent on 27 April 2011 and came into force on 28 November 2011.

A forced marriage is where one or both parties do not, or, in the case of some adults with learning or physical disabilities, cannot, consent to the marriage and duress is involved. Duress includes both physical and emotional pressure. It is very different from arranged marriage, where both parties give their full and free consent to the marriage.

3.8.8 *The Offensive Behaviour at Football and Threatening Communications (Scotland) Act 2012*

This was passed by the Scottish Parliament on 14th December 2011 and was enacted on 1st March 2012. The Act criminalises behaviour which is threatening, hateful or otherwise offensive at a regulated football match including offensive singing or chanting. It also criminalises the communication of threats of serious violence and threats intended to incite religious hatred, whether sent through the post or posted on the internet. The Act will only criminalise behaviour likely to lead to public disorder which expresses or incites hatred, is threatening or is otherwise offensive to a reasonable person.

APPENDIX 2: GLASGOW CONTEXT: RESEARCH

The following section provides an overview of current research relating to protected characteristics.

2.1 Age

Older People

The term 'older person' has no formal or legal definition, and various public sector agencies use different definitions. There are three principal definitions in use at present:

- People over the age of 50 (a definition used largely for forward planning purposes, and for developing strategies in health and care);
- The state retirement pensionable age¹⁵, (the definition most commonly used by Social Work departments); and
- People over the age of 75 (used predominantly in the health and social care fields).

Within Glasgow there are approximately 107,919 people aged 60 years or over, representing 18% of the population. 39,635 are aged 75 years and over (7% of the population). (5) Furthermore, the city's population is ageing, with the proportion of people aged 65 or over expected to rise from 13.6% in 2010 to 17.9% in 2035. (6) In 2010, an estimated 178,661 people in Glasgow (30% of the overall population) were aged 50 or over. (7)

Yet although many people are now living longer, there are below average levels of life expectancy in deprived areas of Glasgow. For example, the World Health Organisation recently put male life expectancy at birth in Calton at 54, compared to 62 in India and 82 in Lenzie. In Glasgow, areas with the lowest life expectancy tend to be the poorest, where people suffer high levels of income deprivation, low educational attainment, worklessness, violence and high smoking rates. (8) In industrialised countries such as the UK, heart disease, stroke and some cancers are the leading causes of death, all of which are influenced in part by lifestyle. (9)

Self-perceptions of health tend to worsen as people become older. The 2009/10 Scottish Household Survey found that 3% of those aged 25-34 years thought their health was 'bad' or 'very bad', whilst the figure was 13% for those aged 75 and over. Dementia, heart disease, stroke and urinary incontinence are significant issues amongst the population aged 65+. (10)

It has been shown that regular physical activity is important in maintaining the physical and mental health of older people as well as for maintaining their independence. (11) However, physical activity must be appropriate for older people, many of whom find day to day activities such as bathing or climbing stairs very difficult. Also, recent research by Gilhooly, et al. (2007) in an area of deprivation concluded that having effective control over day-to-day living was a powerful predictor of healthy ageing. (12)

It is generally recognised that people aged 50+ and are affected by ageist attitudes, abuse, poverty and marginalisation. 60% of older people in the UK agree that discrimination against older people exists. (13)

¹⁵ State retirement pensionable age is currently between 60 and 65 years for women (depending on date of birth) and 65 for men, but will rise for both men and women to 66 by 2020, 67 by 2016 and 68 by 2046.

Many older people live on low incomes, with the gap between the wealthiest and poorest pensioners growing. Before housing costs are taken into account, it was estimated that 2.5 million UK pensioners were living in poverty in 2006/07. (14) 1.87 million UK pensioners were living below the poverty line (a weekly income of £119 for single pensioners or £206 for a couple). (15)

Isolation is a major issue facing older people today, putting them at risk of depression and ill-health caused by loneliness. (16) Many older people also face exclusion from technology: The Office for National Statistics estimated in 2010 that only 40% of people in the UK aged 65 and over have ever used the internet. (17) Furthermore, recent research by Ofcom found that Glasgow City had lower than average levels of broadband access.¹⁶

Children and Young People

Young people make just under a third of Glasgow's population with 30% aged 0-24 years. (18) Due to the relatively high levels of deprivation experienced within the city, many children and young people in Glasgow experience poverty, which, in turn, impacts on factors such as health and educational attainment. For example, Glasgow has the highest percentage in Scotland (29.8%) of secondary school pupils entitled to free school meals (19). In addition, 84.1% of young people leaving Glasgow's state schools moved on to positive destinations (employment, voluntary work and further/higher education) in 2009/10, low when compared with 94.5% in neighbouring East Renfrewshire, and a Scottish average of 86.8%. (20)

People aged between 16 and 24 are vulnerable to unemployment during periods of recession or slow economic growth. Unemployment early in a person's working life often has a lasting negative impact on their future employment prospects. Therefore, the UK recession and current poor global economic performance are likely to seriously impact the life chances of many young Glaswegians. (21)

MORI Scotland was commissioned by Glasgow City Council, Strathclyde Police and Glasgow Alliance in 2003 to conduct research among young people in Glasgow to investigate how they spent their time, what they liked and disliked about the city, and what their priorities were for the future (22). The research highlighted young people's perception that there was little for them to do in their local communities; that many young people felt territorialism was an issue, which contributed to apprehension about personal safety; and that the way in which services and facilities were 'presented' was critical if trying to encourage participation amongst young people. More recent research carried out by MRUK on behalf of YouthLink Scotland found that young people were fairly sceptical of the way they are portrayed by the media, and that just over a third of young people aged 17-25 took part in sporting activities, with males more likely to do so than females (23).

2.2 Disabled People

It is difficult to quantify the number of disabled people in Glasgow, as the definition of disability that is employed, and the type of information collected, differs between surveys/data collections. A number of surveys adopt wording from the Census, and ask questions about disability and long-term illness.

¹⁶ see: <http://media.ofcom.org.uk/2012/07/18/scotland-closes-the-broadband-gap/>

32% of respondents to the 2009/10 Scottish Household Survey (24) reported that someone in their household had a long-standing illness, health problem or disability. Data from the 2010/11 Annual Population Survey indicates that 24.8% of Glasgow's working-age population is disabled, compared to a figure for all Scotland of 22.9%. The unemployment rate for working-age disabled Glaswegians in 2010/11 was estimated at 14.9%, above the rate for the general population (which was estimated at 11.5%). (25)

It is recognised that disabled people face barriers to accessing public services such as healthcare, housing, education and social care. Furthermore, as well as having a higher unemployment rate, they often experience higher living costs. (26) Examples of higher living costs include the costs of interpreters for deaf people, of technological support for visually impaired people or the additional costs of transport for people with limited mobility. (27)

The barriers commonly faced by disabled people in Glasgow are recognised and well researched: lack of access to buildings or transport, and absence of information in alternative formats. Furthermore, there is a lack of education and job opportunities (in employment, disabled people are consistently shown to be in lower paid and lower status jobs). This amounts to social exclusion, unequal opportunity, disadvantage and marginalisation. For Glasgow Life, this potentially results in under-usage of programmes and facilities, and low uptake of employment opportunities amongst disabled people.

2.3 Religion and Belief

The 2011 Census data on religion will become available during 2013. The 2001 Census revealed Glasgow to be an important population centre for several of Scotland's religious traditions. Most Glaswegians (65%) described their religion as Christian, but other religions made up about 5% of the Glasgow population, with the city being home to 42% of Muslims, 36% of Sikhs and 22% of Hindus who live in Scotland. There was also a significant proportion that did not identify with any faith or religion (28).

Religious intolerance has received much media coverage in recent years, largely due to the rise in Islamophobia (unfounded hostility towards Islam, and therefore fear or dislike of Muslims). (29)

Religious intolerance can take different forms, including intolerance by members within one denomination of a faith towards members of another denomination within the same faith (sectarianism). The issue of sectarianism, although not exclusively a West of Scotland problem, is closely associated with Glasgow, where it is often seen as a specific reference to conflict between Protestants and Catholics. (30)

Sectarianism can occur in different ways, either at an individual, group, cultural or institutional level, and in Glasgow it is commonly linked to football and the rivalry between supporters of Rangers and Celtic Football Clubs. However, it should be understood that sectarianism occurs within other faiths as well as Christianity.

Divisions between religious discrimination and race discrimination are sometimes blurred, For example discrimination against Jews and Sikhs is viewed as racial as well as religious discrimination. (31) The Scottish Government has suggested that the inextricable link between race, ethnicity, and religion in a number of Glasgow's faith

communities means that, to be effective, measures to tackle racism and intolerance, as well as measures to promote diversity, must take religion into account. (32)

The UK Inter Faith Network has published guidance for building good relations with people of different faiths. It recommends that respecting other people's freedom within the law to express beliefs and convictions, learning to understand the beliefs of different faith communities and respecting the convictions of others (particularly regarding convictions about food, dress and social etiquette). By following these guidelines, organisations can avoid causing needless offence to faith communities. (33)

2.4 Gender

While women comprise just over half of Glasgow's population, they continue to face disadvantage and discrimination of disproportionate levels compared to men. Despite the Equal Pay Act being in place for over 30 years, the gender pay gap³ in the UK remains at 17.2% for full-time employees and 35.6% for part-time workers (comparing female part-time earnings with male full-time pay) (34). With over three times as many women in part-time occupations, the part-time pay gap is particularly stark. Furthermore, the gender savings gap⁴ is 33%, almost twice as large as the pay gap. (35)

Although more men than women lost their jobs as a result of the 2008 recession, male employment has recovered more rapidly. This suggests that women may do worse than men in the labour market during any forthcoming economic recovery. More women than men work in the public sector and the retail industry, both of which are affected by falling public expenditure and resultant falls in consumer spending. (36)

Gender-based violence is also a significant issue in Glasgow, and as a result of research, it is widely recognised that the violence is primarily perpetrated by men against women. Similarly, it is well documented that both fear of and actual experience of violence has detrimental effects on women's health and well being, and prevents many women from taking an active part in social and civic life. In 2011-12, Strathclyde Police recorded 29,372 domestic abuse incidents in the force area. (37)

Men are at greater risk of developing some medical conditions than women. For example, in 2009-10, 11,669 men suffered coronary heart disease compared to 7,972 women. (38) Research has highlighted an increase in male-specific cancers as well as male cases of diabetes and obesity.

2.5 Transgender People

Transsexual people are protected under the Gender Reassignment provision of the 2010 Equality Act. This section includes information relating to transsexual people, but also gives some background on the wider transgender community.

'Transgender' is an umbrella term, which covers people whose gender identity and gender expression differ from the gender they were labelled with at birth. A person's gender identity is their self-perception of their gender, whilst gender expression is a

³ The gender pay gap refers to the difference in average hourly earnings of men and women

⁴ The savings pay gap refers to the difference in the median total amount of savings held by men and women

person's external gender-related appearance and behaviour. The groups covered by the term transgender are:

- Transsexual women (people labelled male at birth, but who have a female gender identity and are transitioning to live completely and permanently as women);
- Transsexual men (who are labelled female at birth, but have a male gender identity and are transitioning to live completely and permanently as men);
- Intersex people (people whose internal / external reproductive organs or chromosomes are in-between what is considered to be male and female);
- Androgyne and polygender people (who do not feel comfortable being described as male or female, but may describe their gender as being a mixture of male and female aspects, or may reject defining their gender at all); and
- Cross-dressing people (who cross-dress because they feel more comfortable expressing themselves in particular feminine or masculine clothing).

Transgender people experience discrimination when accessing services, including transphobic harassment, anti-social behaviour and a lack of understanding of transsexual issues amongst staff members. Service providers need to respect the gender identities of transgender people, and to be respectful regarding body issues (where aspects of a transgender person's physical appearance do not match their gender identity).

2.6 Race

It was estimated that 12.8% of Glasgow City's population was from a minority ethnic background in 2010. Particularly large numbers came from Other White and Pakistani communities. (39)

Glasgow population by ethnicity, 2010

	No.	%
White Scottish/British/Irish	517,112	87.2
Total minority ethnic population	75,708	12.8
Other White	24,915	4.2
Indian	7,660	1.3
Pakistani	20,911	3.5
Bangladeshi	731	0.1
Other South Asian	2,944	0.5
Chinese	5,002	0.8
Caribbean	302	0.1
African	5,234	0.9
Black Scottish/Other Black	229	0.0
Any mixed background	2,023	0.3
Other ethnic group	5,757	1.0
Total population	592,820	100.0

Black and ethnic minority communities in Scotland are more likely to earn lower wages on average, and to experience poverty, higher unemployment, and poorer housing conditions than the majority White population. The 2010 Annual Population Survey found that, whilst the Glasgow unemployment rate for white people aged 16+ who were born in the UK was 12.3%, for ethnic minorities born outside the UK it was estimated to be higher at 18.3% (small sample sizes mean this data should be regarded only as a broad estimate). (40)

It is important to recognise that black and ethnic minority communities are not a homogeneous group, and differences exist between ethnic minority groups. For example, some groups have higher levels of educational attainment than the majority population. However, this achievement is not reflected in employment, with black and ethnic minority people remaining under-represented in senior positions.

Black and ethnic minority people from some ethnic groups have higher levels of both self-reported ill health and specific health problems such as coronary heart disease, diabetes, etc. A 2006 study by NHS Greater Glasgow found that 58% of the general population were undertaking recommended levels of physical activity, whilst lower numbers from the city's black and ethnic minority communities were doing so (50% of Indians, 45% of Africans / Caribbeans, 34% of Chinese and 32% of Pakistanis). (41)

Racial discrimination and harassment affect the lives of a significant number of people from minority ethnic backgrounds. In 2011/12, Strathclyde Police recorded 2,474 racist incidents. This represented an increase of 8.5% on the previous year. (42) However, these statistics are unlikely to cover most racist incidents. A 2004 study by Glasgow University suggested that between 50-80% of racist incidents go unreported (43).

In 2008, Glasgow City Council commissioned MRUK Research Ltd to facilitate focus groups recruited from black and ethnic minority communities. Key points for Glasgow Life arising from these groups included:

- Participants saw libraries as key access points for information;
- Those who used leisure centres indicated high levels of satisfaction;
- Muslim women often preferred women-only sessions in leisure centres, and called for better levels of privacy during these sessions.

Asylum Seekers and Refugees

Asylum seekers coming to the UK have often been forced to flee their country of origin due to ethnic and religious strife, civil war, political repression and human rights abuses. They are not permitted to work while awaiting a decision on their application for asylum, despite evidence that most would prefer to support themselves. Once an asylum seeker receives a positive decision on their application, they have recognised refugee status and are granted leave to remain in the UK. As a result, they are then able to seek work, but there are still many barriers to employment, including prejudice, discrimination, lack of recognition for qualifications, the risk that skills and qualifications will have gone out of date during the period waiting for a decision, etc.

As of November 2010, approximately 2,300¹⁷ asylum seekers were living in Glasgow. (44) The number of languages spoken in Glasgow has also increased accordingly, which brings additional challenges for Glasgow Life in terms of information provision and consultation to inform future service delivery.

Migrant Workers from Accession 8 (A8) and Accession 10 (A10) Countries

On 1 May 2004, ten countries joined the European Union (EU), including Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia. These countries excluding Malta and Cyprus are known as the Accession 8, or A8 Countries. Prior to April 2011, migrant workers arriving in the UK from A8 nations were generally required to register through the Worker Registration Scheme

¹⁷ This figure is an estimate

(WRS), which was set up by the UK Government as a transition measure to monitor numbers of A8 nationals working in the UK. The WRS has now closed, and the UK Government stopped publishing monitoring data in early 2009, meaning no newer data will be available in future. A8 nationals no longer need to register to work in the UK.

On 1 January 2007, Bulgaria and Romania also joined the EU, and these countries plus the A8 nations are sometimes referred to as the Accession 10 (A 10) nations. However, migrant workers from Bulgaria and Romania were not subject to the WRS, and require work permits to obtain employment in the UK.

In 2008, 14,870 people from A8 countries registered to work in Scotland via the WRS. This was down significantly from the 2007 figure of 19,560, suggesting that the 2008 recession impacted on the number of A8 migrant workers arriving in Scotland. (45) These workers play an important role in filling gaps in the labour market, particularly in business and management, hospitality and catering, agriculture, manufacturing and food, and fish and meat processing.

A recent survey by the Joseph Rowntree Foundation examined the experiences of Eastern and Central European people working in four low-wage occupations in the UK. Many of the participants reported receiving a lack of information regarding conditions attached to their immigration status and services available to them. 44% were sharing a room with at least one person other than a partner, and many described their English as basic. The majority spent most of their time with other migrants. In terms of leisure activity, one in three had used a library, half had attended a concert, museum or gallery and just over a third had used sports facilities. (46)

2.7 Sexual Orientation

Due to the prevalence of discrimination and the lack of legislative protection previously afforded, many lesbian, gay and bisexual (LGB) people are not 'out', and it is therefore difficult to quantify the number of LGB people. However, various surveys have estimated that 4% - 10% of the population are lesbian or gay. The UK Government estimates that around 6% of the population are lesbians, bisexuals, gay men or transgender people. This amounts to approximately 36,000 people within the Glasgow City Council area. (47)

The 2010 Scottish Social Attitudes Survey found that discriminatory attitudes towards LGB people had reduced over recent years. In 2000, 48% thought that same sex relationships were 'always wrong', whilst the figure had fallen to 27% in 2010. 61% agreed in 2010 that gay and lesbian couples should be allowed to marry. However, prejudice remains a significant problem, with 30% saying they would be unhappy if a family member formed a same sex relationship. (48)

In 2006, UK-wide research found that 13% of respondents had witnessed homophobic bullying in the workplace, and one in twenty said they did not like lesbians and gay men. 43% thought that gay participants in sport would be likely to conceal their sexual orientation, whilst just 3% thought gay people involved in the arts would need to do the same (49). 79% of Scottish LGB people surveyed by the Equality Network in 2012 thought there was a problem with homophobia in sport, whilst just 5% thought enough was being done about the problem. (50)

In March 2008, a survey of LGB people was carried out across the UK, examining their experience of homophobic hate crime and incidents. It was found that one in five LGB people had experienced a homophobic hate crime or incident in the past three years, 75% of whom did not report the episode to the police. Furthermore, 8% of black and ethnic minority lesbian and gay men had experienced a physical assault as a homophobic hate incident compared to 4% of all lesbians and gay men. Just 1% of the victims of homophobic hate crimes or incidents said the crime had resulted in a conviction. (51)

The consequences of such discrimination can be far reaching, as illustrated by a previous survey that found that 29% of respondents felt that their level of educational attainment was negatively affected by their own feelings or the attitudes of others towards their sexuality. (52) This in turn can have a detrimental impact on factors such as LGB people's self esteem, training and employment opportunities, and health and well-being.

2.8 Marriage and Civil Partnership

The 2009/10 Scottish Household Survey found that 39% of randomly selected adults in Glasgow City were married or in a civil partnership. 43% were single and had never been married or in a civil partnership, whilst 10% were divorced or separated and 7% were widowed or bereaved civil partners. There were a higher proportion of single people in Glasgow City than in all Scotland. (53)

There were 2,501 marriages and 69 civil partnerships in Glasgow City in 2010. There was a decrease of 8.3% in marriages in the city between 2000 and 2010 and a fall of 38% in civil partnerships between 2009 and 2010. (54) These decreases are likely to reflect the recent recessions and resultant financial issues: marriage and civil partnership ceremonies cost money.

Forced marriage is known to be a serious issue in Scotland. A forced marriage is one where one or both spouses do not (or, in the case of children and vulnerable adults, cannot) consent to the marriage and duress is involved. Victims are typically under severe pressure to conform to the wishes of their families and communities. Most victims are female, although some are male.

The Forced Marriage Unit of the UK Government deals with around 400 cases of forced marriage annually (469 cases in 2010). Before 2009, around 10% of victims were from Scotland, although the number fell to 2.7% in 2010, probably due to Scottish victims seeking advice from organisations in Scotland. The main support organisations for female victims in Scotland dealt with 25 forced marriage cases in 2010-11. There is no reliable data relating to the number of male victims.

For adults with support needs, (including learning disabilities), families might see forced marriage as the only way of securing personal care. Lesbian, Gay and Bisexual people are also affected, where families object to the victims' sexual orientation and pressure them to marry.

2.9 Pregnancy and Maternity

Between 2009 and 2010, the birth rate in Glasgow rose by 0.7%, bucking the trend for all Scotland, which saw a fall of 0.4%. There were 7,565 births in the city in 2010, suggesting a significant and higher than average number of pregnancies in Glasgow. (55)

The Fawcett Society estimates that 30,000 women in the UK lose their jobs every year as a result of becoming pregnant. The current poor national economic performance is thought to be making this situation worse. (56)

In 2006, breastfeeding rates were 24.1% for exclusively breastfed babies and 40.6% for babies fed by a combination of breast milk and other milk. (57) In addition to these lower than expected levels of breastfeeding, there is an above average level of teenage pregnancy in Scotland than in most other European countries. In 2008, there were 7.9 pregnancies per 1,000 in the under-16 age group. For under-18s, the rate was 40.4 per 1,000. Teenage pregnancy is linked with deprivation, with the rates of teenage pregnancy in deprived areas being more than treble those of the least deprived areas. (58)

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