

Equality Outcomes Update 2013-2015

Under the Equality Act (2010) Scottish Specific Duties, Scottish Borders Council was required to produce a set of equality outcomes which were informed by engagement with different equality groups and stakeholders. The Council set its outcomes in 2013 which were designed to help it achieve its vision and meet the general equality duty; to eliminate discrimination and harassment; promote equality of opportunity and promote good relations.

Since the introduction of our Equality Outcomes, Scottish Borders Council has undertaken considerable amounts of work to help move closer to achieving them.

The tables below sets out our equality outcomes and the indicators the Council use to measure its progress towards achieving them, followed by some information on the work which has been undertaken to support achieving each one.

Table Key

The Councils Equality Outcome: The outcome which the council is aiming to achieve

Outcome 1 : We are seen as an inclusive equal opportunities employer where all staff feel valued and respected and our workforce reflects our community.

Performance Information

PI Code	PI Description	Performance Trend	2012/13	2014/15	Developing	Achieving	Data Source
1_1	% of our workforce aged 16 to 29	↑↓	10.38%	9.04%	☑		HR Data Collection

The performance indicator reference

Description of the performance measure.

The direction progress towards the outcome has taken since the last report.

Performance data. Please note where bracketed date is below the data this indicates the timeframe the data was taken from.

Stage progress is in.

Where the data we use comes from.

Outcome 1 : We are seen as an inclusive equal opportunities employer where all staff feel valued and respected and our workforce reflects our community.

Performance Information

PI Code	PI Description	Performance Trend	2012/13	2014/15	Developing	Achieving	Data Source
1_1	% of our workforce aged 16 to 29	↓	10.38%	9.04%	<input checked="" type="checkbox"/>		Human Resources (HR) Data Collection
1_2	% of our workforce who have declared a disability	↑	1.31%	2.58%	<input checked="" type="checkbox"/>		HR Data Collection
1_3	% of our workforce who have stated they are LGB	↑	0.52%	0.73%	<input checked="" type="checkbox"/>		HR Data Collection
1_4	Highest paid 2% who are women	↑	36.6%	38.4%	<input checked="" type="checkbox"/>		Statutory Performance Indicator (SPI)
1_5	Highest paid 5% who are women	↑	37.7%	41.0%	<input checked="" type="checkbox"/>		SPI
1_6	% of our workforce who are from an ethnic minority	↓	2.8%	0.44%	<input checked="" type="checkbox"/>		HR Data Collection
1_7	No. of employees offered employment under the Work opportunities Scheme	↑	No Baseline	53		<input checked="" type="checkbox"/>	Work Opportunities Scheme Recording
1_9	SBC: Investors in people Attainment	→	100%	100%		<input checked="" type="checkbox"/>	HR Data Collection

Our Action:

Responses from our self-evaluation exercise indicated that Departments felt that by following the Council's policies they were ensuring inclusion. These policies include

Attendance Management
 Code of Conduct Policy
 Dignity & Respect Policy
 Equal Opportunities Policy
 Family Friendly Policy
 Grievance and Discipline Policy
 Job Allocation Policy

Training & Development Policy
 Recruitment and Selection Policy
 Maternity, Paternity and Adoption Policy
 Work Opportunities Scheme
 Guide to working time regulations
 Homeworking Policy

Additionally:

Service areas indicate that they are making good use of flexible working practices for childcare needs and workplace adjustments to enable staff to continue in or access employment.

76% of service areas reported that reasonable adjustments have been made under Department of Work and Pensions Access to Work Scheme - a grant scheme to offer practical support should staff have a disability, health or mental health condition to ensure reasonable adjustments can be made to help people stay in work.

73% of service areas indicated that they had an understanding of the employee demographic within their service area in relation to the nine Protected Characteristics.

78% have actively promoted equality of opportunity within employment practices (recruitment, training and development). Specifically training, where all employees are encouraged to participate in the mandatory Equality & Diversity Training. Departments have also supported employees in their development by undertaking relevant training/development in relation to their employment.

Outcome 2: Our services meet the needs of, and are accessible to, all members of our community and our staff treat all services users, clients and colleagues with dignity and respect.

Performance Information

PI Code	PI Description	Performance Trend	2012/13	2014/15	Developing	Achieving	Data Source
2_1	% Of Disabled People who rate SBC as good or excellent	N/A	None (2013 survey)	64%	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
2_2	% of Females who rate SBC as good or excellent	N/A	None (2013 survey)	67%	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
2_3	% of Males who rate SBC as good or excellent	N/A	None (2013 survey)	70%	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
2_4	% of People aged 50+ who rate SBC as good or excellent	N/A	None (2013 survey)	67%	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
2_5	% of People under 50 who rate SBC as good or excellent	N/A	None (2013 survey)	68%	<input checked="" type="checkbox"/>		Scottish Borders Household Survey

Our Action:

The Council Service Areas have undertaken a number of activities to assist us in achieving the desired outcome. These included:

- Training.
- Development of policy.
- Improving access to service through redesign and adjustments.
- Using technology to improve accessibility.
- Improving choice within services.
- Developed performance measures to measure accessibility.
- Engaging people with equality characteristics to
- Taking a person centred approach to ensure services are tailored to need.
- Ensuring the information we produce is in accessible formats.
- Incorporation of behavioural standards into an employee development skills matrix.

Case Study: Passenger Transport

Department: Place

In support of the need to deliver high quality transport services for SBC's customers, SBC drivers are soon to undertake driving training delivered by MiDAS training. The training provides good practice in respect of passengers using SBC's minibuses, and also enhanced training in support of SBC's Physical Disability Strategy. The intention is to have all of this training completed within twelve months from September 2013.

Conversion of all of local bus services to low floor wheelchair access buses (with the exception of a few minibus infrequent services) continues to take place. In addition on request bus timetable publicity material is produced in large print and other formats.

Practises such as, annual consultations (with bus users), survey questionnaires, trial transport projects are regularly undertaken in order to ensure that service provision is meeting customer needs.

SBC operates The Taxi to Health Care Scheme and provides door-to-door travel to meet appointment times to a variety of health services including patients:-

- GP
- Community Hospitals/Day Hospitals
- Day Centre

The scheme will also provide a connect service to pick up passengers at their door and drop them off at their nearest bus stop to achieve a direct connection to the Borders General Hospital for appointments.

The scheme will operate in the rural localities in Berwickshire, or locations without a direct bus route to their required health service. Residents living in the towns of Duns, Eyemouth, Chirnside, or Coldstream are not eligible for the scheme, unless disabled.

Outcome 3: Everyone has the opportunity to participate in public life and the democratic process.

Performance Information

PI Code	PI Description	Performance Trend	2012/13	2014/15	Developing	Achieving	Data Source
3_1	% turn out at local elections	N/A	56% (2012)	N/A	<input checked="" type="checkbox"/>		Legal & Democratic Data Collection
3_2	% of Councillors who are female	↓	18% (2012)	15% (2015)	<input checked="" type="checkbox"/>		Legal & Democratic Data Collection
3_3	Number of Councillors who are male	↓	82% (2012)	85% (2015)	<input checked="" type="checkbox"/>		Legal & Democratic Data Collection
3_4	% of Female residents who were Fairly or Very satisfied with the opportunities for participating in the local decision making process provided by Scottish Borders Council	↑	30.9% (2011)	42% (2013)			Scottish Borders Household Survey
3_5	% of male residents who were Fairly or Very satisfied with the opportunities for participating in the local decision making process provided by Scottish Borders Council	↑	36.3% (2011)	49% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
3_6	% of disabled residents who were Fairly or Very satisfied with the opportunities for participating in the local decision making process provided by Scottish Borders Council	↑	32% (2011)	36% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
3_7	% of Older (50+) residents who were Fairly or Very satisfied with the opportunities for participating in the local	N/A	Not Available	46% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey

	decision making process provided by Scottish Borders Council						
3_8	% of Younger Work Age (under 50) residents who were satisfied with the opportunities for participating in the local decision making process provided by Scottish Borders Council	N/A	Not Available	46% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey

Our Action:

The Council Service Areas have undertaken a number of activities to assist us in achieving the desired outcome. These included:

- Improving volunteering , consultation and engagement opportunities.
- Developing a community engagement strategy.
- Encouraging employees to partake in the election and referendum process, (ensuring they are well trained) to help ensure the democratic processes were well run and inclusive.
- Our Libraries partner the Scottish Parliament Information Centre and provide an access point for local information and consultation.
- We maximise our communication methods and aim to ensure our message reach as wide an audience as possible.
- We actively involve and engage staff, clients and carers in the development of our services and where possible within inspection.
- We set up and facilitate community stakeholder groups for our large projects.
- We encourage employees to participate in the Employee Council.

Case Study: Scottish Borders Council with Scottish Youth Parliament (SYP)

Department: People

Scottish Borders has elected representatives onto the Scottish Youth Parliament for over 12 years. Elections are held every 2 years, and the election in March 2013 involved 4693 young voters.

Scottish Borders Members to SYP work to promote a national campaign: Previous campaigns have included One Fair Wage, Equal Love, Votes at 16.

The current campaign promotes financial inclusion for Young Carers such as EMA and concessionary travel and is called Care. Fair. Share.

In 2014, the Scottish Borders MSYPs won Achievement of the Year for going the extra mile in their role representing their communities due to their work on political literacy and Votes at 16.

Outcome 4: We work in partnership with other agencies and stakeholders to ensure that our communities are cohesive and there are fewer people living in poverty.

Performance Information

PI Code	PI Description	Performance Trend	2012/13	2014/15	Developing	Achieving	Data Source
4_1	% of total population who are income deprived	→	10% (2011)	N/A	<input checked="" type="checkbox"/>		Scottish Index of Multiple Deprivation (SIMD)
4_2	% of working age population who are employment deprived	→	10% (2011)	N/A	<input checked="" type="checkbox"/>		SIMD
4_3	% of Children in Poverty	→	18.6% (2010)	N/A	<input checked="" type="checkbox"/>		SIMD
4_4	% of population aged 60 and over claiming pension credits.	→	11.3% (2012)	N/A	<input checked="" type="checkbox"/>		SIMD
4_5	Neighbourhood priority rate ranking tackling Poverty and Inequality in most important issues	↑	12 th (2010)	3 rd (2013)		<input checked="" type="checkbox"/>	Scottish Borders Household Survey
4_6	% of females who feel safe to walk in their local area after dark	N/A		73% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
4_7	% of males who feel safe to walk in their local area after dark	N/A		85% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
4_11	No. Race related hate crimes		34 (2011/12)	29 (2013/2014)		<input checked="" type="checkbox"/>	Police Scotland
4_12	No. Sexual orientation related hate crimes		12 (2011/12)	12 (2013/2014)	<input checked="" type="checkbox"/>		Police Scotland
4_13	No. Disability related hate crimes		6 (2011/12)	2 (2013/14)		<input checked="" type="checkbox"/>	Police Scotland
4_14	No. Religion related hate crimes		5 (2011/12)	3 (2014/15)		<input checked="" type="checkbox"/>	Police Scotland
4_15	No. Trans Gender related hate crimes		1 (2011/12)	2 (2013/14)	<input checked="" type="checkbox"/>		Police Scotland

Some of our action from across the Council:

The Council Service Areas have undertaken a number of activities to assist us in achieving the desired outcome. These included:

- We have facilitated the establishment of the Scottish Borders Community Planning Partnership. One of the Delivery Teams will be tasked with developing a Reducing Inequalities Strategy.
- We work with a wide range of partners and stakeholders including both statutory and third sector agencies.
- We work with the SBC Welfare Reform Project Board and its sub-projects to increase digital awareness and capacity in the Community.
- We have developed the Partnership Against Poverty.
- We work in partnership with Skills Development Scotland and Jobcentre Plus to support those seeking employment, looking to
- We ensure that procurement of projects complies with Community Benefits policy in terms of providing opportunities to local communities. We also organise Meet the Buyer events and apprentice positions.
- We work in partnership with and aim to support local organisations to maximise services delivered and available to the Borders public.

Case Study: Welfare Benefits Service

Department: Chief Executive

The Welfare Benefits Service (WBS), which consists of a team of advisers specialising in matters relating to social security benefits and tax credits, consistently works with a number of partners and stakeholders to maximise income for the citizens of the Scottish Borders. Partnership working with the DWP visiting service ensures the maximisation of resources when working with customers who need to be seen at home for form completion of some benefits and the Council's contract with the Citizens Advice Bureau ensures efficient referral routes between the two services covering money advice and benefit issues. These two services, in conjunction with Registered Social Landlords meet regularly to discuss areas of good practice and are currently working on an easy read 'Survival Guide to Job Sanctions' for service users.

Currently, the WBS receives funding from Macmillan Cancer Care, Reshaping Care, Fairer Scotland Fund (FSF), Criminal Justice Service (CJS) and Early Years in respect of project initiatives. To ensure that the outcomes of the projects are met it is necessary to have the co-operation and participation of a range of partners and stakeholders.

FSF funds a specialist Welfare Benefits Officer working closely with mental health professionals and their patients while the aim of the CJS project is to assist ex-offenders, or people at risk of offending, in conjunction with other key workers, cope with the significant changes to the benefits system brought about by welfare reform. The Macmillan project, partially based at the Macmillan Cancer Centre, BGH, has an officer and assistant focussing on maximising income for people affected by cancer. Running alongside this, an initiative through Reshaping Care offers guidance on making a Will, funeral planning and Power of Attorney. Working with health and social care professionals as well as child care providers is key in the successful delivery of the Early Years project which promotes the take up of tax credits and other benefits. A recent initiative with the Registrar service will ensure a copy of the 'Financial Help in the Early Years' booklet and self-referral option to WBS will be included in the pack issued to all parents registering births.

Outcome 5: Our citizens have the freedom to make their own choices and are able to lead independent, healthy lives as responsible citizens

Performance Information

PI Code	PI Description	Performance Trend	2012/13	2014/15	Developing	Achieving	Data Source
5_1	% of disabled people satisfied with the local bus service	N/A		80% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
5_2	% of older (50+) residents who are satisfied with the local bus service	N/A		81% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
5_3	% of younger (under 50) residents who are satisfied with the local bus service	N/A		70% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
5_4	% of female residents who are satisfied with the local bus service	N/A		82% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
5_5	% of male residents who are satisfied with the local bus service	N/A		81% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
5_6	% of Female residents who take part in physical activity 2 to 3 times a week or more often	N/A		61% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
5_7	% of Male residents who take part in physical activity 2 to 3 times a week or more often	N/A		64% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
5_11	% of Disabled residents who take part in physical activity 2 to 3 times a week or more often	N/A		39% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
5_12	% of older (50+) residents who have internet access	N/A		77% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
5_13	% of younger (under 50) residents who have internet access	N/A		95% (2013)	<input checked="" type="checkbox"/>		Scottish Borders Household Survey
5_14	Number of health related benefit claimants			5,060 (2012)	<input checked="" type="checkbox"/>		Department of Work & Pensions
5_15	Number of adults with learning disabilities living independently in their own tenancies		302	N/A			Scottish Government 'Same As You' return

5_16	% of people aged 65+, receiving long-term care, who receive an intensive homecare service (10+ hours per week)	→	28.5%	N/A	<input checked="" type="checkbox"/>		Community Care National Outcome Measure OC8a
5_17	Rates of domestic abuse incidents reported to police (per 100,000 population)		703 (2011/12)	818 (2012/13)	<input checked="" type="checkbox"/>		Scottish Government publish annual data

Some of our action from across the Council:

The Council Service Areas have undertaken a number of activities to assist us in achieving the desired outcome. These included:

- We lead on policy work to support the Community Empowerment Bill.
- We have opened up alternative paths for self-support where appropriate.
- Outcome 4 of the Local Housing Strategy is focused on this:

‘More people with particular housing needs and/or those who require support are be able to live independently in the own home’

- We provide an ‘Access to information Mobile and Outreach Services’. SBC Library and Information Services deliver a housebound service to over 200 library members who are housebound and cannot access library services at their local library.
- In our Libraries and Library Contact Centres we provide public access PCs free of charge which, like all Council IT equipment, comply with accessibility regulations, and are provided in a DDA compliant building.

- The Council’s IT equipment disposal contract includes an element of provision of recycled IT equipment free of charge to disadvantaged households in Scotland.
- The introduction of the Self Directed Support legislation and an outcome focused assessment process enables service users to have more choice and control in how they meet their needs and live their lives. The introduction of re-ablement also supports this.
- We support clients to be independent and empowered as individuals and aim to ensure they have choice and control of how their service is delivered.
- We actively advocate on behalf of other clients and use other services to ensure that the individual is able to access services in our communities to reduce the risk to victims of domestic abuse. In Safer Communities we actively engage other services and are bold in working with clients to gather information and seek out means to reduce the impact of ASB on both individuals and in communities. This approach increased confidence in the service and improves the wellbeing in our communities

Case Study: Healthy Living Network – The Walkerburn Experience

Department: Chief Executive

Introduction

Walkerburn is the smallest of the five most deprived Borders communities. This case study illustrates the change process in Walkerburn by focusing on the conditions and influences on creativity and collaboration.

The HLN's starting point is the community, often referred to as a 'bottom up' or community development approach. This requires a neutral position and no pre-determined prescription for how people should behave although striving for a healthier lifestyle. Working within a partnership of organisations and operating in this way requires, amongst other things, collaborative leadership, a long term view and a context to enable change. The HLN's primary concern is health improvement; contributing to national health targets influences its work. A two year consultation process with the community led up to confirmation of Lottery funding in 2003. A set of targets were agreed across the five localities, detailed below:

Walkerburn in 2003:

- ❖ One of the five most deprived communities in Scottish Borders
- ❖ Known as a 'dumping ground' by residents who felt that people were re-housed there if they could not find other accommodation
- ❖ Described in the HLN business plan as having a 'weak sense of community integrity'
- ❖ A fragmented community with unusually low levels of participation in local activities
- ❖ An area where wages were low and unemployment high with residents feeling isolated and like 'second-class citizens'
- ❖ Walkerburn was "apparently held in low self esteem by outsiders and consequently its residents, especially the young people of secondary school age"

Walkerburn had its own set of problems including some of the highest incidences of:

- ❖ Episodes of coronary heart disease in the under 75s in the Borders (39.6-47.2 per 1000 population, 1997-2000)
- ❖ Premature death from CVA/stroke (0.14-0.17 per 1000, 1997-99)

Big Lottery needs assessment work in 2003 provided a basic overview of the activities in Walkerburn at that time. This needs assessment created an enthusiasm for HLN and for health. Working in partnership NHS Borders, Scottish Borders Council and other partner agencies co-created a vision for the future health of Walkerburn by identifying what needed to change.

Activities included

- ❖ Youth Club
- ❖ Tennis Club
- ❖ Evergreen club and pensioners association
- ❖ Girl Guides
- ❖ Crusaders
- ❖ Women's guild/rural
- ❖ Walkerburn Area Vision Evolvers
- ❖ Guid Fettle

HLN Contribution

❖ Early Years

Breastfeeding Information & Advice, Bump to Baby, Weaning, One Stop Shop Legacy, Community Food Work, Vegetable Distribution

❖ **Children & Young People**

Cooking Skills, Physical Activity, Emotional Well Being, Community Food Work, Schools Programme

❖ **Working Age Adults**

Community Food Work, Low Level Healthy Weight Work, Physical Activity, One Stop Shop Legacy, Smoking Cessation

❖ **Older People**

Community Food Work, Lunch Club, Carpet Bowls, Seated Keep Fit, Walking Group, Smoking Cessation, Vegetable Distribution

❖ **Community Development & Capacity Building**

Community Health Volunteering

Consultation

Health Issues in the Community

Elementary Food Hygiene

First Aid Training (Basic/Babies & Children)

Walkerburn Allotments/Community Garden

Horticulture Training

The community gained experience and worked in partnership with services.

HLN staff created a volunteer team, of older people, parents, young people and interested others. Older people set up a tooth brushing programme for pupils in the school, a gentle exercise class for their age group and offered microwave cookery to provide positive experiences. Participatory appraisal methods, where members of the community give their views, were used to create a ripple in the community around the 50% uptake of healthier foods. Locals drew out a map detailing food access and availability and suggested solutions. This research formed the basis for developing community food work at all levels, early years, schools, working age and older people. Many other activities were delivered and it was about consistently building momentum, building on success and developing a positive reputation for HLN and health in the community. Partnership working became an integral feature with other services coming on board as appropriate. New relationships were established between HLN, the community and statutory services including health, social work, education and housing.

While there was overwhelming support and enthusiasm, there was also resistance to change. Using the Walkerburn Allotments as an example, this was perhaps the biggest change in the area. The Walkerburn Community Development Trust focused on alleviating fears and communicating the vision for reducing Walkerburn's carbon footprint. The HLN concentrated on the health benefits and the training opportunities a community garden would bring to the area, increasing employability. The 'early adopters' who became the 'Walkerburn Allotments Society' worked hard to overcome the challenges during the planning phases and engaged well with services to meet their needs. The community garden and the allotments have had a lot of interest from various parties across the Borders and elsewhere and other service providers are interested in how their service users can benefit from the opportunities Walkerburn has to offer.

Walkerburn is significantly different with a number of other agencies collaborating effectively with the community and a Healthy Living Network firmly established. Perhaps the most significant change relates to who is running the groups in Walkerburn, the community themselves. Walkerburn is a role model for other Borders communities.

❖ No longer scores highly on the Scottish Index of Multiple Deprivation

❖ Do not define themselves as a deprived community

❖ Are proud of their achievements and contribution to the development of the area

❖ Have an active locality volunteer team who deliver and support additional activities

❖ Volunteers and participants have taken part in local consultations and health related events

❖ Have solved the complex problem of 'a 50% increased uptake of healthier foods' by increasing the access and availability fruit and vegetables in the area

❖ Are running health improving activities themselves

❖ Latest unemployment figures suggest there are a total of 30 unemployed people living in Walkerburn, ten of which are on a work training programme, leaving 20 people looking for work.

Outcome 6: The difference in rates of employment between the general population and those from under represented groups is improved.

Performance Information

PI Code	PI Description	Performance Trend	2012/13	2014/15	Developing	Achieving	Data Source
6_1	% difference pay gap between men and women who are resident in the Scottish Borders	↑	9.4% (2011)	7.9% (2013)		<input checked="" type="checkbox"/>	NOMIS/ASHE
6_2	% difference pay gap between men and women who work in the Scottish Borders	↑	15% (2011)	12.2% (2013)		<input checked="" type="checkbox"/>	NOMIS/ASHE
6_3	Economic Activity Rate (16-64): for Core or Work-limiting disabled	N/A	N/A	54.6 (2014)	<input checked="" type="checkbox"/>		NOMIS/ Annual Population Survey (APS)
6_4	Employment Rate: Females 16-64	↑	70.1 (2013)	77.5% (2014)	<input checked="" type="checkbox"/>		NOMIS/APS
6_5	Employment Rate: Males 16-64	↑	78.9 (2013)	79.7% (2014)	<input checked="" type="checkbox"/>		NOMIS/APS
6_6	Employment Rate: All aged 16-24	N/A	N/A	60.5% (2014)	<input checked="" type="checkbox"/>		NOMIS/APS
6_7	Employment Rate: All aged 16-64	↑	74.4% (2013)	77.8% (2014)	<input checked="" type="checkbox"/>		NOMIS/APS
6_8	Employment Rate: All aged 50-64	N/A	N/A	71.3% (2014)	<input checked="" type="checkbox"/>		NOMIS/APS
6_9	Percentage of JSA claimants who are from an Ethnic Minority*		3.6% (May 2013)	5.4% (May 2014)	<input checked="" type="checkbox"/>		NOMIS (Benefit payments – ethnicity)
6_10	% of people with no qualifications	↑	9.3 (2012)	8.7% (2013)	<input checked="" type="checkbox"/>		Scottish Neighbourhood Statistics

* Includes Mixed, Asian, Black, Chinese, Other Ethnic Group and all White except White British. Also excludes Unknown and Prefer Not To Say.

Some of our action from across the Council:

The Council Service Areas have undertaken a number of activities to assist us in achieving the desired outcome. These included:

- Developing both the Economy and Reducing Inequalities Strategies with the Community Planning Partnership.
- Providing volunteering opportunities.
- Improving joint working with the Employment Support Service.
- The development of the Borders Guarantee, which aims to support young people with employment opportunities within the Council.
- We are offering two tier posts allowing applicants to enter at a lower level and up skill whilst in post.
- The Opportunities for All programme aims to ensure that all young people leaving school go into a "positive destination" such as work, training, studying or volunteering. Agencies work in partnership to identify and support those young people who may need a bit of extra help. Activity Agreements provide an individual programme for each young person. A bespoke package of learning and work experience builds on the young person's skills and interests. Support is given to overcome additional barriers that may be preventing them enter into employment.
- When we design schools and alterations to our schools we facilitate an improved teaching environment that helps others to deliver these goals.
- We actively consider all employment routes when filling vacancies

Case Study: Employment Support

Department: Chief Executive

In 2012-2013 a complete review of two separate service orientated employment support services was undertaken and the Council endorsed a report that would bring these two services together to form a corporate service which would tackle and support the under- represented groups in the Borders. The redesign of the service is now fully complete with all staff now fully integrated in the service and focussed on delivery of efficient, high quality services.

A new Employability Fund contract has been secured.

A new Works Opportunity policy and procedures has been developed and endorsed by Corporate Management Team and additional resources have been directed to the service to enable its effective implementation.

Work continues to widen the scope and increase the capacity of the service to increase the number of those from under- represented groups to access and sustain paid employment.

Outcome 7: The difference in educational attainment between those who are from an equality group and those who are not is improved.

Performance Information

PI Code	PI Description	Performance Trend	2012/13	2014/15	Developing	Achieving	Data Source
7_1	% of Female S4 Pupils with 5 awards at SCQF level 4* and above	↑	85.9% (2011/12)	86.3% (2012/13)	☑		Scottish Neighbourhood Statistics
7_2	% of Male S4 Pupils with 5 awards at SCQF level 4* and above	↑	80.3% (2011/12)	82.8% (2012/13)	☑		Scottish Neighbourhood Statistics
7_3	% of S4 Pupils with Additional Support Needs with 5 awards at SCQF level 4* and above	↑	37.2% (2011/12)	53.1% (2012/13)	☑		Scottish Neighbourhood Statistics
7_4	% of Female S5 Pupils with 3 awards at SCQF level 6* and above	↑	42.6% (2011/12)	44.2% (2012/13)	☑		Scottish Neighbourhood Statistics
7_5	% of Male S5 Pupils with 3 awards at SCQF level 6* and above	↓	38.1% (2011/12)	35.0% (2012/13)	☑		Scottish Neighbourhood Statistics
7_6	% of S5 Pupils with additional support needs with 3 awards at SCQF level 6* and above	↓	11.2% (2011/12)	9.6% (2012/13)	☑		Scottish Neighbourhood Statistics
7_7	% of Female School Leavers who go on to a positive destination	↑	91.0% (2011/12)	93.5% (2012/13)	☑		Scottish Neighbourhood Statistics
7_8	% of Male School Leavers who go on to a positive destination	↑	90.7% (2011/12)	90.4% (2012/13)	☑		Scottish Neighbourhood Statistics
7_9	% of School Leavers with Additional Support Needs who go on to a positive destination	↓	84.8% (2011/12)	80.7% (2012/13)	☑		Scottish Neighbourhood Statistics

*SCQF Level 4 = "General" Standard Grade. SCQF Level 6 = Higher Grade

Some of our action from across the Council:

The Council Service Areas have undertaken a number of activities to assist us in achieving the desired outcome. These included:

- Our IT service area works with Educational Occupational Therapists and specialist staff in schools to ensure that appropriate IT equipment and software is provided to pupils based on their needs.
- When we design schools & alterations to our schools we facilitate an improved teaching environment that helps others to deliver these goals.
- Council Training Schemes in place.
- Targeted and accessible Community Learning projects.
- Incorporation of the Curriculum for Excellence which focusses on supporting all our learners to achieve their full potential.
- We support the Borders LGBT Youth Project.

Case Study: Schools Deprivation Fund

Department: People

Established in June 2010 Scottish Borders Schools Deprivation Fund allocated a total of £1.2 million over a 3 year period to 14 target schools in Scottish Borders which are located in the areas of the Scottish Borders with the highest areas of deprivation.

In 2013, a review was undertaken of the impact of the funding and a more robust system of planning, recording and reporting of the work funded through the deprivation fund is being introduced and every funded school will be required to develop a “Closing the Gap” plan and report on progress towards implementing the plan.

Children & Young People’s Services have supported a range of new innovations in schools in recent years which have had an impact on increasing attainment. These include:

- The introduction of nurture classes in key target primary schools.
- Assertive mentoring programme in some secondary schools. Improved attainment results can be attributed to these provisions as can low absence and exclusion figures.
- implementation of Flying Start programme in some primary schools which helps Build relationships with families in the early years, focusing on early intervention.
- Aspiration Programme in some primary schools where pupils report a significant increase in self-motivation and confidence and the class teacher reports increase in team working and inter-personal skills, impacting pupils’ ability to learn.
- Breakfast Clubs in several primary schools pupils report an appreciation of the time to socialise with peers and to eat
- Language Club at one primary school where teachers and parents observed increased self confidence in writing and use of vocabulary in school
- Pupil Support Team at one primary school which decrease in behaviour incidents and therefore reduction in management referrals and exclusions.

Outcome 8: We have appropriate accommodation which meets the needs of our diverse community.

Performance Information

PI Code	PI Description	Performance Trend	2012/13	2014/15	Developing	Achieving	Data Source
8_1	% of the Households receiving Housing Benefit that are Social Renting	→	78% (2012)	N/A	<input checked="" type="checkbox"/>		Scottish Government
8_2	% of the Households receiving HB that are Private Renting	→	22% (2012)	N/A	<input checked="" type="checkbox"/>		Scottish Government
8_3	% of Households experiencing Fuel Poverty	↓	22% (2009 – 2011)	43% (2011 – 2013)	<input checked="" type="checkbox"/>		Scottish House Condition Survey
8_4	% of Households experiencing extreme Fuel Poverty	↑	15% (2009 – 2011)	12% (2011 – 2013)		<input checked="" type="checkbox"/>	Scottish House Condition Survey
8_5	% of Private Sector Residents Satisfied with Accommodation	→	97% (2009 – 2011)	N/A	<input checked="" type="checkbox"/>		Scottish House Condition Survey
8_6	% of Social Sector Residents Satisfied with Accommodation	→	89% (2009 – 2011)	N/A	<input checked="" type="checkbox"/>		Scottish House Condition Survey
8_7	% Dwellings where adaptations are required by householders	↑	5% (2009 – 2011)	3% (2011 – 2013)		<input checked="" type="checkbox"/>	Scottish House Condition Survey
8_8	% Dwellings which have aspects that restrict activity of LTI/disabled household member	↓	5% (2009 – 2011)	6%(2011 – 2013)	<input checked="" type="checkbox"/>		Scottish House Condition Survey
8_9	% of Households experiencing Fuel Poverty who are Families	↓	14% (2009 – 2011)	23% (2011 – 2013)	<input checked="" type="checkbox"/>		Scottish House Condition Survey
8_10	% of Households experiencing Fuel Poverty who are Pensioners	↑	62% (2009 – 2011)	60% (2011 – 2013)		<input checked="" type="checkbox"/>	Scottish House Condition Survey

8_11	Number of Households living in Temporary Accommodation	→	87 (Sep 12)	N/A	<input checked="" type="checkbox"/>		Operation of the Homeless Persons legislation in Scotland: Quarterly Update, January 2013, Scottish Government
8_12	Number of Households Assessed as Homeless	→	399 (2011-2012)	N/A	<input checked="" type="checkbox"/>		Operation of the Homeless Persons legislation in Scotland: 2011-12

Some of our action from across the Council:

The Council Service Areas have undertaken a number of activities to assist us in achieving the desired outcome. These included:

- Accommodation has been adapted e.g. chairs and location of desk to meet access needs. An individual emergency evacuation process has been developed for a disabled member of staff.
- We identify suitable accommodation that meets the needs of the individual service user is a core part of our business.
- We have started to bring homelessness data into the Corporate Management Team and Council Executive reports.
- We have in place a Local Housing Strategy which sets out what we will do to achieve this outcome.
- We ensure that capital projects are designed in such a way as to not restrict choices of citizens.
- Our Libraries, Contact Centres & Registrar offices all meet accessibility standards with lowered desks, hearing loops, open plan offices, jack PC's, no safety screen, interview rooms and extended opening hours.
- We fund the Borders Women's Aid Refuge.
- We apply design standards and energy efficiency requirements. Involvement with Registered Social Landlord network in the Borders to deliver affordable housing.

Case Study: Integrated Children's Services – Foster Care

Department: People

We are developing the range and quality of local authority fostering and supported carer resources. So far this has resulted in increased recruitment of local authority carers on a year by year basis and employing a Resources Worker with a specific remit for recruitment.

We have also employed a Housing Options worker to specifically develop appropriate housing options for vulnerable you people. The post sits within the Council but the staff member is employed by a local housing association

