

Equality, Diversity, and Rights Framework 2017-21

The City of Edinburgh Council



Vision

The Edinburgh City Vision 2050 states that Edinburgh aspires to be a fair, inspired, thriving and connected city.

The Council's ambition is to ensure equality, diversity and rights are central to this vision.

The Council recognises that for Edinburgh to be a fair city, it must do all it can to improve the quality of life for those who face inequality, harassment, discrimination, and prejudice.

It must also work to harness the talent and celebrate the difference of all who live in the City and who work for the Council, to become an inspired and thriving city.

The Council also recognises that for the city to be connected, it is critical to engage with all the City's residents, and ensure good community relations.

Purpose of the Framework

This is the Council's second equality, diversity, and rights framework. It sets out a series of commitments to deliver the vision described above.

It has been co-produced with members of the Edinburgh Equality and Rights Network ([EaRN](#)) during 2016/17. It has also been informed by a wide range of data and information gathered during 2016/17.

The Framework is also a response to various items of legislation, including the Human Rights Act 1998, the Scotland Act 2003, and the Equality Act 2010.

Engaging and empowering communities

Central to the Framework is the ambition to better engage and empower citizens, communities and employees who share the protected characteristics (i.e. race, sex, gender reassignment, sexual orientation, marriage and civil partnership, age, religion or belief, disability, maternity and pregnancy).

This work forms a key part of community planning and locality working in the City. The Council is committed to improving this work, in line with the Community Empowerment Act 2015, and national community engagement standards.

The Edinburgh Partnership's Locality Leadership Teams, and the Council's Locality Committees, will have responsibility for delivering this work across the City.

Rights

The Framework has also been developed in response to the articles of the UN Convention on Human Rights, the Human Rights Act 1998, and other associated conventions on rights (e.g. children's rights).

The Council aspires to embed a 'rights based approach' across the organisation. To do this, the Council will use the [Capability Approach](#). This approach influenced the development of the UN's [Human Development Index](#), and arranges all the different articles of rights into 10 distinct capabilities (i.e. what are citizens able to have), which are:

1. Life.
2. Health.
3. Physical security.
4. Legal security.

5. Education and learning.
6. Standard of living.
7. Productive and valued activities.
8. Individual, family, and social life.
9. Identity, expression, and self-respect.
10. Participation, influence and voice.

This approach will be used as part of learning and development activity with staff to improve understanding of rights. It is also an integral part of the new approach to impact assessment. The approach has also helped inform the new set of equality, diversity and rights outcomes, objectives, actions, and measures described at Appendix 1.

The Council places specific importance on the right to life, and the right to be free from inhumane or degrading treatment (the absolute rights). Consequently, the Council wants to be better at: (i) Syrian refugee integration, (ii) supporting those affected by human trafficking, Female Genital Mutilation (FGM), honour based violence, domestic abuse, child abuse, hate crime and hate incidents, and (iii) ensuring dignity in care for looked after children, older people and disabled people.

The Council's policy position on capabilities 9 and 10 is that when individuals or groups exercise their rights (e.g. the right to assembly, and association, and/or, the right to freedom of speech), they have responsibilities to ensure that they do not incite or support hate or fear, or infringe on absolute rights (the right to life and/or the right to be free from inhumane or degrading treatment).

Insight

In addition to the co-production work of EaRN, a wide range of data and information has been used to develop this Framework. This includes the Edinburgh by Numbers Website, the Joint Strategic Needs Assessment and locality profiles. More of this information can be found [here](#).

Specifically, this data and information has helped shape the outcomes, objectives, actions, and measures described at Appendix 1. Appendix 2 contains a summary of equality, diversity, and rights information about Edinburgh.

The Council is committed to further improving insight through improved data and information recording, gathering and analysis. It will also improve its response to the analysis of HR and service monitoring data.

Equality, diversity, and rights outcomes – 2017/21

The 23 equality and rights outcomes described in the first Framework 2012/17, have been refined into five outcomes. This followed on from co-production work with members of EaRN during 2016/17.

Each of the five outcomes relate to the protected characteristics (including: race, sex, gender reassignment, sexual orientation, marriage and civil partnership, age, religion or belief, disability, maternity and pregnancy), as described in the Equality Act 2010. The five outcomes are focused on service improvement, as result of the engagement and insight described above. The five outcomes are:

Outcome 1 – Improved accessibility of council services, housing, and buildings.

Outcome 2 – Improved community safety, justice, and cohesion services.

Outcome 3 – Improved education and employability services

Outcome 4 – Improved transport services.

Outcome 5 – Improved social security and household income maximisation services.

More detailed information describing outcomes, objectives, actions, and measures is provided at Appendix 1.

Procurement

All equality, diversity and human rights procurement activity has been mainstreamed into the [Council's Procurement and Commercial Strategy](#) (December 2016 – March 2020).

This includes:

- (i) work to embed clauses and conditions in grants and contracts to ensure compliance in funded third parties with equality law.
- (ii) work to improve the application of community benefit clauses for major contracts and to ensure people who share protected characteristics benefit from such clauses, specifically apprenticeships.

- (iii) where relevant, ensure funded third parties are monitoring service access and satisfaction by protected characteristic
- (iv) ensuring equality, diversity, and rights feature as part of co-production of grant and contract programmes and any associated assessment criteria.

Health and social care

On 1 April 2016, new legislation came into effect with the aim of better integrating health and social care services for adults.

The responsibility for the planning of these services transferred from the Council and NHS Lothian to a new body, the Edinburgh Integration Joint Board / Edinburgh Health and Social Care Partnership. The Board sets out how services should be delivered through its [Strategic Plan](#), and issues directions to the Council and NHS Lothian staff (the Partnership) to operationalise the plan.

The key priorities set out in relation to 'A caring, healthier Edinburgh' are reflected in these directions. One of the key priorities is to tackle health inequalities. Section 7 of the [Strategic Plan](#) describes the approach to tackle inequalities, and support people who share protected characteristics. The Partnership will also continue to develop the Joint Strategic Needs Assessment to ensure that it encompasses the needs of those who share protected characteristics.

The Council as an Employer

The Council is committed to developing a workforce which is both inclusive and reflective of the diversity of the City.

It also wants to develop and deliver employment policies and practice which places equality, diversity, and rights as central to the culture of the Council.

Recent analysis of workforce data has indicated that there are no issues of concern with equal pay across all grades. In addition, employee survey data indicates no significant variations across key indicators (motivation at work, performance at work, development at work, satisfaction with work) by protected characteristic. Although analysis of responses from employees that consider themselves to have a disability or long-term condition and women returnees to work (after pregnancy / adoption) do indicate some concerns regarding career progression.

Further analysis also indicates (i) declining numbers of women in senior management, (ii) slow rates of improvement in percentages of staff from BME communities and staff with disabilities (although there are still issues regarding under reporting of race and disability amongst employees); (iii) issues of occupational segregation in teaching services and catering and cleaning services; and (iv) a desire amongst staff at all levels for improved learning and development opportunities, and engagement opportunities with equality, diversity and third sector community and third sector groups.

Consequently, the Council plans to:

- (i) Improve approaches to employee induction and learning and development about equality, diversity, and rights.
- (ii) Review and refresh the current equality, diversity, and rights policy.
- (iii) Improve the response to the analysis of workforce monitoring data addressing issues of career progression, workforce diversity and occupational segregation.
- (iv) Continue to publish [Gender Pay Gap reporting](#) as an employer of +250 employees, and address any gaps of +3% difference.
- (v) Enable the Corporate Leadership Team and Wider Leadership Team to have an improved knowledge of equality, diversity, and rights issues through an engagement programme with community and third sector groups.
- (vi) Meet all legal requirements in full, regarding the public reporting of HR equality, diversity and rights data, analysis, and responses.

Impact assessment

A recent review of the Council's approach to impact assessment, as part of the development of this Framework, indicated a desire to develop a new integrated approach.

This new approach would, in addition to equality, diversity and rights assessments, include an assessment of poverty, health inequality and environmental impacts.

As the Edinburgh Health and Social Care Partnership has already developed such an approach, with an accompanying learning and development programme, and quality assurance group, the Council proposes to adopt this approach and participate in the quality assurance group.

The Council will continue to impact assess all major changes in policy and services, and budget proposals. It will ensure that due regard is taken of such assessments when making major decisions at Council committees, and by Chief Officers, and it will publish the results of such assessments.

Council Commitments

The SNP and Labour Coalition Agreement was signed in June 2017 with 52 commitments. There is a lot of cross over between the Council Commitments and the Framework Outcomes, for example:

- Improve access to employment and training opportunities for people with disabilities;
- Prioritise services for vulnerable children and families and looked after children, and support organisations working to end domestic abuse; and
- Improve community safety by protecting local policing and empowering communities to tackle long term safety issues and hate crime in all its forms including supporting restorative justice initiatives and other projects.

Governance, Risk, Performance Reporting and Review

Corporate responsibility to coordinate support to colleagues in the delivery of the commitments in this Framework will sit with the Corporate Equality, Diversity, and Rights Project Team, supported by the Council's Strategy and Insight Service.

This project team will support a wider network of equality, diversity and rights 'champions' across all Council services who will assist with the delivery of commitments described in this Framework.

The Council's Corporate Policy and Strategy Committee will provide political approval, oversight, and scrutiny of the delivery of the Framework. In addition, the Council's four Locality Committees will oversee local delivery of equality, diversity, and rights outcomes, objectives and actions.

The Edinburgh Partnership Board will oversee all partnership and community planning matters relating to equality, diversity, and rights. This work will be supported by the 'Board Member for Equality, Diversity, and Rights' (elected from EaRN).

The Council will review the new approach to impact assessment during April 2019 to May 2019, and make any necessary changes to strengthen the approach if required.

The Council will report on the progress and challenges across the whole Framework to Council Corporate Policy and Strategy Committee in April 2019 and April 2021.

The Council will review the whole Framework during October 2020 to May 2021, and seek approval for a new Framework in April 2021.

All reviews will include members of EaRN and other key stakeholders.

Accessibility

This document is available on the Council's website:

www.edinburgh.gov.uk

And in other formats from:

its@edinburgh.gov.uk

Appendix 1 – Equality, Diversity, and Rights Framework 2017-21 – Outcomes, Objectives, Actions and Measures.

Outcome 1 – Improved accessibility of council services, housing, and buildings.

What success looks like	What will we do to achieve success	How will we measure success	Lead Service
1.1 High quality, modern school facilities within localities, to match the ambitions for attainment, positive destinations, and improvements to community access.	Deliver the Schools of the Future Project including 1 new secondary school and six primary schools.	Progress reports on school building programme. Data on community access to schools. Attainment and positive destination data by protected characteristic.	Communities and Families - Strategic Asset Team. Property and Facilities Management Service. Lifelong Learning Service.
1.2 Children and young people with a disability or with additional support needs can access and participate in mainstream school services and extra curricula activity.	Produce and deliver an Accessibility Strategy which sets out how the Council improves physical access to schools, accessible communication with parents and carers, and access to the curriculum. Deliver actions in the Edinburgh Children's Services Plan 2017 – 2020 which relate to children with a disability or additional support need. ASL Policy 'In on the Act' Dec 2016	Data from pupil surveys in secondary and primary schools provided by children with disabilities and additional support needs. Data from the 'Child Planning - Edinburgh Wellbeing' Index provided by pupils with disabilities. Feedback from parents, families, and carers of children with disabilities.	Communities and Families, Support for Children, and young People.
1.3 Extended use of photo-symbols across service areas, and public buildings, to improve access.	Improve signage in schools, libraries, leisure, and community centres.	Feedback from EaRN members. Feedback from the Access Panel.	Communications Service. Lifelong Learning Service. Property and Facilities Management.
1.4 Improved access to the city's cultural, sporting and physical activity services.	Deliver the Museums Galleries Edinburgh Access Policy Statement 2017. Deliver the Edinburgh Museums and Galleries Service Plan 2013/18 . Deliver the 'Engaging with our communities: Museums Galleries Edinburgh: Outreach Strategy 2017-2020'. Increase the number of autism / dementia / gender + transgender specific sessions or showings at leisure centres, and theatres. Ensure the new sports and physical activity strategy takes account of the needs of communities who share protected characteristics.	Feedback from EaRN members. Feedback from the Access Panel.	Culture Service. Asset Management Service. Edinburgh Leisure. Lifelong Learning Service.
1.5 High quality library and information services using both physical and digital modes of access.	Improve access to and provide information about library services, taking account of the needs of people who share protected characteristics.	Satisfaction with Lifelong Learning Services.	Lifelong Learning Service.

What success looks like	What will we do to achieve success	How will we measure success	Lead Service
<p>1.6 The Council's first BSL plan is co-produced, approved and delivered in partnership with the deaf and hard of hearing.</p>	<p>British Sign Language (BSL) Draft National Plan. This will inform the development of the Local Plan.</p>	<p>Production of the Council's first BSL Plan in 2018.</p>	<p>Strategy & Insight Service (in partnership with the Edinburgh Health and Social Care Partnership).</p>
<p>1.7 Improved access to, and customer satisfaction with, Council customer services, including Interpretation and Translation Services (ITS) for people who share protected characteristics.</p>	<p>Improve the Interpretation and Translation Services.</p> <p>Continue to roll out the "Happy to translate" service on council leaflets.</p> <p>Ensure delivery of ITS contracts with funded third parties.</p> <p>Deliver the Change Strategy – Council of the Future – Digital Workstream.</p> <p>Deliver ITS procurement contracts.</p> <p>Increase the number of Council documents published in plain English and easy read.</p> <p>Deliver the new Customer Strategy.</p>	<p>Data from customer services on access and satisfaction.</p>	<p>Customer Service.</p>
<p>1.8 Improved access to pavements, parks, road crossings and the public realm for people who share protected characteristics.</p>	<p>Deliver the City Centre Locality Improvement Plan priorities on improving street access.</p> <p>Deliver the Council's Public Realm Protocols.</p> <p>Ensure more co production work takes place with communities of interest to design the public realm.</p> <p>Improve access to and around the City's parks and open spaces.</p>	<p>Data from accessibility surveys completed at key locations.</p> <p>Edinburgh Access Panel feedback.</p> <p>EaRN feedback.</p>	<p>Roads and Transport Service.</p> <p>Planning Service.</p> <p>Parks Service.</p>
<p>1.9 Many new affordable homes are accessible for people who share protected characteristics.</p>	<p>Secure City Deal investment in the Affordable House Building Programme.</p> <p>Deliver the Affordable House Building Programme and increase the supply of homes for larger families, older people and disabled people.</p>	<p>Number of new affordable homes built with 4/5 bedrooms and with good disability access.</p> <p>Data from EdIndex on citizens who apply for Registered Social Landlord (RSL) housing by protected characteristic.</p>	<p>Housing Service.</p> <p>Planning Service.</p> <p>Edinburgh Affordable Housing Partnership.</p>

Outcome 2 – Improved community safety, justice, and cohesion services.

What success looks like	What will we do to achieve success	How will we measure success	Lead Service
2.1 Interventions are early and effective, preventing domestic abuse, and maximising the safety and wellbeing of citizens, children, and young people affected by domestic abuse.	<p>Deliver the Edinburgh Children's Services Plan 17/20 actions on child protection.</p> <p>Deliver the Domestic Abuse Strategy and Improvement Action Plan 2017.</p> <p>Deliver the Community Justice Outcomes Improvement Plan 2017/18,</p>	<p>Reporting rates of domestic abuse.</p> <p>Satisfaction rates with domestic abuse services.</p>	Safer and Stronger Communities Service.
2.2 Improved services for those affected by hate crime and hate incidents in the City. Improved preventative work to reduce hate crime.	<p>Deliver the Tackling Sectarianism 2017/18 Action Plan.</p> <p>Deliver the Edinburgh Community Safety Partnership Hate Crime Action Plan.</p> <p>Deliver the Edinburgh Transport Charter.</p> <p>Improve work in schools, youth clubs and other children and young people's services to prevent hate incidents and crimes.</p>	<p>Reporting rates of hate crime.</p> <p>Satisfaction rates with hate crime services.</p>	Safer and Stronger Communities Service.
2.3 Syrian refugees are successfully relocated and have a good quality of life.	<p>Deliver the Syrian Refugee relocation and integration action plan.</p>	<p>Feedback from Syrian refugees on the relocation and integration programme.</p> <p>Number of Syrian refugees in training or employment with 6 months of arrival.</p> <p>Achievement and attainment of children at early years or schools.</p>	<p>Safer and Stronger Communities Service.</p> <p>Schools and Lifelong Learning Service.</p>
2.4 Improved services for those affected Female Genital Mutilation (FGM).	<p><u>National Strategy – Equally Safe: Scotland's Strategy for preventing and eradicating violence against women and girls.</u></p>	<p>Reporting rates of FGM.</p> <p>Satisfaction rates with FGM services.</p>	Safer and Stronger Communities.
2.5 Improved services for those affected by human trafficking and exploitation.	<p>Deliver <u>National Strategy: Scotland's Trafficking and Exploitation Strategy.</u></p>	<p>Reporting rates of trafficking and exploitation.</p> <p>Satisfaction rates with trafficking and exploitation services.</p>	Safer and Stronger Communities.
2.6 Improved services for those affected by honour based violence.	<p>Deliver the <u>National Strategy – Equally Safe: Scotland's Strategy for preventing and eradicating violence against women and girls.</u></p>	<p>Reporting rates of honour based violence.</p> <p>Satisfaction rates with honour based violence services.</p>	Safer and Stronger Communities.

What success looks like	What will we do to achieve success	How will we measure success	Lead Service
<p>2.7 Community engagement, empowerment, and cohesion work across the City is strong and effective.</p>	<p>Develop EaRN and ensure improved engagement with the network by elected members and council senior officers.</p> <p>Improve the engagement work of Locality Committees through the Locality Improvement Plans with communities of interest.</p> <p>Improve engagement with migrant community groups and respond to concerns.</p> <p>Improve Pupil and Parent Council engagement with communities of interest.</p> <p>Improve engagement work through Registered Tenants Organisations, Community Councils, and other community sector organisations about community cohesion.</p> <p>Improve engagement work with Third Sector groups representing groups of people who share protected characteristics.</p> <p>Adhere to the National Community Engagement Standards when engaging with communities of interest.</p> <p>Improve approaches to interfaith work through EIFA.</p>	<p>EaRN member's feedback.</p>	<p>Schools and Lifelong Learning Service.</p> <p>Strategy and Insight Service.</p>

Outcome 3 – Improved education and employability services.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
<p>3.1 Improved outcomes for learners with additional support needs and those sharing protected characteristics.</p>	<p>Deliver the Communities and Families Service Development Plan.</p>	<p>Positive destinations, exclusions, attendance, and achievement data by protected characteristic / additional support needs.</p>	<p>Communities and Service Families.</p>
<p>3.12 Reduce the number of children with additional support needs who experience school exclusions.</p>	<p>Measure the number of children with ASN who experience exclusions and compare this to those who do not have ASN.</p> <p>Continue to rollout whole school training on ASD</p> <p>Build on our SfL teaching staff skillset in our schools through training and networking events.</p> <p>Empower education establishments to meet needs through following Included Engaged and Involved policy and related procedures</p>	<p>Reduce the rate of exclusion gap between the children who have ASN and those who do not.</p>	<p>Children's Services</p>

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
	<p>Continue to train staff to use the primary and secondary CIRCLE tools and Early Years Up Up and Away Tool.</p> <p>Continue to train ASL and specialist provision staff in the use of SCERTS and continue to implement SCERTS.</p> <p>Inclusive practice training for all new staff will be mandatory.</p> <p>Continue to deliver a range of evidence-based training for education staff and partners to meet needs of pupils with a range of additional support needs.</p> <p>Work collaboratively with partners to enhance our flexible pathways for children who benefit from a more adaptive/bespoke curriculum.</p> <p>Work with facilities management colleagues to consider inclusive education environments in future school builds.</p>		
<p>3.2 Improved engagement of parent and pupil councils with parents and pupils who share protected characteristics.</p>	<p>Deliver the Communities and Families Service Development Plan</p> <p>Deliver the pupil and parent engagement plan.</p>	<p>Feedback from pupil and parent Council's about engagement and representation by pupils and parents who share protected characteristics.</p>	<p>Communities and Families Service.</p>
<p>3.3. Prejudiced and bullying incidents in schools will be recorded and addressed appropriately so that children feel safe in their school.</p>	<p>Deliver the Communities and Families Service Development Plan.</p>	<p>Number of recorded bullying incidents in schools.</p> <p>Feedback from pupils on bullying behaviour as part of the pupil primary and secondary surveys.</p>	<p>Schools and Lifelong Learning Service.</p>
<p>3.4 Improvement in employability skills and positive destinations for pupils who share protected characteristics.</p>	<p>Deliver the Economic Strategy.</p> <p>Deliver the Communities and Families Service Development Plan.</p>	<p>Number of jobs, apprenticeships or training opportunities identified.</p> <p>Number of young people matched into these opportunities</p> <p>Number of employers contributing to success</p> <p>Skills Development Scotland Participation measure rate</p>	<p>Economic Development Service.</p> <p>Schools and Lifelong Learning Service.</p>
<p>3.5 Pupil Equity Fund investment leads to improved achievement and attainment, and health and wellbeing, for pupils who share protected characteristics.</p>	<p>Deliver the Edinburgh Children's Services Plan 2017/20.</p>	<p>Outcomes recorded as part of PEF investment.</p>	<p>Schools and Lifelong Learning Service.</p>

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
3.7 Children and young people have improved mental health, emotional wellbeing and resilience in schools, and other settings.	<p>Deliver the Edinburgh Children's Services Plan 2017/20 and recommendations from CAMHS and wellbeing review.</p> <p>Ensure schools meet the Guide to supporting transgender young people in school - LGBT Youth Scotland/Scottish Transgender Alliance</p> <p>Ensure Communities and Families achieve the Silver Award in LGBT Youth Scotland Charter Mark.</p>	<p>Primary and Secondary School pupil surveys.</p> <p>Feedback from users of CAMHS.</p> <p>Compliance with guidance and codes of practice.</p> <p>School inspection reports.</p>	Schools and Lifelong Learning Service.
3.8 The Council's Employability Commissioning Plan has delivered a more inclusive labour market.	<p>Deliver the Communities and Families Service Development Plan.</p> <p>Deliver the Economic Strategy.</p>	<p>Progress Updates</p> <p>Progress reports to the Housing and Economy Committee</p>	<p>Schools and Lifelong Learning Service.</p> <p>Economic Development Service.</p>
3.9 More young people who share protected characteristics take up apprenticeship opportunities in the construction industry.	<p>Secure City Deal investment in employability services.</p> <p>Implement more housing development and other construction contract community benefit clauses.</p> <p>Deliver the STEM programme in schools.</p>	Data from apprenticeship providers on take up and completed apprenticeships from young people who share protected characteristics.	<p>Schools and Lifelong Learning Service.</p> <p>Economic Development Service.</p>
3.10 Improved transition services for pupils with disabilities.	Deliver the Edinburgh Children's Services Plan 2017/20.	Feedback from pupils with disabilities and parents / carers on transition.	<p>Schools and Lifelong Learning Service.</p> <p>Economic Development Service.</p>
3.11 Children's rights are enhanced.	<p>Deliver the Edinburgh Children's Services Plan 2017/20.</p> <p>Deliver the Citywide Restorative Justice Learning and Development Programme.</p> <p>Support the work of the Children's Rights Team and the Rights Respecting Schools Programme.</p>	<p>Report on the state of children's rights in the City every year, in line with statutory guidance.</p> <p>Annual Edinburgh Children's Services Report on Children's Rights.</p>	Schools and Lifelong Learning Service.

Outcome 4 – Improved transport services.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
4.1 The City has a road network where all users are safe from the risk of being killed or seriously injured and its citizens have access to healthier and safer travel options.	<p>Deliver the Local Transport Strategy.</p> <p>Deliver the Public and Accessible Transport Action Plan.</p> <p>Deliver the Additional Support Needs and Adult Transport Action Plan.</p>	Feedback from passenger surveys from users who share protected characteristics.	Transport Service.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
4.2 Taxis and Private Hire Cars provide a safe, convenient, and accessible service to those who share protected characteristics.	Ensure the licensing service monitors the quality of service provision by taxi companies and taxi drivers.	Number of taxi complaints recorded and number of resolutions by people who share protected characteristics.	Licensing Service.
4.3 Transport options are accessible to all regardless of protected characteristic.	Deliver the Local Transport Strategy. Deliver the recommendations from the review of community accessible transport and transport to and from home to school / HSC centre.	Percentage of the Lothian Bus fleet which is accessible to both buggies and wheelchairs. Numbers of incidences of use of community accessible transport, and satisfaction with those services. Feedback from users of home to and from school / HSC centre.	Transport Service.
4.4 The Transport Charter Action Plan has been delivered and people feel safe on public transport.	Deliver the Transport Charter Action Plan. Deliver the Edinburgh Community Safety Partnership Hate Crime Action Plan.	Feel safe and secure while using public transport is increased. Feel confident reporting a hate crime or any other prohibited conduct on public transport is increased. Report a hate crime on public transport and are satisfied with the service they receive from transport providers is increased.	Safer and Stronger Communities.
4.5 Improved communication and information about transport services and options for people who share protected characteristics.	Deliver the Lothian Buses Passenger Information Strategy.	Feedback from citizens about transport options and services.	Transport Service.

Outcome 5 – Improved social security and household income maximisation services.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
5.1 Citizens who share protected characteristics maximise their potential incomes and mitigate the negative impacts of welfare reform.	Deliver the Welfare Reform Plan and provide regular reports on impacts: <u>Welfare Reform – Update – Quarterly reports to Corporate Policy and Strategy Committee</u>	Data from welfare rights and customer services.	Safer and Stronger Service. Customer Services.
5.2 Advice services for people who share protected characteristics are accessible and effective.	Deliver the advice services review recommendations.	Data from welfare rights and customer services.	Safer and Stronger Service. Customer Services.

What will success look like	What will we do to achieve success	How will we measure success	Lead Service
5.3 Improved services to tackle household debt for citizens who share protected characteristics.	Deliver the advice services review recommendations. Deliver customer debt management services as part of Council Customer Services.	Data from welfare advice services on access and satisfaction by citizens who share protected characteristics.	Safer and Stronger Service. Customer Services.
5.4 People who share protected characteristics have access to affordable food and energy.	Deliver the Edible Edinburgh Strategy and Sustainable Energy Action Plan (SEAP).	Edible Edinburgh – Annual progress report to Corporate Policy and Strategy Committee SEAP – Annual progress report to Corporate Policy and Strategy Committee	Place Property and Facilities Management Service. Parks Service.
5.5 The Scottish Government and the Council have effective partnership working to deliver high quality social security services.	Engage regularly with the Scottish Government on the implementation of devolved benefit programmes.	Progress reports	Safer and Stronger Service

Appendix 2 – Edinburgh Equality, Diversity, and Rights Information – 2015/16/17 – more information [here](#)



Further Contact Information

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